

**LONDON BOROUGH OF MERTON**

**CHILDREN, SCHOOL'S and FAMILIES DEPARTMENT**

**JOB DESCRIPTION**

**Post Title:** SEN and Disability Integrated Service Manager

**Grade:** Management Grade 2

**Division/Section:** SEN and Disability Integrated Service (SENDIS)

**Location:** Civic Centre

**Responsible to:** Assistant Director, Children, Schools & Families - Education

**Responsible for:** Manager CwD Social Work Team; Manager SEN Team; Manager Brightwell RC Centre; Manager Portage & Early Support Team; Manager Health Team, Manager Business Support Team

**Post number:**

**Date:** August 2014

**Overall Purpose of the Job**

The Service Manager is part of the senior leadership team within the Children's Schools and Families directorate and is based in the Education Division. The role includes the strategic leadership, service development and effective management of statutory and regulatory Children's Special Educational Needs and Disability Integrated Services including all children's social care functions for children with complex needs and management of integrated Health functions. Provision of high quality services ensuring quality assurance, performance management and review mechanisms are in place to deliver quality and efficient services for children and young people. Contribution to the Children's Trust and Local Safeguarding Children's Board along with collaborative work with corporate colleagues and partner agencies and the development of staff working closely with service managers to establish best practice.

**Main Duties and Responsibilities**

- To lead and manage teams in achieving the highest standards of practice in work with children with complex needs including Special Educational Needs and disability and their families, ensuring that at all times children are at the heart of service provision and developments.

- Ensure that children and young people within the borough are safeguarded from abuse and that timely and appropriate responses to concerns are made.
- Be the Children's Social Care lead for the Department for children with complex needs.
- Deliver highly regulated statutory services engaging Children's Social Care, Health and Education regulatory functions to children and young people with complex needs.
- Ensure effective quality assurance of work undertaken with the Service and its impact.
- Contribute to the external inspection and audit planning process and take lead responsibility as directed by DMT.
- Ensure effective risk management practice, through the development of excellent inter-agency collaboration and communication
- Ensure that the interventions of children's integrated service teams are child centred, effective and timely and to act accordingly where this is not the case.
- Pro-actively work with stakeholders, including service users, carers, families, commissioners, service providers and communities to deliver change and quality improvements.
- Lead on practice and systems development and the implementation of new legislation and government initiatives
- Ensure successful partnership and multi agency working across the service and undertake the lead on a range of interagency work as required to ensure both development and sustainability of good service provision
- Promote and develop a performance management culture, managing poor performance where necessary
- Effective budgetary management and the delivery of value for money services
- Work with elected members, as required on policy and budget issues related to the service and issues as raised by Councillors including scrutiny and the production of papers for cabinet decision as required
- Support delivery of the Council's vision and strategy
- Operate as a lead manager within the Children's Schools and Families directorate, to deputise for the Assistant Director, Children, Schools & Families - Education.
- Work with statutory and voluntary partners to ensure that all relevant activity is focused on improving outcomes
- Provide expert advice and support to service managers and staff
- Development and operational responsibility for a number of functional themes within the team including Quality Assurance Processes, Risk Management Panels, and various practice issues.
- Chair meetings and contribute to operational working groups, network and planning meetings and reviews, as required
- All staff are required to adhere to the various professional standards, including the Professional Capability Framework and the Health and Care Professions Council Standards.

*The duties and responsibilities outlined in this job profile are indicative of the role, however they are not exhaustive and may be subject to change. In addition, you will be required to undertake other reasonable duties as directed by your manager.*

## **Staff Management**

- Develop staff and maximize their potential ensuring continuing professional development and training is effectively delivered through regular supervision and review, in accordance with the Council's policy; recorded on appropriate systems and a copy given to each member of staff
- Ensure staff are motivated, encouraged and supported to contribute to the development of a quality service
- Contribute to the effective recruitment, selection, appraisal and review of staff
- Support mentoring and coaching to enhance quality of practice
- Manage capability, disciplinary, complaints and grievance procedures as required
- Monitor leave, sickness and the use of agency staff in order to ensure these resources are used effectively
- Champion the equality and diversity agenda across the service and with multi-agency professionals
- Carry out all responsibilities and duties with due regard to the Council's Equal Opportunities Employment Policy
- Ensure staff are aware and adhere to the council's health and safety policy

