



**LONDON BOROUGH OF MERTON**  
**CHILDREN, SCHOOLS & FAMILIES DEPARTMENT**  
**JOB DESCRIPTION**

**POST TITLE:** Team Manager

**Grade:** ME16

**DEPARTMENT:** Children's Social Care & Youth Justice

**Section:** Workforce and Practice Development Team,  
Family Support and Safeguarding

**Responsible to:** Principal Social Worker (PSW) / Head of Service

**Responsible for:** Practice Leads (3 Social Workers), Support staff

**Post number:**

**Date:** February 2022

**Overall Purpose of the Job**

**Specific Responsibilities including:**

- Leading, managing and supervising the Children's Social Care (CSC) Workforce and Practice Development Team to develop, support and improve social work practice, embedding our practice model across the Division; driving forward strategies and initiatives connected to the CSC&YI Health Check and the CSC&YI workforce development strategy.
- In consultation with the PSW and senior managers, to lead on the development of the CSC&YI Staff Development and Management Development (training) programmes to sustain standards on exemplary social work management and practice in CSC&YI, with this linking to Merton's progression policy, current 'best practice' thinking and organisational policies; and to deliver initiatives which enable the organisation and staff to reach these standards

- To ensure training needs are evaluated regularly through consultation with and feedback from teams, groups and individuals; providing timely and informed reports which reflect current social work best practice and include recommendations on how to best meet development needs
- To support the PSW with CSC&YI initiatives, which deliver policy, practice and programmes that create an environment of evidence informed 'best practice', and a workforce 'fit for purpose', with these initiatives meeting Employer Standards (Standards for Employers of Social Workers in England and Supervision Framework)/ HCPC 'Standards of Conduct, Performance and Ethics'.
- To support the PSW with workforce development across the service including designated projects, policies and procedures - working in partnership with staff across CSC&YI, Adult Social Care (ASC), HR and external partnerships such as the Developing Together Teaching Partnership.
- To represent Merton CSC&YI, if needed, on external working parties/'task and finish' groups and research projects such as those organised by local and central government (e.g. Skills for Care, DfE, LGA), and Higher Education Institutions (HEIs – e.g. Universities, Colleges) and recruitment events.
- Efficient management of allocated budgets, ensuring delivery at a competitive price within the Council's and UK financial regulations and in budget; any income/ funds/grants are applied for on time, correctly received and appropriately used (specifically ASYE funding from DfE, the daily placement fee from HEIs for student placements and any honorariums to Practice Educators)
- leadership of the Merton Assessed and Supported Year in Employment (ASYE) scheme, with this including promotion of the scheme within and outside the organisation; participation in quality assurance activities is Skills for Care 360 reviews and QA visits; commissioning and co-delivery of the ASYE programme; ASYE quality assurance and support matters; co-ordinating ASYE assessors to NQSW's
- working in partnership with HR to monitor the professional memberships of social workers, including registration with Social Work England
- To oversee the management of, robust recording and quality assurance of workforce development and profiling information relating to learning and development on relevant Merton systems, databases and IT systems, using both qualitative and quantitative data to inform workforce development strategies, plans and reports
- To demonstrate all the skills, knowledge and experience of an Advanced Social Worker within the BASW Professional Capabilities Framework (PCF): <https://www.basw.co.uk/professional-development/professional-capabilities-framework-pcf/the-pcf/advanced-social-worker>

- To maintain a focus on the best interests of the child and support social workers to deliver statutory and preventative social work services to children, young people and families
- To mentor and provide high quality supervision of Practice Leads to ensure their work meets the Council's internal standards and statutory duties and contributes to the achievement of social work service objectives, including agile deployment to meet development requirements as they arise.
- To deputise for the Principal Social Worker as necessary and appropriate.

### ***Main Duties and Responsibilities***

1. To hold or achieve within 18 months of appointment the Practice Educator award (or equivalent) in order to enable skill development and support delivery of the listed responsibilities.
2. Under the direction of the PSW to organise and delegate the workload of the team and provide decision-making, direction, monitoring, professional development and professional supervision of staff to support high quality social work practice and interventions for children, young people and families.
3. To provide decision-making, direction, support, reflection, professional challenge and containment to the team in situations of high complexity ensuring a high standard of service delivery. Support the PSW in managing a current and reliable record of assurance in service provision and ensuring a high standard of service delivery.
4. To contribute to the auditing activity for CSC&YI to improve the quality of social work interventions through: undertaking case file audits and reviews; ensuring learning from audit activity is implemented into social work practice; and, completing a minimum of one formal observation each year for supervisees.
5. Within the framework of current legislation, to deliver professional leadership for staff and provide effective professional service delivery, ensuring excellent standards of practice and service are provided to service users and their families/ carers.
6. To ensure team members receive an induction with equal opportunities and health and safety policies being fully integrated into the daily working of the team. Ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons, and to comply with the policies and procedures relating to health and safety within the department.
7. Working within a multi-disciplinary context, to develop effective working partnerships with other agencies and services involved to ensure professional and practice standards are met.

