

Role Profile

Part A - Grade & Structure Information

Job Family Code	10SW	Role Title	Assistant Team Manager - Family Help & Children with DisabilitiesAssistant Team Manager
Grade	PS10SC	Reports to (role title)	Team Manager
JE Band	371-438	Directorate / School	Children's Services, Family Resilience, Safeguarding
Date Role Profile was created	May-26	Service / Department	Family Help and Children with Disabilities
Agile	Community	DBS Requirement	Enhanced with Children

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	To support the delivery of a high-quality service within Family Help or Children with Disabilities (CwD), providing practice leadership, coordination and line management within the team, with a specific focus on Targeted Early Help, Section 17 work and Children with Disabilities support and intervention. The post holder will be responsible for progressing and assuring practice at Targeted Early Help and Section 17 level in line with Surrey practice standards. Final oversight and accountability for Section 17 decisions remains with the Team Manager, and the role does not hold responsibility for Child Protection work but does play an active role in identifying the need for escalation and supporting progression into safeguarding services where required. Provide practice leadership to support the progression of work at Targeted Early Help and Section 17, in line with Families First Partnership Programme (FFPP) practice standards and strengths-based approaches. Hold line management responsibility for a defined group of Family Support Workers, Family Help Practitioners, and Newly Qualified Social Workers (NQSWSs), in line with Surrey policies. Deliver regular supervision to line-managed staff, with a focus on reflective practice, progression of work, and professional development at Early Help and Section 17 level. Support the progression and review of work in line with Surrey practice standards, ensuring plans are purposeful, regularly reviewed and responsive to changing needs, including for children requiring longer-term support. Escalate concerns regarding increased need, capacity, or complexity to the Team Manager in a timely way. Promote consistent application of thresholds, supporting appropriate step-up to safeguarding services where required. Contribute to quality assurance and learning activity, including audits and thematic reviews focused on Early Help and Child in Need work. Represent the team in multi-agency forums relevant to Early Help, Child in Need and Children with Disabilities, including working closely with education, health and specialist services to support coordinated planning and delivery of support. Work collaboratively with education and health partners, including contributing to processes such as Education, Health and Care Plans (EHCPs), to ensure that children with disabilities receive coordinated and holistic support. Promote effective family led decision-making, supporting practitioners to work with families and networks to identify solutions and reduce escalation. Contribute to daily allocation discussions, supporting timely and proportionate responses while final decisions remain with the Team Manager. Support partnership working with education providers to address attendance, inclusion, and engagement as part of whole family plans. In Children with Disabilities services, the role supports the delivery and review of specialist support to children with complex and additional needs, including the development, implementation and oversight of Child in Need plans, short breaks, and commissioned packages of care. This includes working closely with health, education and other partners to ensure coordinated and effective support for children and their families. Support work involving children with disabilities, including oversight of Child in Need planning, short breaks and support packages, ensuring interventions are proportionate, effective and centred on the child's needs and lived experience. Ensure that safeguarding responsibilities within Children with Disabilities are understood and applied appropriately, recognising the additional vulnerability of children with complex needs. Work collaboratively with specialist services, including health, education and commissioned providers, to support coordinated responses for children with disabilities and their families.
Work Context	The role holder works under the supervision of the team manager and supports them during short term absences; responsibility for the supervision of non-professionally qualified staff, following appropriate training on staff supervision and assessment of competence. The complexity of tasks undertaken by the post holder will be determined by level of skill and experience of the worker and children and families presenting needs through discussion in supervision. The role holder will support the allocated Family Help Lead Practitioner where needed including chairing CiN and Team Around the Family Meetings.
Line management responsibility if applicable	The post holder will have direct line management responsibility for between two and six Family Support Workers, Family Help Practitioners, and NQSWSs.
Budget responsibility if applicable	No direct budgetary responsibilities but responsible for resource management of team and authorisation of spend on children and families.
Representative Accountabilities Typical accountabilities in roles at this level in this job family	Casework Management - Take professional responsibility for managing a complex caseload which will include individuals, children, carers and families who require support and guidance. - Demonstrate confident and effective judgement about risk and accountability in decision-making and be able to sustain engagement with fluctuating circumstances and capacities, including where there is hostility and risk. Assessment and Review - Use assessment procedures discerningly in response to the presenting needs and to ensure that a proportionate assessment is completed in a way that enables maximum participation. - Use professional judgement, employing a range of interventions: promoting independence, providing support and protection, taking preventative action and ensuring safety whilst balancing rights and risks. Safeguarding - Take the lead in managing positive interventions that prevent deterioration in health and wellbeing whilst safeguarding people at risk of abuse or neglect. - Undertake assessment and planning for safeguarding in more complex cases, and support colleagues by utilising safeguarding skills, in line with current policies and procedures. Staff Development - Play a leading role in practice development, help promote and sustain a learning culture and mentor less experienced staff. - Deliver formal professional reflective supervision and provide guidance and advice regarding casework to less experienced qualified staff. - Where required, take the role of practice educator (or train as a practice educator) for students and the role of ASYE assessor and supervisor for newly

