

Job Title: Team Leader

Department:	Children, Young People, Education & Skills	
Section:	Children's Social Care	
Reports to:	Head of Service	
JE Ref:	CYP1124	
Grade:	CS12	JE Date: 27/03/2023

Job purpose

Provide a comprehensive family support service to families open to Children Social Care in Jersey with focus to improve outcomes for vulnerable children and young people.

Lead a team of Family Support Workers to provide high quality service in line with best practice. Provide training, advice, support, and guidance to the multi-agency workforce on the delivering intervention work.

This role is responsible for driving continuous improvement strategies throughout the team.

Job specific outcomes

1. Lead a team of family support workers and senior family support workers, 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.
2. Plan and organise case co-ordination for a team of Family Support Workers and oversee the implementation of direct work with families and co-ordination of multi-agency support to promptly address children and families' needs so that problems do not escalate.
3. Triage requests received by the Children's Social Care Resource panel, and when it is required, plan and oversee the agreement of intervention support with partners to support children and families open to Children Social Care.
4. Guide and support the team to confidently challenge and report dangerous, abusive, discriminatory, or exploitative behaviour or practice, including potential criminal offences, wherever this may be found, in order to ensure the wellbeing of service users and carers is safeguarded at all times. Lead on the utilisation of statutory powers to ensure a service user's protection and safety when necessary.
5. Holistically assess individual needs and develop child and family plans that treat each person as a unique individual to promote and monitor the safety and wellbeing of children and parents/carers. Wherever possible, promote children, young people and other family

members' individual views and wishes in order to support their rights to self-determination, to control their own lives and to make informed choices about the services they receive.

6. Deliver appropriate, open, accurate and straightforward communication to family members, clearly explaining service policies and the practitioner roles and responsibilities to establish and maintain the trust and confidence of service users and carers.
7. Monitor and audit case records produced by family support workers 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 individuals.
8. Implement and monitor data protection and confidentiality policies to ensure that all information about service users is always treated by family support workers and other staff in the strictest confidence in line with data protection, relevant disclosure and consent policies, and information sharing protocols and procedures.
9. Implement risk assessment policies and procedures, ensuring that they are followed by staff at all times, and lead on accessing specialist professional advice and guidance for complex cases, so that potential and actual risk is identified and managed. Lead on the escalation to ensure a child's protection and safety when necessary.
10. Undertake identified and co-ordinated quality assurance and performance management activity and service development including auditing case records produced by social workers and family support workers to ensure that they are clear and accurate as required by established procedures and best practice.

