

Practice Manager

Department: Children, Young People, Education & Skills

Division: Children's Social Care Services

Reports to: Team Manager

JE Reference: CYP1035

Grade: CS11

JE Date: 21/7/2021

Job purpose

Manage and provide a comprehensive assessment and protection service to the adult and children's at-risk population in Jersey and their carers and approve resource allocation so as to manage risk and meet identified needs.

Supervise and monitor the work of a group of social work staff and lead on the delivery of the day to day working of social work services in their delegated area.

Job specific outcomes

1. Plan and organise case co-ordination for a team of Social Work staff, and oversee the implementation of care and protection to ensure prompt identification and follow up of cases takes place where social work intervention is required.
2. Under the guidance of the Team Manager, the Practice Manager will be responsible for the day to day direction of Social Work staff, providing supervision, guidance, coaching and mentoring necessary for each team member to maintain the highest standards of personal and professional conduct, adherence to relevant codes of conduct, policies, procedures and legislation and to ensure that the criteria for continuing professional registration are fulfilled. Additionally, assessing and providing relevant learning opportunities that will enable ASYE's Social Workers to obtain their accreditation.
3. Support staff to holistically assess individual needs and develop and design care and intervention plans that treat each person as a unique individual, in order to protect, promote and monitor the safety and welfare of children, young people, families and carers. Wherever possible, promote children, young people, families and carers individual views and wishes in order to support the voice of the child, upholding and promoting their rights under the United Nations Convention of the Rights of the Child.
4. Deliver appropriate, open, accurate and straightforward communication to children, young people, families and carers, clearly explaining service policies and the professional role and responsibilities of the social work teams including any statutory intervention which may prove necessary.
5. Guide and support Social Work staff, children, young people, families and carers in challenging and reporting dangerous, abusive, discriminatory or exploitative behaviour or practice, including potential criminal offences, in order to ensure the wellbeing of

children, young people, families and carers is safeguarded at all times. Lead on the use of statutory powers to ensure the child's protection and safety, applying legislation and directly providing written and oral evidence in Court as necessary.

6. Implement risk assessment policies and procedures, ensuring that they are followed by social work staff and carers at all times. Lead on accessing specialist professional advice and guidance in all complex cases, so that potential and actual risk is identified and managed, particularly in relation to those who are assessed as being the most vulnerable to risk of harm by self or others.

7. Undertaking identified and co-ordinated quality assurance and performance management activity and service development including auditing case records and reports produced by Social Work staff to ensure that they are clear and accurate as required by established procedures and best practice, always bearing in mind that such documents may be disclosable for the purpose of Serious Case Reviews, external inquiry and inspection, and to the Royal Court in respect of civil applications or in criminal proceedings associated with the protection of vulnerable children.

8. Implement and monitor data protection and confidentiality policies to ensure that all information about children, young people, families and carers is always treated by Social Work staff and other staff in the strictest confidence in line with data protection, relevant disclosure and consent policies, and information sharing protocols and procedures.

9. To facilitate and development core and specialist training for social work staff, carers and other professionals using their expert skills.

10. Provide management cover and decision making as delegated by Service Manager or Head of Service, including Out of Hours as first point of contact in situations of crisis requiring an immediate operational response to risk.

11. Take a lead role in multi-agency decision making to ensure that children, young people and families receive a service commensurate with risk and need. Take the lead in chairing complex meetings which includes, but is not restricted to, strategy meetings, fostering and adoption panels and core planning meetings and reviews.

12. Lead the induction and training activities for ASYE's who will be based in the teams. They will lead on observing and developing practice, ensuring ASYE programmes and requirements are met and will contribute to the probationary reports required for new entrants to the service, in conjunction with the Principal Social Worker. Be responsible for the line management of the NQSWs alongside the ASYE Co-Ordinator.

13. Deliver formal professional reflective supervision and provide guidance and advice regarding casework to less experienced qualified staff.

14. Where required, take the role of practice educator for students and the role of ASYE assessor and supervisor for newly qualified social workers in the team.