	- Where required, take the role of practice educator (or train as a practice educator) for students and the role of ACPE assessor and supervisor for newly qualified social workers in the team. - As part of the supervision and appraisal process provide support with personal and professional development. - Share and present professional knowledge and expertise to colleagues within the team and with other partners. Data Quality - Take professional and personal responsibility for clear recording of analysis and judgements, maintaining up to date case work records on the database as required by Surrey County Council. - Take responsibility for working within the Directorate's data protection policies. 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 and welfare: Responsible for ensuring health & safety policies, procedures and legislation are fully implemented, communicated and managed including making sure that health and safety responsibilities are fully understood and carried out by employees within their service area.
Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	- Relevant professional qualification and registration where required. - In depth and up to date applied knowledge of relevant national and local policy, statutory guidance and legislation in relation to the provision of social care services. - Understanding of the principles of confidentiality and information governance and how these apply to social care. - Understanding of diversity and how it affects practice. - Ability to communicate appropriately and in a timely way with individuals, carers families, other professionals and team members which is clear, fluent, concise and jargon free and in a courteous calm and professional manner. This includes both verbal and written communication. - Ability to effectively engage with people in complex situations both short-term and building professional relationships over time. - Ability to engage in difficult conversations in challenging situations and with people who may be resistant. - Ability to routinely explain professional reasoning, judgements and decisions made and record these in a clear concise way. - Ability to make skilled professional judgement for interventions including in crises and in response to challenge. - Ability to understand and take account of differentials in power, and use authority appropriately - Ability to develop partnership relationships in order to work effectively in a multi-agency and multi-disciplinary environment, demonstrating mutual professional regard and a collaborative approach to person centred working. - Ability to chair a range of meetings and offer expert support at case meetings. - Competent in the use of basic IT skills - Competent use of basic numeracy skills and the ability to contribute to monitoring discussions regarding the use of budgets and resources. - Experience of providing professional reflective supervision.
Details of the specific qualifications and/or experience if required for the role in line with the above description	Professional social work qualification, CQSW or Diploma in Social Work (DipSW), or other relevant qualification recognised by Social Work England Substantial experience of working with children, young people and families in a UK statutory or comparable setting, including work with complexity and safeguarding concerns. Experience of working with a range of needs across early help, child in need and, where applicable, children with disabilities requiring coordinated or longer-term support. Demonstrable experience of engaging children and families where there may be resistance, complexity or heightened levels of need. Experience of providing professional reflective supervision or practice oversight to less experienced practitioners, or clear evidence of readiness to do so. Up-to-date working knowledge of relevant childcare legislation, statutory guidance and local practice frameworks. Ability to work effectively in a multi-agency environment, contributing to coordinated responses to meet the needs of children and families. Willingness and ability to travel across the county and work flexibly, including occasional evenings, in line with service needs. Own car with appropriate business use insurance.
Role Summary	Roles at this level provide a professional social work, occupational therapy and other support to individuals, children their families and carers living in Surrey in line with the requirements of current, relevant, national legislation and local policies and procedures. Using professional judgement employ a range of interventions promoting choice, control and independence. They demonstrate expert and effective practice in complex situations, assessing and managing higher levels of risk, striking a balance between support and control, liaising with a wide range of professionals, including more senior levels.
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