

Role Profile

Part A - Grade & Structure Information

Job Family Code	11PCS	Role Title	Team Manager - Family Group Conference
Grade	PS11	Reports to (role title)	Service Manager
		Directorate / School	Children, Families, Lifelong Learning
JE Band	439-518	Service / Department	Family Help Partnership & Practice
		Date Role Profile was created	13/06/2025

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 and develop the family group conference service in accordance with statutory guidelines, policy and standards and Surrey's thresholds of need. Develop strengths based motivational practice that aims to keep as many children in need/in need of protection as possible safely within their family. Lead FGC practice development and embedding the strengths based motivational practice principles and values across social work teams and social care services including Early Help. This will be done through collaborative working and delivery of training to successfully implement and embed FGC within practice to ensure that children and young people's needs are being met and vulnerable children and young people are protected from harm. Manage, develop and embed positive practice measures for FGC, through coordinating resources and creating learning opportunities for the team. Manage operational effectiveness of the team to deliver services on time and within budget, allocating and prioritising workloads and taking responsibility for ensuring all services and cases are safely managed. When necessary to intervene and support Coordinators to manage a case directly to ensure a safe and effective resolution. Ensure that FGC case records, family plans and documentation for all children and young people for whom the team is responsible for are effectively maintained in line with practice standards and organisational policy and procedure. Promote purposeful practice by undertaking regular case work supervision that is reflective and outlines clearly the next steps to improve outcomes for children, young people and families. Manage effective communication of practice, service and organisational issues within the team and work collaboratively across other social work teams, services and with partners to provide high-level integrated support to children and families. 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.
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Work Context	Team Managers sit at the critical level in the organisation that balances supporting workers in their roles whilst also promoting and implementing organisational goals and targets. As front line managers, they ensure that policy and procedure are implemented and communicated effectively. Team Managers deputise for the Service Manager in ensuring operational effectiveness and consistency of service delivery across teams. They support the Service Manager in developing 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. The role holder represents building strong family and community networks and drawing on their expertise to inform how Surrey works with other agencies to share resources and improve outcomes for service users.
Line management responsibility if applicable	Manages a team up to 12 practitioners - 2 Senior FGC Coordinators and 10 FGC Coordinators.
Budget responsibility if applicable	No direct budgetary responsibilities but responsible for resource management of team and authorisation of expenses expenditure.
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	• 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	• Professional social work qualification, CQSW or Diploma in Social Work (DipSW), or other relevant qualification recognised by the Social Work England or equivalent alternative qualifications such as NVQ Level 4 or above in relevant field such as Social Work, Teaching, Mediation, Youth Work, etc. • Registered or in process of registering with the Social Work England (if appropriate). • Experience of convening FGCs (Family Group Decision Making meetings) in a variety of settings • Substantial experience in undertaking direct work with children and young people, with a track record of improving children and young people's lives in a UK statutory setting. • Able to demonstrate understanding of the needs of children/young people in their specialist area • 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. • Satisfactory DBS clearance is required. • 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 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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