

# Role Profile

## Part A - Grade & Structure Information

<b>Job Family Code</b>	11SW	<b>Role Title</b>	<b>Team Manager</b>
<b>Grade</b>	PS11SC	<b>Reports to (role title)</b>	<b>Service Manager</b>
		<b>Directorate/ School</b>	<b>Children's Services</b>
<b>JE Band</b>	439-518	<b>Service / Department</b>	<b>HOPE</b>
		<b>Date Role Profile was created</b>	

## 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.

<b>Role Purpose</b> including key outputs	<p>To be responsible for the daily management and oversight of service provision for the nominated HOPE Team (Epsom or Guildford), in collaboration with the Lead Nurse and the Teacher in Charge (Professional Leads) who work across the Service. To ensure that young people's complex social care, emotional, educational and mental health needs are identified and safely met through the work of an accountable multi agency team.</p> <p>To work alongside HOPE's Professional Leads to ensure that all HOPE staff work in accordance with HOPE's aims and objectives, and collaborate to promote the best outcomes for young people in HOPE.</p> <p>To work alongside the Professional Leads to ensure appropriate therapeutic and educational Day Programme and/or Community Outreach provision for young people receiving interventions on nominated HOPE site, ensuring regular review of interventions for these young people in accordance with their presenting needs. To be accessible to the staff group on site for support and guidance on a very regular basis.</p> <p>To develop and maintain links with relevant partner agencies and between the staff group to ensure the best outcomes for young people in HOPE</p>
<b>Work Context</b>	<p>The HOPE Service is a multi-agency provision for young people aged 11-18 with complex mental health, social, emotional and educational needs. It has two employing agencies: Surrey County Council and Surrey and Borders Partnership Trust. The Service is hosted by Surrey County Council, through Prevention and Partnerships, which is part of Countywide Services in the Children, Schools and Families Directorate. HOPE sits in the Children and Young People's Specialist Services arm of Children and Young People's Services within the SABP Trust.</p> <p>The remit of the HOPE Service is to prevent young people from being admitted into Tier 4 inpatient mental health units and from out of county fostering, residential or educational provision. The Service provides Community Outreach and a Day Programme, and works from</p> <p>2 sites: Epsom and Guildford. Each site is a registered Pupil Referral Unit, each of which are subject to inspections through Ofsted and Health and Social Care regulations.</p> <p>There are two Team Manager posts in the HOPE Service, one based on each site (HOPE Epsom and HOPE Guildford). Each post holder has responsibility for the daily management and oversight of the Day Programme and Community Outreach provision by staff based on their site, in close liaison with their Professional Lead colleagues. The role involves close liaison with Children's Services, working alongside colleagues from different professional disciplines within HOPE, and being part of a multi-agency leadership group that is obliged to work in accordance with Social Care, Health and Education guidance and legislation, under the HOPE Service Manager. This role is pivotal in ensuring there is a clear understanding of the therapeutic and educational needs of each young person accessing a service from HOPE, and that risk is minimised, effectively managed and regularly reviewed.</p> <p>To undertake the role of DSL (or DDSL)</p>
<b>Line management responsibility</b> if applicable	<p>Manage your own resources and professional development.</p> <p>In liaison with Professional Leads and HOPE Manager, ensure sound management and forward planning of assets, ICT, finances and procurement, and human resources in accordance with SCC and SABP policies and procedures and statutory legislation.</p> <p>Promote, enable and support innovation, manage risk-taking and performance management so as to enable continuous improvement of the Service, ensuring it is an excellent service and recognised as such.</p> <p>Working with People</p> <p>To inspire, motivate and develop the staff through performance management and workforce planning as part of HOPE's Leadership Group, so as to ensure stakeholders, Members, residents and users of the Service experience safe, efficient, appropriate and cost effective services.</p> <p>To ensure all aspects of operational service delivery provide a young person focused, accessible and cost efficient service.</p> <p>To develop and implement operational plans for service provision by HOPE Epsom or HOPE Guildford in collaboration with the HOPE Service Manager and Leadership Group colleagues to improve and sustain service performance.</p>
<b>Budget responsibility</b> if applicable	No direct budgetary responsibilities but responsible for resource management of team.