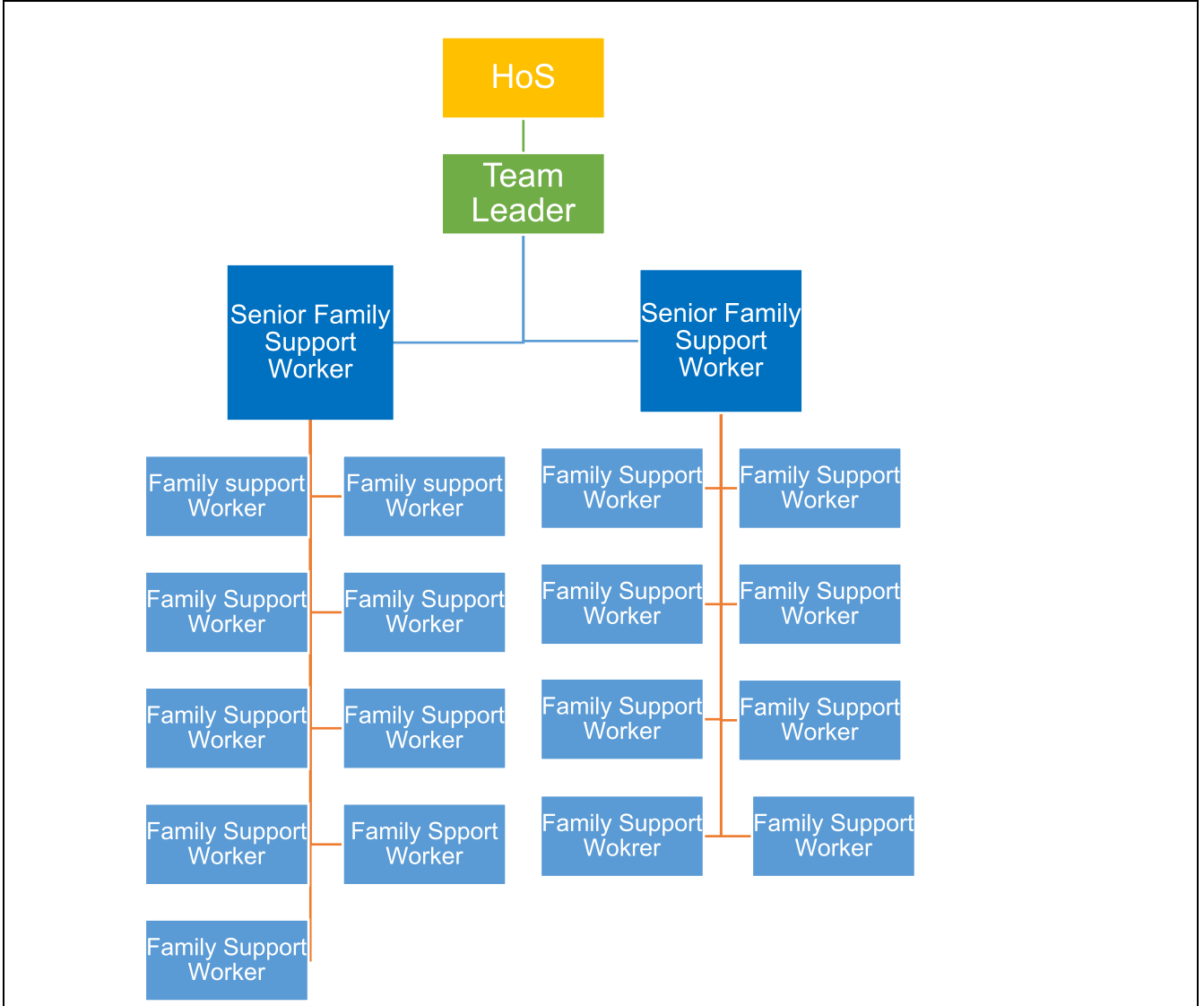
Statutory responsibilities

- 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 <i>Please state the level of education and professional qualifications and / or specific occupational training required.</i></p>	<p>Professional qualification in social work and registration with the relevant professional body.</p>	<p>A formal management qualification is required at degree level (Level 5) or equivalent level of experience</p>
<p>Knowledge <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>Significant knowledge, including legislation, policy, and best practice, of the specialist areas in which they carry responsibility, e.g., safeguarding, child in need, looked after children.</p> <p>Knowledge of success factors of running statutory intervention services.</p> <p>Good comprehensive understanding of the needs of children/young people and their families with complex needs and/or disabilities, child development, attachment, loss, recruitment/ assessment and supervision, training of foster carers and adopters etc.</p> <p>Deep understanding of the management of risk and supporting vulnerable children and families in the community within a statutory social care system</p> <p>Specialist knowledge in intervention and intervention models that are underpinned by theory and relevant practical experience.</p> <p>Understands how to assess and manage risk when making complex decisions that may be disputed in court.</p> <p>Practical knowledge of maintaining records according to confidentiality and data protection protocols.</p>	<p>Comprehensive knowledge of the range of services provided both within CYPES, Health and Community Services, by other Government Departments and by private and voluntary sector providers.</p> <p>Good understanding of legislation, the general workings of civil courts and the conducting of police investigations into related criminal activity.</p>

	<p>Knowledge of undertaking audits.</p>	
<p>Technical / Work-based Skills <i>This relates to the skills specific to the job, e.g., language fluency, vehicle license etc.</i></p>	<p>Advanced safeguarding training.</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>Enhanced DBS cleared</p> <p>Must evidence ongoing continuing professional development</p>	<p>Safeguarding certificated.</p>
<p>General Skills/Attributes <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>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 question and understand the real, underlying needs of the customer, beyond those initially expressed.</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>Adept at dealing with a wide range of people some of whom may not be involved with the service by choice.</p> <p>Management, organisational and administrative skills</p> <p>Demonstrates an understanding of the organisational principles underlying anti-discriminatory and anti-oppressive practices.</p>

	<p>Establishes systems to collect customer feedback.</p> <p>Able to review current performance and identify ways of making improvements that enhance overall service to customers.</p> <p>Able to give timely and specific feedback on individual and group/team performance and identify areas and ways in which performance can be improved.</p> <p>Highly resilient – good coping mechanisms for dealing with challenging, stressful, and emotional, judgement, and advice.</p> <p>Ability to work on an on-call rota basis</p>	
<p>Experience <i>This is the proven record of experience and achievement in a field, profession, or specialism. 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>Significant experience in working in statutory children’s or other social services.</p> <p>Experience of performance managing, coaching, mentoring, and developing staff and improving team performance.</p> <p>Demonstrable experience of developing, implementing, and managing teams/ knowledge of management and leadership</p> <p>Managing staff in the complex and challenging context of statutory intervention work.</p> <p>Contributing to and implementing strategy in children’s social services</p> <p>Experience of delivering value for money services including cost savings utilising a commercial approach</p>	<p>Significant experience of Social Work practice with children and families in a statutory setting.</p>

Personal Attributes

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 4 core accountabilities attributes and behaviour indicators.