

Role Profile

Part A - Grade & Structure Information

Job Family Code	13SW	Role Title	Service Manager Children with Disabilities in Family Help
Grade	PS13	Reports to (role title)	Assistant Director
JE Band	614-734	Directorate / School	Children, Families, & Lifelong Learning
Date Role Profile was created	May-26	Service / Department	Children with Disabilities
<u>Agile</u>	Community	<u>DBS Requirement</u>	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	The Service Manager provides strategic and operational leadership for Children with Disabilities services within the Family Help system, ensuring that disabled children, young people and their families experience timely, coordinated and relationship based support that is responsive to need, reduces unnecessary escalation and promotes sustained safety, wellbeing and inclusion. The role has leadership responsibility for specialist social work, occupational therapy and early support services, ensuring that children with disabilities and their families receive joined-up help from early support through to statutory intervention, with clear, well-managed pathways for escalation and transition. This includes oversight of support for children who require complex packages of care, short breaks, respite and, where necessary, care away from home. The Service Manager is accountable for ensuring high-quality statutory practice, strong safeguarding decision-making and effective multiagency working so that disabled children are supported to live safely within their families wherever possible, and experience continuity, dignity and permanence when statutory intervention or regulated provision is required. The role maintains leadership grip across regulated services and commissioned provision, ensuring compliance with statutory duties and inspection standards. As part of the wider Family Help leadership system, the Service Manager plays a critical role in shaping how specialist CwD services interface with early help, targeted support and wider children's social care, working with senior leaders and partners to inform commissioning, assure quality, and continuously improve outcomes for disabled children and their families across Surrey. Ensure that pathways into, through and out of MACPT involvement are clear, timely and well-coordinated, supporting effective escalation where risk increases and purposeful step-down and transition to Family Help or other services as risk reduces, so that children and families experience continuity, clarity and proportionate statutory intervention.
Work Context	Children's Services ensure that children with needs are identified early, that they and their families are offered help at the earliest opportunity, and that the majority of children's needs will be met without statutory intervention. Where statutory intervention is necessary children and their family's journey from statutory services as soon as their needs have been met to live safely with their birth family journey. High quality support is provided to parents and families to make it more likely for children to be able to live with their birth family. If children cannot be cherished in birth families, they will be placed with permanent alternative families wherever possible. Service Managers instil in all of their services an ethos of personal accountability in providing high quality services and improving the lives of children and young people. They forge positive and beneficial relationships with partners (such as parents/carers, foster carers, schools, health services, police, voluntary organisations and districts and boroughs) to ensure the integrated delivery of services and work innovatively to create efficiencies of scale and pool resources in order to maximise the use of public funds. In most situations, the Service Manager delegates front-line operational management to Team Managers. The Service Manager supports Assistant Directors and Directors in implementing their portfolio of responsibilities by leading on project work and deputising for the Assistant Director where required.

