**Job Description**

This form is used to provide a complete description of the specific job and defines the required skills, knowledge, behaviours, qualifications and experience.

# Section A: Job Profile

The job profile provides key information relating to the salary and working conditions e.g. location of a job, along with the current focus of the role and a brief description of the main duties.

## Job Details

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| Job Title: | Locality Community Support Service Team Manager |
| Salary: | £48,710 - £51,802 |
| Grade: | 13 |
| Hours: | 37 Full Time |
| Team: | Locality and Community Support Services (LCSS) |
| Service Area: | Children’s Services |
| Primary Location: | Union Street and agile working/working across office bases in the City Centre as well as at times supporting wider LCSS service in Northl/South if required |
| Budget responsibility: | Delegated responsibility as agreed by Countywide LCSS Manager |
| Responsible to: | LCSS Countywide Manager |
| Responsible for: | Approx 6 LCSS workers inc 1 x Senior practitioner |

## Job Purpose

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| * To assist the Team Managers in the operational management of the team, ensuring the highest standards of service are provided, within the County Council’s standing orders and scheme of delegation. * To ensure that services to users are delivered and developed according to departmental policies procedures and guidelines. * To ensure that services are planned and delivered in a way that maximises participation and reflects Children’s Rights in relation to services being provided and, in the way, that Children, Young People and Families are worked with.   This post holder is responsible for ensuring that all County Safeguarding and Child Protection policies are adhered to, and concerns are raised in accordance with these policies  **LOCALITY AND COMMUNITY SUPPORT SERVICE AIMS:**   * To provide advice and guidance to universal services, including schools, health services and voluntary and community groups to enable them to support and identify vulnerable children, young people and families within their community using Early Help processes * To identify emerging needs and safeguarding concerns within the locality and ensure robust plans are in place using Early Help processes (Strengths & Needs / Team Around the Family Processes – as per Working Together to Safeguard Children 2018) * To monitor and oversee the effective implementation of Early Help using Strengths & Needs/Team Around the Family processes within the locality. * To develop a good working knowledge of support services in the area and identification of appropriate resources. |

## Job Responsibilities

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| **MAIN DUTIES:**   1. To provide leadership in the Locality and Community Support Service, working co-operatively with schools, health services and voluntary and community groups to enable them to support vulnerable children, young people and families within their community at an Early Help level as per Working Together to Safeguard Children 2023. 2. To develop and maintain strong working partnerships at senior level including health, education, probation, housing and third sector organisations. 3. To be first point of contact for resolving barriers or process issues within given LCSS locality – ensuring the smooth functioning and operation of the offer remains first priority. 4. To assist, as delegated, in the implementation of departmental policies and procedures within statutory requirements. To include, ensuring the implementation of relevant legislation 5. To attend local partnership meetings and develop local networks to support the key aims of the LCSS offer. To ensure locality workers networks/locality forums/peer to peer groups take place and run consistently across the county. 6. Direct responsibility for locality worker and senior practitioners supervision, including where appropriate quality review of record keeping, relevant reports and service user engagement. 7. Contribute to the monitoring and control of the staffing and community support budget. 8. Contribute to the planning and development of staffing structures and allocation. 9. Attend monthly county wide management meetings to share best practice within your Team and deliver on performance indicators. 10. Chairing multi-agency discussions and meetings and planning meeting. 11. To implement and manage the Early Help processes (Strengths & Needs/Team Around Family approach), within your area, including training a wide range of professionals. 12. To ensure safeguarding concerns are addressed immediately, ensure all team members have received robust training and their knowledge is up to date on process for management of safeguarding concerns. 13. To be able to work effectively with our Safeguarding colleagues at the front door in MASH – strong liaison with counterparts in this service is required to ensure the right service at the right time can be delivered for the child and their family. 14. Review children where locality workers recommend for Family Help and agree next steps ensuring evidence based requests are made. Ensure hand over to Family Help is timely. 15. Ensure staff are provided regular supervision and management support as outlined in the 12, 3, 2 Oxfordshire County Council HR process. 16. Be familiar with and able to implement Capability/ Disciplinary/Performance measures as and when required within the team to ensure the LCSS offer is being delivered. 17. To lead monthly face to face Team Meetings to include best practice meetings. 18. To lead and identify solutions to the operational needs of the LCSS Team and discuss wider strategy developments with Team Manager. 19. To assist the team manager in the planning and development of service and team plans 20. To be responsible for ensuring the implementation of processes for the Locality and Community Support Service to ensure the promotion of positive relationships with other professionals (internal and external), working co- operatively with them to support the appropriate delivery of high-quality outcome focused solutions for vulnerable children, young people and families.   **General**  To develop, implement and oversee the *Newly Qualified Social Workers Scheme*  To assume specific responsibilities where appropriate (for example, taking a lead in one area of work and acting as an experienced consultant to less experienced team members)  To accept delegated responsibility for specific areas of the teams work (for example overseeing the team’s leave / TOIL / training processes)  To contribute to departmental research into agency functioning and client need.  **Where Applicable:**   * The post holder will be required to undertake mandatory training, provide evidence of ID and residence and hold a satisfactory enhanced DBS that is renewed every 3 years. * Work in accordance with the Corporate CHOICE values and competency framework. Link to County Council Values * **For Managers** - You must ensure you are fully aware of your responsibilities for Health & Safety and the relevant activities expected of you as a Manager, including ensuring that: * All new employees that you manage are fully inducted into their role. * Your team are regularly reminded of key issues and responsibilities. * Your staff are set appropriate targets at appraisals. * Your staff undertake appropriate health and safety training, including refresher training as necessary * You carry out risk assessments, and implement them, for processes, operations and activities under your control. * Health & Safety is a regular topic at Team Meetings.   **For all staff** - You have specific responsibilities under Health & Safety  legislation to ensure that you:   * Take reasonable care for your own health and safety, and that of others affected by what you do, or do not do. * Cooperate on all issues involving health and safety. * Use work items provided for you correctly, in accordance with training and instructions. * Do not interfere with or misuse anything provided for your health, safety or welfare. * Report any health and safety concerns to your line manager as soon as practicable |