8. Contribute as required to training, work on professionals standards, planning or project work for the development of the service, and when necessary providing direct support to individual service users. To assist the PSW in the management of complaints, representations and appeals in line with service area protocols.
  9. To provide the PSW with accurate information and assist with establishing, maintaining and utilising information systems to ensure best practice as part of a robust quality assurance system and to inform performance and budget management of the team and organisation.
  10. Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
  11. Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.
- All Social Work staff are required to adhere to the appropriate professional standards, including those framed by the BASW Professional Capabilities Framework and the Social Work England professional standards for social workers

**The duties and responsibilities outlined in this job description 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.**



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**PERSON SPECIFICATION**

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***Qualifications & Education***

- a. Degree in Social Work / Certified Qualification in Social Work (CQSW) / Certificate in Social Service (CSS) / Diploma in Social Work (DiSWSP) / Home Office letter of recognition
- b. Social Work England registration
- c. Hold or willing complete Practice Educator Professional Standards level 1 and 2 within 2 years of appointment
- d. Evidence of Post Qualification learning and development
- e. This post requires satisfactory clearance of an enhanced Disclosure & Barring Service disclosure

***Experience & Knowledge***

- a. Advanced statutory social work / youth justice experience and knowledge to meet the BASW Professional Capabilities and Knowledge and Skills Statement for an Advanced Social Worker
- b. Advanced operational practice experience and knowledge of the key functions and remit of the Workforce and Practice Development team
- c. Advanced operational knowledge and practice experience of working alongside children, families and carers using relationship-based principles and a range of systemic social work, signs of safety and solution focussed approaches and tools to effect change.

- d. To have expert knowledge in relation to social care workforce development issues at an organisational, regional, London and national level, with this including initiatives/schemes run via the DfE, Skills for Care, local universities and teaching partnerships; and using this knowledge to inform CSC&YI workforce strategy, planning and training.
- e. To demonstrate an understanding of the relationship between HEIs and employers, be able to use memorandum of understandings and to represent Merton in partnership working meetings/strategic meetings.
- f. Good knowledge of workforce development and social work practice as it relates to social workers, other CSC staff, and their CPD needs linked to corporate priorities for learning and development where appropriate
- g. Robust knowledge of Employers Standards, KSS and the PCF and how these shape and drive organisational policies, procedures, practice and its' learning culture
- h. Good knowledge of current local and national developments and trends in children's social work and the CSC workforce and how to appropriately embed these into the development offer
- i. Good knowledge of adult learning theory and individual learning styles as this relates to the individuals' continuing professional practice development and the planning/delivery of training strategies and cycles
- j. Knowledge of the Equality Act and Council procedures as they apply to the support of staff at the start of their career (and reviews) i.e. identifying the need for reasonable adjustments and putting these in place
- k. Knowledge of commissioning processes and procurement including understanding and applying IR35 rules and scrutiny of partnerships / contracts
- l. Experience of staff supervision demonstrated through staff, previous students or NQSWs supervision, mentoring and coaching
- m. Experience in managing positive working relationships, securing meaningful engagement and conflict resolution with children, families, professional networks and colleagues.
- n. Experience of working autonomously, analysing information and weighing options to offer recommendations and make decisions.

### **Skills & Abilities**

- a. Ability to work across professional, organisational and sector boundaries with a range of partners at a strategic and operational level in relation to workforce development and learning & development (training) initiatives for social workers and other CSC staff

- b. Ability to facilitate learning groups, lead training sessions and deliver learning experiences to HEIs and other organisations/settings
- c. A demonstrable ability to present complex and difficult information in an interesting and informative manner with a clear understanding of the impact this may have on the organisation and individuals
- d. To have excellent networking skills and the ability to represent Merton at regional, London and national workforce development meetings, working parties, 'task and finish' groups and conferences
- e. Excellent written and verbal communication skills including ability to use word and excel to produce reports carry out correspondence and keep accurate records.
- f. Knowledge and understanding of using appropriate practice tools and research.
- g. Ability to Chair meetings and negotiate actions
- h. Excellent organisational ability including self and prioritisation of work.
- i. Be able to represent the department effectively in the public arena.
- j. Ability to negotiate effectively with children, families and other agencies.
- k. Ability to use a range of case and data management systems
- l. Confidence to work on own initiative and make autonomous decisions within responsibilities and remit of the role
- m. Able to work under pressure.
- n. Able to make risk assessments to protect staff and self
- o. Awareness of the professional and Ethical context of the work and the organisation
- p. Able to demonstrate a clear understanding of and commitment to Health & Safety and a willingness to undertake training to enable implementation of procedures. Able to apply it effectively with both clients and staff.

### ***Equalities***

- a. Knowledge, understanding and commitment to implementing the social GRAACCES
- b. Commitment to challenging and reflecting on own unconscious and conscious bias and developing cultural competence

- c. Commitment to challenging structural; societal and institutional discrimination
- d. Awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs

***Special Requirements/other considerations***

1. Able to work outside standard office hours to respond to the individual needs of the team, children, families and academic study requirements
2. Able to travel inside and out of the borough for the purposes of the role