

Team Manager Emergency Duty Service

Grade 12

About the Service

The EDS are responsible for all referrals made to children (Families First) and adults social care services, outside of normal office hours, and staff will follow standard procedures and guidance in determining their response to these referrals. EDS staff are required to screen and give advice and provide assessment (if required) and for intervening, where necessary, for the safety and welfare of the person concerned, if needed before the next working day.

EDS is principally responsible for providing an emergency service in situations where there is real and immediate threat to life, safety, health, or liberty.

EDS also support those who are experiencing (or are at risk of) significant harm or injury and those whose care arrangements have broken down. The service also provides assessment for those who are experiencing mental health problems, who may present a risk to themselves and/or others.

About the Role

The role is to provide leadership and direction to a team of Shift Leads and Emergency Duty Service Workers in the delivery of an effective generic Emergency Duty Service, and to ensure the work of the team is undertaken in accordance with current legislation and guidance, Directorate policies and procedures and within agreed budgets.

Reporting Relationships

Responsible to: Head of Service

Responsible for: Senior Practitioners/Social workers/Family Practitioner/EDS call takers

Key Accountabilities:

1. Leading on the delivery of the statutory responsibilities of the Authority relating to children's safeguarding (in the broadest sense) under the Children and Families Act 2017 and it's contextual framework through Working Together 2015 and other relevant legislation e.g. Education Act 1996, Children Act 1989, Adoption & Children Act 2006 etc
2. Provide the highest level of professional leadership, motivation and direction to a team of qualified social workers, family practitioners and others to ensure that the service provided is effective and meets the needs of children, young people and their families.
3. Lead a team of practitioners and manage the day to day practice and the safe allocation of work and to ensure these are progressed in accordance with the statutory frameworks (as applicable).
4. Ensure that effective professional practice and supervision is delivered throughout the team following the principles of the knowledge and skills statements for social workers and in adherence with Children and Social Work Act 2017.
5. Identify and embed service improvements through audits, quality assurance, identifying training, benchmarking and the interpretation and dissemination of legislation.
6. Investigate and respond to complaints, MP enquiries and complex case enquiries e.g. involvement in serious case reviews/learning reviews where appropriate.
7. Participate and work in partnership through relevant boards, e.g. LSCB, partnership committees, locality arrangements and other meetings as necessary.
8. Maintain, develop and contribute to internal, local, regional, national and multi-agency partnerships to influence, support and maintain best practice.
9. Appropriately share information with partners and stakeholders to meet legal requirements and support the effective provision of the safeguarding (in the broadest sense) of children and young people.
10. Ensure effective management and use of all available resource, staff and financial are regulatory compliant and in accordance with SCC's guidance.



11. To undertake any other duties commensurate with the grade and nature of the post

Person Specification

Qualifications/Professional membership

- Professional social work qualification
- Additional professional qualification in a related area or evidence which can demonstrate skills, knowledge and ability e.g. Practice Educator
- Management qualification/equivalent experience
- Registration with SWE

Knowledge and Experience

- Experience of working at a senior level within a local authority
- Knowledge of managing social workers and others within a single or multi-professional team
- Experience of leading multi-disciplinary teams in a partnership environment
- Comprehensive knowledge and understanding of relevant legislation in relation to the children's social care system
- Demonstrable experience in managing budgets effectively
- Proven ability to quickly build and manage strong credible stakeholder relationships
- Ability to lead service change and improvements
- Ability to interpret complex guidance translating and operationalising to improve practice
- Experience in working in partnership with organisations
- Demonstrable commitment to professional development

Skills

- Excellent verbal and written communication skills
- Successful problem solving skills
- Successful communication skills with staff and across a diverse customer base
- Excellent supervision skills and an ability to enable practitioners to utilise reflective practice
- Ability to deal with a range of issues and conflicting demands and deadlines
- Proven ability to influence decision makers
- Ability to work collaboratively with teams and partners
- Appraisal of risk and ability to prioritise and delegate work effectively
- Current valid driving license

The content of this Job Description and Person Specification will be reviewed on a regular basis.