# Section B: Selection Criteria

This section provides a list of essential and desirable criteria that detail the skills, knowledge, behaviours, qualifications and experience that a candidate should have in order to perform the job. The selection criteria provide a list of essential (no more than 8-10) and desirable criteria (no more than 4). The criteria are aligned to our [corporate values](https://www.oxfordshire.gov.uk/council/about-your-council/working-oxfordshire-county-council/county-council-values).

Each of the criteria listed below will be measured through; the application form (A), a test / exercise (T), an interview (I), a presentation (P) or documentation (D).

You must provide a supporting statement as part of your application which includes examples and evidence of when you have demonstrated the criteria listed below. You will be expected to address each point separately and in the order listed. If you do not complete a full supporting statement in the requested format your application may be rejected.

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| Essential Criteria | Assessed By: |
| CQSW or equivalent social work qualification | A,I |
| SW England registration | A.I |
| Relevant post qualification training. | A,I |
| Willingness to undertake further post-qualifying training. | A,I |
| Knowledge and analysis of current policy issues. | A,I |
| Knowledge and awareness of Children’s Rights issues. | A,I |
| Knowledge and training of legislation, statutory procedures and duties | A,I |
| Knowledge of all areas of team’s work | A,I |
| Have experience of managing/supervising staff | A,I |
| Awareness of key values and directorates initiatives. | A,I |
| Substantial experience of Children & Families work in  Social Services, with post-qualifying case management | A,I |
| Is committed to working in partnership with parents, children and young people. | A,I |
| Experience of inter-agency working | A,I |
| Experience of supervising staff | A,I |
| Experience of managing a duty system | A,I |
| Active communication - communication skills with all age groups and interpersonal skills | A,I |
| Motivating and influencing - Able to supervise staff and act in consultative way to colleagues | A,I |
| Able to consider needs of team as a whole and service generally | A,I |
| Commitment to all aspects of anti-discriminatory practice | A,I |
| Presentation of service requirements in a constructive and positive way | A,I |
| Personal effectiveness - able to balance own workload with needs of the wider team | A,I |
| Use of initiative within department and legal constraints | A,I |
| Flexibility to meet needs of service | A,I |
| Credibility | A,I |
| Delivering results - Able to make assessment planes, to set goals and to achieve targets | A,I |
| Strategic awareness | A,I |
| Able to represent the Team Manager and the team in an interagency context | A,I |
| Competent in the use of relevant IT systems | A,I |
| Able to chair meetings and deputise for the Team Manager | A,I |
| Ability to maintain up-to-date knowledge of the latest related research. | A,I |
| Commitment to high standards of professionalism | A,I |
| Intra and Inter Departmental liaison skills | A,I |
| Clear, structured and concise report writing and record keeping | A,I |
| Customer focus - able to prioritise children’s needs - child-focused approach to work | A,I |
| Decision making make decisions regarding Child Protection investigations and case management | A,I |
| Improving performance | A,I |
| Commitment to and understanding of, the principles of Equal Opportunities for all, in employment and the delivery of services. | A,I |
| Ability to travel to different locations over a wide geographical area (in and out of county) | A,I |
| Flexibility in working arrangements to meet operational requirements | A,I |
| Satisfactory enhanced Criminal Records Bureau disclosure | A,I |
| Ability to help develop integrated working with other teams in Children, Education & Families | A,I |
| Desirable Criteria | Assessed By: |
| Additional relevant training course (in service or external) | A,I |
| Additional management training | A,I |
| Child Care Aware / PQ1 holder or other relevant post- qualifying training. | A,I |
| Supervision course | A,I |
| Advanced (ABET) Child Protection training | A,I |
| Some knowledge and appreciation of Team Manager’s role | A,I |
| Ability to promote departments image | A,I |
| Ability to ensure systems and processes are adhered to | A,I |
| Ability to understand, collect and analyse data | A,I |
| Attention to detail without losing sight of wider context | A,I |
| Taking responsibility for team issues in the absence of the Team Manager | A,I |
| Ensuring less experienced staff are supported at all times in Team Manager’s absence | A,I |
| Co-working cases | A,I |
| Consultancy / training | A,I |
| Specialist areas of work / client group | A,I |
| Inter –agency liaison | A,I |
| Supervision | A,I |
| Project work | A,I |
| Representing Directorate at inter- agency and senior management level | A,I |
| Financial management | A,I |

