

Team Manager (MASH)

Department: Children, Young People, Education & Skills

Division: Children's Services

Reports to: Head of Children's Safeguarding

JE Ref: CYP552

Grade: CS12

JE Date: 06/09/2019

Job purpose

Manage the Multi-Agency Safeguarding Hub (MASH) responsible for the day to day provision of safeguarding across a number of agencies to ensure an effective assessment of care and care planning that includes child protection within a statutory child social care system

Job specific outcomes

1. Review and assess the standard of social work practice within the service line, and plan service responses accordingly to ensure that the professional standard of social work practice to children who are in need, at risk or vulnerable is maintained in line with Key Performance Indicators and to ensure appropriate protection and care of every child.
2. Develop strategies and staff guidance to ensure high standards of practice and care for children, young people, their families and carers, including in robust assessment, care planning and review of service users' needs on a day to day basis, so that all stakeholders will have confidence in the team's ability to assess and manage risk to vulnerable children and their families.
3. Directly arrange and manage practice development and delivery of training courses to enhance best practice and skills development in all staff.
4. Instigate urgent and immediate action to protect a child subject to referral to MASH and provide the first management decision regarding whether a child is safe to remain at home or requires to be looked after, agreeing with the Head of Service if an application should proceed to conference or result in an application for care orders, presenting evidence in court proceedings as necessary. This work will ensure appropriate defensible outcomes that protect vulnerable children and their families and ensure the most appropriate outcomes for them.
5. Develop policies, procedures and professional practices across Children's Services in line with statutory requirements, taking into account staff interests and making sure that all staff are aware of their individual responsibilities in line with the Health and Care Professions Council (HCPC) code of practice, and that the team is able to deliver the best possible care solution and support to individual service users.
6. Provide a first line response to all service-user enquiries, complaints, data protection and subject access enquiries, ensuring appropriate advice and guidance is obtained from lead officers, legal advisers, information governance or appropriate senior colleagues

where necessary, in order to communicate effectively and appropriately with all stakeholders and to develop and promote the professional reputation of the team.

7. Manage a team of senior practitioners and social workers from different services and disciplines, providing professional supervision and support to the team regarding the management and ongoing review of casework, the planning and delivery of care packages, the effective identification and robust risk assessment of service users and the management of crisis situations where immediate action is required, in order to ensure the best possible safeguarding outcomes for vulnerable individuals and/or their families.
8. Ensure that the underlying operational framework, policies and support are in place to deliver the efficient day to day running of the team, including service delivery in line with legislation regulation and policy, effective finance and resource allocation, gathering and analysing the information from partner agencies that is required to make sound judgements and decisions regarding the care of service users and ensuring adherence to agreed response and intervention timescales.
9. Quality assure a range of professional reports ensuring that these reports meet the high standards required for the Courts and the Fostering and Adoption Panels to ensure that court and officer time is used effectively and that interventions are delivered in the most timely and effective manner.
10. Develop and manage effective joint working protocols across agency and professional boundaries thus ensuring multi-agency comprehensive assessment, planning and review.

Statutory responsibilities

- The post holder will have to comply with all relevant States Laws, such as the Children (Jersey) Law 2002, Secure Accommodation regulations, Adoption and fostering legislation, 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;
 - As a qualified social worker, the post holder is required to be registered with the local and national regulators.
 - This role is politically restricted. The job holder is not permitted to undertake political activity involving standing for election to the Government or as a Parish Constable, or publicly supporting someone who is standing for election or playing a public part in any political manner.
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Organisational structure



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>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>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>Understanding and working knowledge of the conduct, performance and ethics as set for their profession by the Health & Care Professions Council.</p> <p>Comprehensive knowledge of the range of services provided both</p>	<p>Understanding of workforce planning and development</p>

	<p>within Health and Social Services, by other States Departments and by private and voluntary sector providers</p> <p>Understanding of strategic management and business planning</p> <p>Understanding and practical experience of performance management/quality improvement frameworks</p> <p>Practical understanding of budget management and financial planning and control.</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>Able to demonstrate a wide 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>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>High level analysis and problem-solving skills</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>Highly resilient – good coping mechanisms for dealing with challenging, stressful and emotional situations involving vulnerable children.</p>	

	<p>Able to formulate, influence, negotiate and gain acceptance of decisions, judgement and advice.</p> <p>Strong communication and presentation skills including the ability to present clear and concise briefings, materials, reports, in-service training and presentations.</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>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>Significant experience of Social Work practice (five years) with children and families in a statutory setting.</p> <p>Experience of performance managing, coaching, mentoring and developing staff and improving team performance.</p> <p>Managing organisational change and improving and transforming services to</p>	

	<p>vulnerable children or children in need</p> <p>Managing staff in the complex and challenging context of statutory children's social work</p> <p>Management of and support to a multi-disciplinary workforce, including clinical, professional, technical and support staff.</p> <p>Contributing to and implementing strategy in children's social services</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 4 core accountabilities, attributes and behaviour indicators.

As a qualified and registered social worker, the post holder is required to uphold and promote the standards of conduct and behaviour as set out by the regulators.