<p><b>Representative Accountabilities</b> Typical accountabilities in roles at this level in this job family</p>	<p><b>Casework Management</b></p> <ul style="list-style-type: none"> <li>• Provide leadership and professional support to colleagues and other professionals in situations of high complexity.</li> <li>• Apply extensive knowledge of practice, theory and legislation to enhance practice, procedures and policies, promote innovation, and introduce new ways of working from recognised sites of excellence.</li> <li>• Make use of sophisticated, critical reasoning and both model and facilitate reflective and evidence-informed practice.</li> </ul> <p><b>Assessment and Review</b></p> <ul style="list-style-type: none"> <li>• Support and encourage professional decision-making in others, to enable assessment procedures to be used discerningly in response to the presenting needs.</li> <li>• Maintain and provide expertise in specialist assessment and intervention and support others to develop these skills.</li> <li>• Model the effective assessment and management of risk in complex situations, across a range of situations, including positive risk taking situations.</li> </ul> <p><b>Safeguarding</b></p> <ul style="list-style-type: none"> <li>• Provide professional leadership on safeguarding issues in collaboration with other senior members of the team.</li> <li>• Provide support to resolve concerns about practice.</li> </ul> <p><b>People Management</b></p> <ul style="list-style-type: none"> <li>• Manage a defined team or area providing clear organisation, direction and development.</li> <li>• Provide professional support, advice and/or supervision.</li> <li>• 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.</li> <li>• Manage complaints where required, and verify assessments and authorise when appropriate.</li> </ul> <p><b>Work with others</b></p> <ul style="list-style-type: none"> <li>• Promote positive working relationships in and across teams and with partners in statutory, voluntary and third sector organisations, using strategies for collaboration and arbitration.</li> <li>• Contribute to and provide professional leadership of organisational change and development and address performance management issues that arise.</li> <li>• Ensure that all staff in the team are adhering to the requirements of data quality legislation.</li> </ul> <p><b>Finance/Resource Management</b></p> <ul style="list-style-type: none"> <li>• When required, monitor, analyse and manage delegated budgets, funding and resources in accordance with council policies and procedures, or have indirect influence on wider service budget.</li> </ul> <p><b>Duties For All</b></p> <p>Values: To uphold the values and behaviours of the organisation.  Equality &amp; Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.  Health, safety and welfare: Responsible for ensuring health &amp; 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.</p>
<p><b>Education, Knowledge, Skills &amp; Abilities, Experience and Personal Characteristics</b></p>	<ul style="list-style-type: none"> <li>• Relevant professional qualification and registration where required.</li> <li>• 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.</li> <li>• Ability to promote positive working relationships in and across teams, using strategies for collaboration and arbitration.</li> <li>• Ability to contribute to and provide professional leadership of organisational change and development and address performance management issues that arise.</li> <li>• Ability to communicate effectively in highly charged, complex or challenging situations to a wide range of audiences for different purposes and at different levels, including public speaking.</li> <li>• Ability to model and promote a culture of clear communication, supporting the development of effective communication skills in others.</li> <li>• Ability to influence organisational development pro-actively using feedback from your area of responsibility</li> <li>• Ability to gather information to inform judgement for interventions in more complex situations and in response to challenge.</li> <li>• Ability to routinely explain professional reasoning, judgements and decisions made and record these in a clear concise way.</li> <li>• Ability to use knowledge to make complex judgements in uncertain and ambiguous situations, supporting others to do the same.</li> <li>• Excellent partnership working skills with an ability to communicate and collaborate effectively with partners in statutory, voluntary and third sector organisations.</li> <li>• Competent in the use of basic IT skills.</li> <li>• Demonstrable experience in successful recruiting, performance managing, coaching and developing staff.</li> <li>• Good problem solving and analytical skills with the capacity to devise and implement innovative solutions.</li> </ul>

<b>Details of the specific qualifications and/or experience if required for the role in line with the above description</b>	<p>Financial: Responsible with Professional Leads for monitoring non-establishment expenditure of petty cash and purchasing card expenditure in accordance with budget set by HOPE Manager (up to £50,000 per annum).</p> <p>Non-Financial: Substantial skills developed through working directly with young people and families</p> <p>Ability to: Supervise staff, enabling supervisees to effectively manage their workloads and the emotional impact the work can have on them. Line management and supervision of multi agency staff group based at HOPE Epsom or HOPE Guildford. Clinical supervision to staff from own professional discipline. Make appropriate decisions commensurate with the responsibilities of the position. Prioritise workload and provide direction and support to staff group. Negotiate appropriate tasks and to function effectively within a multi disciplinary team. Apply theory from professional background, alongside therapeutic theory and knowledge of child development to the planning and oversight of work within the Service. Identify, respond to and signpost staff regarding Child Protection and Safeguarding issues. Ensure analysis of training needs for supervisees and ensure these needs are met within budget. Assess, plan, implement and review strategies to meet the needs of young people for optimal outcomes to be achieved. Work as member of multi-agency Leadership Group in order to develop HOPE Service to fulfil its potential. Use a broad range of written and oral communication skills appropriate to each situation. Use a range of IT tools including databases, email, Word and Excel. Understanding of relevant legislation affecting the working with children, including; Children Act (1989) and the Children and Adoption Act (2002). Detailed and contemporary knowledge and understanding of the national statutory frameworks, government priorities and published guidance for children and families Dedicated to seeking out best practice and applying it within the HOPE service Knowledge and experience of working with young people with complex social, mental health and educational needs. Knowledge of multi agency service provision. Education, Training and Social Work Qualifications CQSW or Diploma in Social Work (Dip SW) or other relevant qualification recognised by the GSCC. Registered with GSCC or in process of registration. A registered mental health or social care professional aligned to professional roles within HOPE.</p> <ul style="list-style-type: none"> <li>● Substantial experience in assessing the needs of, and undertaking direct work with, children and young people, and in working with parents, families, carers and networks to achieve optimal outcomes for children and young people.</li> <li>● Hold a full valid driving licence and use of a car, and be willing to travel around the county to meet the demands of the job.</li> </ul>
<b>Role Summary</b>	<p>Roles at this level assist with leading, motivating and managing a team ensuring the service provided is consistent, effective and delivers positive outcomes for individuals, their carers and families. They contribute to and support the development of practice, procedures and policy and specifically the professional development of the team. They are accountable for the provision of effective professional practice within the team, the provision of effective, reflective professional supervision, as well as line management and appraisal. These roles provide expert guidance in situations of complexity, where there is conflict or resistance and enable others in the team to manage complex and challenging situations. They deputise for the team manager when required (where appropriate).</p>
<b>Reference Number</b>	<p style="text-align: center;">BM-2023-040</p>