15. As part of the supervision and appraisal process provide support with personal and professional development.

16. Share and present professional knowledge and expertise to colleagues within the team and with other partners.

17. Engage in the rotation programme in Children's Service to ensure expertise in all areas across the department.

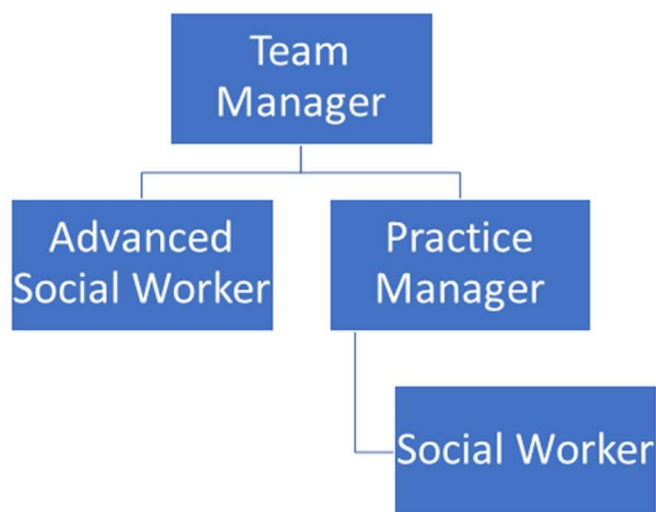
Statutory responsibilities

- The postholder will have to comply with all relevant States Laws, such as the Health and Safety at Work (Jersey) Law 1989 and any other associated legislation, Standing Orders, Financial Directions, and other relevant Codes of Practice, in respect of managing the key project deliverables of programmes and costs through the active management of procurement, approval, financial and administrative procedures.
- To be responsible for your own health and safety and that of your colleagues, in accordance with the Health and Safety at Work (Jersey) Law, 1989
- To work in accordance with the Data Protection (Jersey) Law;
- This role is politically restricted. The jobholder is not permitted to undertake political activity involving standing for election to the States or as a Parish Constable, or publicly supporting someone who is standing for election or playing a public part in any political manner.

Organisational structure



Organisation chart



Person Specification

Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
<p>Qualifications</p> <p><i>Please state the level of education and professional qualifications and / or specific occupational training required.</i></p>	<p>A professional qualification in Social Work (e.g. Degree, Diploma or equivalent in Social Work).</p> <p>Registered with the appropriate UK professional governing body i.e. the General Social Care Council and locally, must also register under the Health Care (Registration) (Jersey) Law 1995.</p>	
<p>Knowledge</p> <p><i>This relates to the level and breadth of practical knowledge required to do the job (e.g. the understanding of a defined system, practice, method or procedure).</i></p>	<p>Specialist knowledge in social work underpinned by theory and relevant practical experience.</p> <p>An understanding of children's & adult Safeguarding issues.</p> <p>Good understanding of the management of risk and supporting vulnerable children and families in the community.</p> <p>Understands how to assess and manage risk when making complex decisions that may be disputed in court.</p> <p>Practical knowledge of assessing and arranging delivery of social care packages for caseload clients.</p> <p>Understanding of therapeutic services, their arrangement and provision.</p> <p>Knowledge of mentoring social work students and new entrants.</p> <p>Good understanding of legislation relating to their specialist area of social work, the general workings of civil courts and the conducting of police investigations into related criminal activity.</p> <p>Practical knowledge of maintaining records according to confidentiality and data protection protocols.</p> <p>Knowledge of undertaking care audits.</p>	<p>Comprehensive knowledge of the range of services provided both within CYPES, Health and Community Services, by other States Departments and by private and voluntary sector providers</p>

<p>Technical / Work-based Skills</p> <p><i>This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.</i></p>	<p>Able to demonstrate a range of information technology skills i.e. an ability to effectively use IT equipment and role critical software.</p> <p>Ability to attain Enhanced DBS clearance</p>	<p>Safeguarding certificated.</p>
<p>General Skills/Attributes</p> <p><i>This relates to more general characteristics required to do the job effectively, e.g. effective written communication skills, ability to delegate, motivation or commitment etc.</i></p>	<p>Ability to work autonomously, with the capacity for independent, responsible, professional decision making, often whilst under considerable pressure.</p> <p>Management, organisational and administrative skills</p> <p>Ability to take on board complex facts or situations requiring analysis, interpretation and comparison of a range of options in order to arrive at a complex judgement.</p> <p>Able to communicate calmly and clearly using a variety of media on highly sensitive and complex issues, including legislation, often in emotive situations.</p> <p>Can provide highly specialised advice to social workers in relation to client care and maintain and ensure quality standards.</p> <p>Able to facilitate the involvement of a range of stakeholders (public and private sector) to deal effectively with complex issues relating to vulnerable service users.</p> <p>Able to assess risk, develop management strategies and provide advice and direction to team members when dealing with a range of complex cases.</p> <p>Able to develop and implement policy and understand the implications and ramifications for areas outside of their own area of responsibility.</p> <p>Highly resilient – good coping mechanisms for dealing with challenging, stressful and emotional situations involving vulnerable children and adults.</p>	
<p>Experience</p> <p><i>This is the proven record of experience</i></p>	<p>Providing a social work service in a community, mental health or hospital</p>	

<p><i>and achievement in a field, profession or specialism.</i></p> <p><i>This could include a minimum period of experience in a defined area of work if required by an external body (for example a period of post-qualification experience).</i></p>	<p>setting; discharging a statutory social care function on behalf of the organisation.</p> <p>Developing, implementing and managing programmes of social care and care packages, including for the most complex cases.</p> <p>Co-ordinating and developing support services and advising carers and families.</p> <p>Providing clinical supervision and management support to a team of social workers. Organising and allocating team workloads.</p> <p>Negotiating services for vulnerable service users, including issues involving child protection, vulnerable adults, mental and physical health issues and bereavement.</p> <p>Commissioning care packages.</p> <p>Managing delegated social care budgets.</p>	
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Core Accountabilities, Attributes and Behaviour Indicators

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the States of Jersey tier 5 core accountabilities, attributes and behaviour indicators.

The standards relevant to this tier, identified in the States of Jersey core accountabilities attributes and behaviour indicators, are to be attached in a separate document.