## **Other duties**

- Promote local and national research and evaluation to influence and develop social work evidence-informed practice
- Advice on the impact of policy and practice for people in more excluded groups and communities
- Champion information sharing in support of the early intervention and prevention agenda across the borough
- Actively encourage service staff to gain user feedback on the quality of services delivered and use the information gathered to develop the quality of the service user experience
- Effective on-going communication to all stakeholders including politicians and partner agencies
- Represent the Council regionally and nationally on policy matters, promoting Merton and sharing best practice
- Ensure that personal and professional development opportunities are taken and achieved, where appropriate, in line with performance objectives, mandatory training, career pathways and individual opportunities identified with Manager
- Have regard for the health and safety of persons and premises under your management and operate within LB Merton Council's Health and Safety policies and procedures (complying with health and safety legislation) in relation to the responsibilities of the job
- Undertake duties commensurate with the grade of the post, as required from time to time



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***Qualifications & Knowledge***

- a. Degree and a relevant Social Work Qualification (CQSW / Diploma SW / CSS and registered with Health and Care Professions Council (HCPC) or have proof of application for registration. Management qualification or Post Graduate diploma in related field or equivalent level of personal development.
- b. Extensive knowledge of policies, statutory regulations and guidance relating to Children's Special Educational and Disability Needs.
- c. Extensive knowledge of policies, statutory regulations and guidance relating to safeguarding, child protection and wider children's social care functions.
- d. Extensive knowledge of Quality Assurance and Performance Management frameworks
- e. Comprehension of Children Act 1989 and 2004 and the impact on service delivery.
- f. Knowledge and understanding of the Children and Families Act 2014 and the SEN Code of Practice (2014).
- g. Knowledge of equality and diversity practice and the capability to apply it to work with young people and their families
- h. Knowledge of the underlying causes of vulnerability and aspects of effective safeguarding of vulnerable children and their families
- i. Knowledge of managing staff from different professional backgrounds and their professional development

- j. Knowledge of issues faced by families from minority ethnic communities or other minority groups
- k. Knowledge about the communities and the political context they work

### ***Skills/Competencies***

- a. Ability to take lead responsibility for specific service developments
- b. Ability to manage change and develop new services, where necessary, with partner agencies
- c. Ability to apply perspectives and research to the provision of services for vulnerable children and their families
- d. Ability to commission (where necessary) and set up / deliver programmes for vulnerable children and their families and monitor and evaluate their effectiveness
- e. Ability to liaise and negotiate effectively across agency boundaries in order to provide effective support
- f. Effective written / verbal communication / presentational skills and basic I.T. skills
- g. Sound financial management and the ability to analyse services in terms of their cost and value for money
- h. Ability to establish a Quality Assurance environment which is able to identify good practice across this service area and promptly address areas of concern
- i. Ability to ensure that appraisal, supervision, support and direction are provided to staff
- j. Ability to set and monitor SMART objectives and deliver key outcomes that meet or exceed service expectations
- k. Able to use own initiative, work under pressure and meet tight deadlines
- l. Ability to analyse written and statistical data, prepare and present reports
- m. Ability to promote equality and anti-discriminatory practice, and recognise the importance of equality issues for both staff and service users
- n. Able to work flexibly and creatively and a willingness to work some evenings usually by prior arrangement.

### ***Experience***

- a. Qualified Social worker with knowledge and experience of working in Child Protection and/or Children in Need.
- b. Experience of managing teams in the delivery of a range of intervention and supports services to vulnerable children and young people
- c. Experience of work positively with staff from other agencies and an understanding of and ability to work with different cultures, expectations and priorities
- d. Experience of providing advice and support to staff in assessing the needs of vulnerable children and their families
- e. Experience of quality assurance and performance management techniques and principles
- f. Experience of effective multi-agency working and stakeholder management
- g. Experience of the selection, recruitment, training and supervision of individuals

- h. Experience of strategic and operational planning and leading implementation of programmes of change

***Special Requirements / Other considerations***

- a. This post requires that the post-holder is registered with the Health and Care Professions Council (HCPC).
- b. This post requires an enhanced DBS check to be carried out and it is the London Borough of Merton's policy for a re-check to be done every three years.
- c. An openness to improve professional practice, improve quality and a willingness to undertake training
- d. Undertake duties outside normal working hours as required
- e. A current valid UK driving licence and use of a car for work purposes.