

Role Profile

Part A - Grade & Structure Information

Job Family Code	11SW	Role Title	Team Manager Mental Health Social Workers
Grade	PS11SC	Reports to (role title)	Service Manager
		Directorate	Children, Families, Lifelong Learning
JE Band	439-518	Service	Adolescent Service
		Team	Mental Health Social
		Date Role Profile was created	19/06/2025

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

- Manage, develop and provide clinical supervision to a team of specialised mental health social workers in the Adolescent hub model, who contribute to the delivery of multi - agency mental health support for children and young people with complex mental health needs.
- You will be based primarily in the Adolescent Hub but will work closely with the Mindwork hubs, strengthening the collaborative working between the services.
- You will be responsible for leading and overseeing the work of the team which includes training, consultation, reflection, joint case working, participation in case reviews, assessment of need, mental health assessments, care planning and intervention to support and protect children and young people with mental health difficulties and their families.
- Work collaboratively with colleagues and partners to deliver effective and efficient services which are on time, within budget, facilitate the delivery of relevant statutory requirements, and provide early help to identify and address problems before they escalate.
- Manage operational effectiveness of the team, allocating and prioritising workloads and take responsibility for ensuring all interventions are safely and efficiently managed. In exceptional circumstances intervene in a case directly to ensure efficient resolution.
- Ensure that case records, assessments, plans and documentation for all children and young people for whom the team is responsible are effectively maintained in line with practice standards and organisational policy and procedure.
- Ensure the team understands and adheres to the Quality Assurance Framework and manage the effective use of performance processes and systems to promote effective service delivery and drive improvement.
- Ascertain the views, feelings and wishes of children, young people and their parents /carers and use to appropriately inform their care plans and development and performance of services
- Responsible for the line management and clinical supervision of the MHSW
- Attend complex strategy meetings where mental health is a feature, support discharge planning, and develop the ethos of the team as trauma informed.
- Escalate safeguarding concerns through the appropriate pathways.
- Attend Relevant Provider Collaborative Meetings to offer social work oversight on children awaiting psychiatric inpatient treatment and discharge.
- Attend Relevant Public Health meetings and disseminate key learning (including from CSPR's) to the adolescent service
- Provide a quarterly report capturing the impact of the team and thematic learning with recommendations to improve the offer the children in Surrey. This should be discussed in SCC meetings and RVM2
- Develop an Annual Training offer

Work Context	The Mental Health Social Work Team Manager works in the Adolescent Service division of Children's Services and has strong links with the Adolescent Safeguarding Hubs and Mindworks Hubs. You will have a key role in the maintenance of effective communication between children's social care teams and CYPS. You will work using both Mindworks System One and Children's Services LCS. You will contribute to the development of reflective and systemic thinking within Children's Services Teams offering a mentoring role around the identification and appropriate treatment pathways for children experiencing emotional and mental health difficulties. Children's Services' priority is that children and young people are safe and feel safe and confident, which means ensuring that your team provides timely, accessible help and support to ensure they are resilient, independent and confident in their future. Team Managers instil in their teams an ethos of personal accountability in providing high quality services and improving the lives of children and families. Relationship based practice is central to service delivery. You will forge positive and beneficial relationships with partners (such as parents/carers, foster carers, schools, health services, police, voluntary organisations and districts and boroughs) to deliver integrated services. You will promote a culture in which children and families are worked with respectfully, with a recognition of their diverse experiences and backgrounds and in a spirit of partnership that encourages families to develop their own solutions and to receive the help and support they need to address their complex issues. Team Managers are accountable for front-line operational management. They also support Service Managers implementing their responsibilities by leading on project work and deputising for the Service Manager where required.
Line management responsibility if applicable	Line Management of a Team of Mental Health social workers
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 council 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: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others.

Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	• Relevant, professional qualification and evidence of continuous professional development • Substantial relevant and practical experience across a number of areas including adolescent mental health, children's social care and effective partnership working. • 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 will be required.
Details of the specific qualifications and/or experience if required for the role in line with the above description	• Relevant, professional qualification and evidence of continuous professional development • Substantial relevant and practical experience across a number of areas including effective partnership working • 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 will be required.
Role Summary	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.
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