**Job Description**

# Section A: Job Profile

*The job profile outlines 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: | Assistant Team Manager - Emergency Duty Team |
| Salary: | £52,805 - £56,070 – in addition to the salary, this post carries a 15% enhancement for unsociable working hours. |
| Grade: | G14 |
| Hours: | *37 per week contracted hours but worked across the EDT shift patterns below.* |
| Team: | **Emergency Duty Team (EDT)** |
| Service Area: | Children and Families Directorate. (Front Door Services) |
| Primary Location: | *Abingdon Police Station*  *Colwell Drive,*  *Abingdon Oxon.*  *EDT offer a hybrid model of working within the shift pattern.*  *Shift patterns are.*  *5pm – midnight Monday to Thursday*  *4pm – midnight each Friday.*  *Midnight to 8.30am Monday – Friday.*  *Sat/Sun/Bank holiday shifts are 8.30am – 5pm, 5pm to midnight or midnight to 8.30am.*  *Day and Evening Shifts are office based. - Abingdon Police Station*  *Overnight shifts -worked from home, however all applicants are required to live within a reasonable distance from Abingdon to ensure an appropriate timely direct response if required.*  *Office Based working requires: NVPP Level 2 (Police vetting)* |
| Budget responsibility: | None. |
| Responsible to: | Team Manager |
| Responsible for: | Social Workers and On-Call Staff |
| Political Restricted Post: | n/a |

## Job Purpose

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| *A brief overview of the key objectives of the job:*  To ensure the provision of our out of hours’ emergency response to children, young people, families and vulnerable Adults.  The EDT Service aim is:   * To provide a high-quality response to emergency referrals outside of normal office hours. * To be the first point of contact for professionals, children, young people and families, or vulnerable adults or for members of the public who have a concern which cannot wait until normal office hours resume. * To ensure, promote and provide appropriate support/intervention/ crisis management to children, young people and their families and vulnerable adults in addressing any safeguarding concerns. * In working collaboratively with Children, young people, families and vulnerable adults and partner agencies, maintain a child/vulnerable adult focus in a timely manner, applying the relevant legislative framework and working in accordance with policy and procedural guidelines. * To provide Out of Hours advice and guidance to professionals.   ***About you:***  We are looking for someone who has the relevant experience and skills to ensure the smooth running and delivery of service during their working shift and in ensuring that the highest standard of service is provided. As someone with strong communiction and interpersonal skills, you will build on the successful working relationships within the team, across the service and in working together with all other agenices to support decision making and service delivery.  A successful candiate would demonstrate their ability to maintain and promote a ‘child/vulnerable adult’ focused model of working and exercise professional curiousity in all areas of work. They will have a good understanding of the legislative framework alongside professional knowledge to inform and balance risk, and protection.  Alongside your colleagues you will provide tailored advice and information to children and families/ vulnerable adults, acknowledging the uniqueness of an individual’s needs and/or situation, referring to other agencies where applicable within the emergency service.  You will oversee and manage the delegation of work and be responsible for all child protection strategy discussions and enquiries which may progress.  Your experience and ability of working with crisis, in providing management oversight to colleagues and in ‘decision making’ will be an essential element of the working role. You will have supervisory responsibilities and will be an advocate of reflective practice. As part of the Team management structure you will assist the Team Manager in the continued development of the team and in our interface with colleagues from across the Service. |

