

Role Profile

Part A - Grade & Structure Information

Job Family Code	11PCS	Role Title	Team Manager Edge of Care
Grade	PS11	Reports to (role title)	Service Manager Adolescent Service - Edge of Care
		Directorate / School	Children, Families and Lifelong Learning
JE Band	439-518	Service / Department	Adolescent Service Central
		Date Role Profile was created	01/04/2026

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	<p>An Edge of Care Manager leads a specialist team providing intensive support to families with children (typically aged 11–17) at imminent risk of entering care. They provide leadership, strategic direction, and reflective supervision to staff, ensuring the implementation of preventative, therapeutic, and practical interventions encompassing compassion focused therapy, relational and restorative approaches alongside building a team that reflect the Surrey Way of inclusivity, working in collaboration, with ambition for themselves and the families we work for and developing dynamic services that encourage participation.</p> <p>The Team Manager will have on call responsibility to the service evenings and weekends on a rota basis shared with the other Team Manager and Service Manager.</p>
Work Context	Children's Services' priority is that children and young people are safe and feel safe and confident, which means providing timely, accessible help and support to ensure they are resilient, independent and confident in their future. Early Help services work with children, young people and families in a multi-agency environment providing early help to identify and address problems before they escalate.
Line management responsibility if applicable	Line management of a team of Adolescent Practitioners.
Budget responsibility if applicable	No direct budgetary responsibilities but responsible for resource management of team and authorisation of spend on service users.

Representative Accountabilities
Typical accountabilities in roles at this level in this job family

Risk Management

- Identify opportunities and risks associated with the service and escalate / report to management.
- Conduct assessments in complex or high risk circumstances ensuring appropriate actions are taken in response to identified safeguarding/wellbeing issues to increase the protection of vulnerable people.

Service Development

- Apply specialist/professional expertise and use judgement to make decisions where solutions are not obvious, to deliver services that meet customer requirements and service standards.
- Ensure professional and quality service standards are maintained and applied within their area of activity.

Planning & Organising

- Develop and implement plans for their own area and contribute to business and service planning.

Finance/Resource Management

- May monitor, analyse and manage delegated budgets, funding and resources in accordance with organisation policies and procedures, or have indirect influence on wider service budget.

Work with others

- Work with other service areas / partner professionals and organisations to assess and deliver individual service user needs and / or service objectives and priorities.

People Management

- Manage a defined team or area providing clear organisation, direction and development.
- Monitor and support the performance management and development of team members using a coaching approach, to support individual development and ensure that individual contributions are maximised.

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: Responsible for ensuring health and 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.

Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	<ul style="list-style-type: none"> • Professional qualification and relevant registration where required with post qualification practical experience, or substantial relevant and practical experience across a number of areas and in depth specialist knowledge. • Deep understanding of relevant legislation and practice standards. • Knowledge and awareness of broader contextual factors affecting wider service delivery. • Ability to exercise evaluative judgement appropriately. • Ability to manage budgets in accordance with financial procedures. • 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. • Competent in a range of IT tools including MS Office and database management systems. • High level problem solving skills with the capacity to devise and implement innovative solutions. • Demonstrable experience in successful recruiting, managing, coaching and developing of staff. • Satisfactory DBS clearance might be required.
Details of the specific qualifications and/or experience if required for the role in line with the above description	<p>Relevant qualifications, educated to degree level.</p> <p>Substantial experience in assessing the needs of, and undertaking direct work with children and young people, with a track record of improving children and young people's lives.</p> <p>Able to demonstrate understanding of the needs of children/young people in their specialist area.</p> <p>Ability to evidence skills in or willingness to develop Motivational Interviewing, partnership working and purposeful high-quality supervision that has impacted on improved outcomes for children, young people and families and staff retention.</p> <p>Satisfactory DBS clearance is required.</p> <p>Willing and able to travel around the county to meet the demands of the role; when required to work unsocial hours, when required to work from different sites, and work evenings and weekends if required in line with service needs.</p> <p>Valid driving license and access to a car</p>
Role Summary	<p>Roles at this level provide, manage and / or co-ordinate and contribute to promoting good practice and service development. They will require knowledge across a number of areas or in depth technical or specialist knowledge. They will typically work with those both inside and outside the organisation to influence the development of services or delivery of specific projects, establishing effective local working relationships and joint working arrangements. There will be a requirement to plan and organise own and/or team activity over a significant time scale and coordinate work with associated functions, and they may contribute to strategic developments in their area of expertise. They ensure that their services achieve the agreed financial and service standards, and will have professional autonomy and discretion within operational policies and precedents.</p>
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