

Role Profile

Part A - Grade & Structure Information

Job Family Code	9BF	Role Title	Social Care Team Development Coordinator
Grade	PS9	Reports to (role title)	Professional Development Manager
		Directorate/School	Children, Families and Lifelong Learning
JE Band	314-370	Service/Department	Quality Relationships
		Date Role Profile was created	18/05/2022

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	You will develop and maintain positive working relationships with practitioners and managers in social care teams across Surrey Children's Services to identify learning and development needs of practitioners and teams, and plan how best to meet these needs by using a wide variety of learning and development tools. You will also contribute to planning the priorities for the overall learning and development programme facilitated by the Surrey Children's Services Academy. You will build an in-depth knowledge and understanding of internal and external learning resources to share with teams. You will support practitioners in the Children's Teams to build up their own learning and skills, and gain confidence in accessing and delivering shared learning to colleagues, to complement the training offer being commissioned by the Academy. You will be a highly effective communicator, and work in a solution focused way to manage challenges that arise.
Work Context	The work of the Academy is to recruit, retain and develop the Children's Services' workforce, and collaborate with the Surrey Safeguarding Children's Partnership to facilitate their learning offer. The Academy works to raise professional standards, introduce and embed new skills and ways of working, and provide up to date knowledge and research to support practice development. The Academy supports staff within the Children, Families and Lifelong Learning Directorate, foster carers, and Partner agencies with: • A CFLL Learning and Development offer including access to subscriptions • Statutory Training • Surrey Children's Safeguarding Partnership Learning Offer • Career Progression, including specific professional qualifications agreed on annual basis • Social Work Students • Assessed and Supported Year in Employment (ASYE) • MAPA Crisis Prevention Institute Verbal Intervention & Safety Intervention Training • Foster Carer Learning Offer • Culture and development training • Advice and guidance regarding the learning and development of workers/ teams, and use of systems
Line management responsibility if applicable	N/A
Budget responsibility if applicable	N/A

Representative Accountabilities Typical accountabilities in roles at this level in this job family	Analysis, Reporting & Documentation • Assess or conduct analysis, presenting results and putting forward recommendations on managing more complex situations to support decision making. • Analyse and make recommendations for improvement or development of existing systems, processes or policy. Service Delivery • Maintain, develop and review systems, processes, procedures and working methods to maximise service quality, efficiency and compliance. • Provide specialist/professional advice and recommendations within specific parameters to support informed decision making. Planning & Organising • Plan workloads and secure resources to enable the team/s to achieve a quality service. • Lead projects and reviews within a defined area of work as directed by their manager to support and enhance service delivery. Finance/Resource Management • May assist with budget/resource management in accordance with the organisation's policies and procedures. • May have delegated responsibility for a budget(s). Work with others • Liaise, communicate and build relationships with other internal departments, customers, partner organisations, agencies and/or contractors to support and represent the team/service. People Management • May manage a team operating in a well defined specialist area or oversee the delivery of a range of support services to a service or function. • Monitor and support the performance management and development of team members to ensure that individual contributions are maximised. And/Or • Operate as an individual responsible for the delivery of a high level/complex service. Duties for all Values: To uphold the values and behaviours of the organisation. Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity. Health, Safety & Welfare: To be responsible for ensuring health & safety policies, procedures and legislation are implemented, communicated and managed including making sure that health and safety responsibilities are fully understood and carried out by employees within their service area. To have regard to and comply with safeguarding policy and procedure as appropriate.
Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	• Degree qualified, or significant vocational experience demonstrating development through involvement in a series of progressively more demanding relevant work/roles. • Professional qualification, or able to evidence knowledge and understanding of appropriate business disciplines. • Comprehensive knowledge of computerised business systems in terms of functionality and capability (some roles). • Knowledge of principles, practices, policies and procedures relating to business planning and financial and organisational management. • Proven written and oral communication and interpersonal skills with good negotiation and influencing skills and the ability to work collaboratively with internal and external partners/professionals. • Ability to understand, meet and exceed customer expectations. • Ability to work on own initiative, with solution focused problem solving skills. • Ability to manage a range of projects through to completion. • Previous practical or professional experience and understanding of a specialist area or supporting service teams and/or providing support to the public. • Previous management experience including staff supervision, development and organisational skills (where appropriate).
Details of the specific qualifications and/or experience if required for the role in line with the above description	Social care qualification and experience working in social care highly desirable. Experience of self-learning and supporting the development of others. Friendly, approachable and professional, with the ability to pro-actively build up working relationships and respond within a timely manner to requests. Willing and able to travel around the county to meet the demands of the role, to work from different sites, and work evenings if required in line with service needs. Able to assess, plan and review appropriate support. Numerate and able to advise on effective use of budgets and resources. Competent in a range of IT tools including MS Office and database management systems. Proven written and oral communication and interpersonal skills with good negotiation and influencing skills, and the ability to maintain effective working relationships at all levels. Ability to communicate with compassion and authority in challenging situations and with resistant individuals, be able to effectively engage with people in complex situations both short-term and building relationships over time. Satisfactory DBS clearance may be required.

Role Summary	Roles at this level are often professionally qualified roles, specialists, or project officers providing advice and support to their customers, or lead and manage the work of larger teams. They will plan and ensure progress within established procedures and policy, and respond effectively to changing priorities and different situations. They will have a fair degree of autonomy and work closely with customers, staff, partners, third parties agencies and/or contractors and have a primary role ensuring their services achieve the agreed service standards in a cost effective way and in improving quality standards. Forward planning could be for months ahead and the role will contribute to longer-term development. Work requires the consideration of future implications beyond the immediate problems.
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