# Section C: Pre-employment Checks

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates. Further information can be found here [Pre-employment checks](https://www2.oxfordshire.gov.uk/cms/content/support-attending-interviews)

Additional pre employment checks specific to this role include:

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|  | Enhanced Disclosure and Barring Service check with Children’s and Adults Barred List |  | Enhanced Disclosure and Barring Service check without [an Adult/Children’s barred list check](https://intranet.oxfordshire.gov.uk/cms/content/safer-recruitment-and-disclosure-and-barring-service-checks#enhanced-dbs-check-without-an-adult-childrens-barred-list-check) |
|  | Enhanced Disclosure and Barring Service check with Children’s Barred List |  | Enhanced Disclosure and Barring Service check with Adults Barred List |
|  | Standard Disclosure and Barring Service check |  | Basic Disclosure |
|  | Disqualification for Caring for Children (Education) |  | Overseas Criminal Record Checks |
|  | Prohibition from Teaching |  | Professional Registration |
|  | Non police personnel vetting |  | Disqualification from Caring |
|  | Other (please specify): |  |  |

# Section D: Working Conditions

This is a guide to the working conditions and the potential hazards and risks that may be faced by the post-holder.

## Health and Safety at Work

You are responsible for your own health, safety and wellbeing, and undertaking health and safety duties and responsibilities for your role as specified within Oxfordshire County Councils Health and Safety Policy.

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked).

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|  | Provision of personal care on a regular basis |  | Driving HGV or LGV for work |
|  | Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects |  | Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or WCC vehicle for work purposes) |
|  | Working at height/ using ladders on a regular/ repetitive basis |  | Restricted postural change – prolonged sitting |
|  | Lone working on a regular basis |  | Restricted postural change – prolonged standing |
|  | Night work |  | Regular/repetitive bending/ squatting/ kneeling/crouching |
|  | Rotating shift work |  | Manual cleaning/ domestic duties |
|  | Working on/ or near a road |  | Regular work outdoors |
|  | Significant use of computers (display screen equipment) |  | Work with vulnerable children or vulnerable adults |
|  | Undertaking repetitive tasks |  | Working with challenging behaviours |
|  | Continual telephone use (call centres) |  | Regular work with skin irritants/ allergens |
|  | Work requiring hearing protection (exposure to noise above action levels) |  | Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres) |
|  | Work requiring respirators or masks |  | Work with vibrating tools/ machinery |
|  | Work involving food handling |  | Work with waste, refuse |
|  | Potential exposure to blood or bodily fluids |  | Face-to-face contact with members of the public |
|  | Other (please specify): |  |  |

**Agile Working**

All staff may be required to work from a different base or in a different location at some point in the future in line with any Council or school needs.  Such changes will be made after proper consultation and shall be deemed to be reasonable after taking into account any personal requirements.