Line management responsibility if applicable	Direct responsibility for between 4 and 8 Team Managers and indirect leadership of multidisciplinary teams delivering Family Help services.
Budget responsibility if applicable	Responsible for staffing budget of c £1m and a service budget: c£500,000.
Representative Accountabilities Typical accountabilities in roles at this level in this job family	Risk Management Manage risk in relation to service delivery, ensuring safeguarding responsibilities for children with disabilities are met and that practice and decision-making are timely, proportionate and consistent. Contribute to the corporate risk management framework, ensuring risks associated with complex need, disability, care provision and regulated services are identified, escalated and mitigated appropriately. Work in partnership with MACPT and safeguarding services to ensure clear, timely and proportionate decision-making where risk escalates, supporting effective escalation and de-escalation across thresholds of need for disabled children and their families. Service Development Evaluate existing Children with Disabilities service provision, taking account of feedback from children, families and partners, inspection findings and broader external developments, to ensure innovative solutions are proposed that maximise service quality, efficiency and continuity. Drive change and embed new ways of working to ensure high-quality, inclusive and outcome focused service delivery for disabled children and their families, while achieving value for money. Maintain oversight of service performance, including patterns of demand, quality of practice, timeliness of intervention and impact on outcomes for children and families. Act on emerging risks such as drift, delay or inappropriate escalation, ensuring effective use of resources and continuous service improvement. Contribute to the leadership of the wider Family Help system, supporting consistency of thresholds, decision-making and practice standards, while ensuring the distinct statutory and specialist requirements of Children with Disabilities services are fully understood and upheld. Planning & Organising Develop and ensure the implementation of operational and service plans and policies for Children with Disabilities services and play a key role in longer-term planning to develop and implement new initiatives and operational systems that respond to need, demand and legislative change. Assist in the production of service plans, including the setting, monitoring and evaluation of service targets, ensuring alignment with strategic priorities and statutory responsibilities for disabled children and young people. Finance / Resource Management Plan, control and monitor the allocation and use of allocated budgets, resources and funding to ensure maximum value is delivered. Maintain oversight of staffing, service and commissioned provision budgets, ensuring resources are deployed effectively to meet the assessed needs of children with disabilities and their families. Work with Others Liaise internally and externally to ensure Children with Disabilities service issues are appropriately represented, understood and acted upon to enhance service delivery and outcomes. Work with a wide range of agencies and partners, including health, education, police and the voluntary and independent sector, to develop and coordinate services in line with government policy and local priorities. Build and sustain strong multiagency partnerships to ensure coordinated, joined-up and effective delivery of support for disabled children and their families across early support, statutory intervention and commissioned provision. People Management

Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	Relevant professional qualification and registration where required plus substantial experience at a senior management level in specialist area. Extensive, sophisticated and up to date working knowledge of relevant national and local policy, statutory guidance and legislation in relation to the provision of Health and Social Care services. • Comprehensive knowledge and awareness of broader contextual factors affecting national service delivery. Ability to exercise a significant degree of critical and constructive thinking and demonstrate evaluative judgement. Extensive knowledge of the concepts of change management, project management and continuous improvement, and their practical application. Proven ability to manage budgets and available resources to deliver effective support to their area of responsibility. • Excellent written and oral communication and interpersonal skills with high level negotiation and influencing skills, and the ability to build effective relationships with colleagues and a range of external partners. High level problem solving and analytical skills with the capacity to devise and implement innovative solutions for strategic change. Proven ability to assess risks and benefits and respond appropriately. Clear evidence of political acumen. Wide experience in successful leading, motivating, coaching, mentoring and developing staff. Expert specialist knowledge consistent with the role.
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. Registered or in process of registering with the Social Work England. Satisfactory enhanced DBS clearance is required. Substantial experience in assessing the needs of, and undertaking direct work with children and young people, together with a track record at Team Manager level of improving children and young people's lives. Wide ranging experience of working with parents, families, carers and networks to achieve optimal outcomes for children and young people. Able to demonstrate understanding of the needs of children/young people in their specialist area with the ability to work with the Assistant Director and Directors, partners and other parties to develop and implement plans and actions that ensure improvement. Ability to evidence skills in purposeful high-quality supervision that has impacted on improved outcomes for children, young people and families and staff. Full driving license and access to a vehicle. Willing and able to travel around the county to meet the demands of the role, to work from different sites, and work evenings and weekends if required in line with service needs.
Role Summary	Roles at this level plan, organise and manage large and complex teams or specific service areas, and/or provide day to day operational management for a specified geographical area or service. Their work usually includes policy development, developing and implementing operational plans and helping to develop and deliver strategy. Planning takes place over a longer period (year or more). They will require a full understanding of a professional or specialised field and will work with those both inside and outside the organisation, to influence the development of services or delivery of specific projects or council objectives. Roles at this level require extensive management experience and high-level expertise. They exercise a significant degree of flexibility and independence for decision making within their particular functional area, working to broad parameters and policy guidance.
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