## Job Responsibilities

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| *This is a bullet point list of the main duties or tasks that the post holder will be expected to undertake*.   * To assist the Team Manager in the operational management of the team, ensuring the highest standard of service provision, working collaboratively with other professionals to ensure effective support or intervention for those that require our services within Oxfordshire. * To deputise in the Team Managers absence. * You will be responsible for the smooth running of your respective shift; in the delegation of work and in providing management oversight, support and direction as required. * To respond to Child Protection casework robustly following the County Council Policies and procedure and in line with ‘working together’ and the Legislative Framework. * You will be responsible for the completion of Strategy Discussions/Planning as required and in line with ‘working together’ and S.47 (CA 1989) enquiries/investigations. * In Working closely with partner agencies in order to provide one coherent and holistic approach/plan to support any child/family/adult during the period of involvement. * To ensure/carry out, thorough and high-quality Crisis led assessments for children and families: clearly and promptly identifying level of need, risks and in the delivery on the appropriate services required to promote and ensure safe outcomes. * Your responsibilities will ensure the provision of clear and concise written reports and handover documents and you will be available to offer support/guidance /management oversite within your shift. * Working with Children, young people and their families in accordance with the shared plan that is targeted, multi agency and outcome based. * To support in the operational interface between the emergency Duty Team and the Day Time Service/Teams and to promote and encourage collaborative working to ensure a first class professional service. * Where delegated, to participate in the development and implementation of operational systems. This will include attendance and the cascading of information from networking responsibilities. * To ensure that services are delivered to maximise participation and reflect Children’s Rights. * To work within the County councils standing orders and scheme of delegation. * **Additional duties**: * You will be an active participant while on shift: this will include the receiving of both children and adult referrals, and in the completion or delegation of workflow. * To support the locality agenda and partner agencies promoting early intervention initiatives and community-based plans. * To encourage and empower clients to participate in all decision-making processes affecting their lives and involve them in service delivery. * To complete comprehensive and concise recordings which are factually accurate and within agreed timescales with the Local Authority Systems. (LCS) * To attend court or Case Conference if required. * To provide management oversight, guidance and support within your respective shift. * To provide supersion for a specified group of staff.(on call cohort of workers) * To support with the induction of newly appointed staff and/or ongoing support for any Student Social worker * To promote professional development within the Team. * To promote and ensure Health and Safety for self and colleagues. * Informing the Team Manager of any concerns relating to performance/case related concerns. * Any other duties as may be deemed necessary to carry out the full remit of the role.   **In General**:   * You will have experience of the Local Authority I.T. systems * Have the ability to triage, prioritise and delegate workload and manage workflow appropriately. * Have the ability to work under pressure, respond to crisis and be available to staff as required. * To promote networks and partnership working.   **Health and Safety:**   * To be part of and promote a positive and pro-active health and safety culture. * You will promote and maintain the use of the Lone Working APP (safe People) * Ensure that you are familiar and comply with the County Council Health and Safety Policies and procedure. * Ensure Risk assessments are in accordance with council procedure and specifically with regard to lone working are undertaken to reduce risks to a level that is as low as is reasonably practicable. This must consider hazards to both employees, clients and others who use our services. * Ensure your work is carried out with due regard for the health and safety of yourself and other. * Be aware of safety requirements of individual service users. * Ensure you draw to your manager and co-worrkers’ attention all ongoing activity, any potential or actual Health and Safety concerns about particular situations/individuals or devices in the workplace.   **All workers are expected to abide by the Code of Practice for Social Workers**. |

# Our Values

Our organisational values underpin everything we do and say and are supported by policies, processes and guidance. In short, our values describe ‘the way we do things here’ so that we deliver great services for our residents. Our values are:

* Always learning
* Be kind and care
* Equality and integrity in all we do
* Taking responsibility
* Daring to do it differently

Everyone that works for us demonstrates their commitment to these values. We will ask you to demonstrate your commitment to these values, and their associated behaviours, throughout the application process.

# Section B: Selection Criteria/Person Specification

This section provides a list of essential and desirable criteria that detail the skills, knowledge, behaviours, qualifications and experience that a candidate should have to perform the job.

Each of the criteria listed below, and your commitment to our values, will be measured through the application form/CV (A) and optionally one or more of the following - 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.

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| Essential Criteria | Assessed By: |
| A relevant social work qualification and current registration with Social Work England. | A D |
| Post Qualifying experience within Children’s Statutory Services, which must include a sound knowledge and understanding of Child Protection, Child in Need and Children We Care For areas of work. Experience of working with unpredictability which is often crisis led and complex. | A, T, I |
| A minimum of 2 years previous management experience in a statutory setting working with children and families that enables the candidate to manage a range of safeguarding activity independently in the out of hours service. | A, T, I |
| Good knowledge and Understanding of the Children Act 1989, 2004 and 2014 which will underpin practice and knowledge and understanding of current policy issues. Have a clear understanding of Children’s Rights and commitment to the principles of Equal Opportunities, to individual differences, culture and diversity. | A, T, I |
| Excellent communication and engagement skills. Ability to promote and encourage personal development within the Team, offer guidance, support and/or direction to ensure the highest standard and quality of work. | A, T, I |
| A child/vulnerable adult focused approach to all work with the ability to analyse complex information in order to make well informed decisions based on evidence and collaborative professional judgement- being solution focused, making the best use of knowledge and the expertise of partners. | A, T, I |
| An ability to provide accurate, concise and reflective written work/reports in a timely manner within the Local Authroity recording systems. | A T I |
| An ability to work under pressure and demonstrate resilience. Demonstrating your ability to constructively challenge assumption and inequality and be able to prioritise clearly and appropriately ensuring that the delivery of services are of a high standard against service plans. | A T I |
| Desirable Criteria | Assessed By: |
| Experience in a children’s Duty/Assessment environment | A I T |
| Achieving Best Evidence Training. | A |
| Motivational interviewing: PACE trained/experience and working with Unaccompanied Asylum-Seeking children/Young People | A |
| Experience or an understanding of Adult Safeguarding. | A |

# 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 are identified below (those ticked).

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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 |

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|  | 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 a council 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 |

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|  | Other (please specify): |

September 2024