

LONDON BOROUGH OF LEWISHAM

JOB DESCRIPTION

Designation: Team Leader

Grade: PO4

**Reports to
(Designation)** Team Manager

Grade: PO7

Directorate: Family Help & Care

Section: Multi-Agency
Child Protection Service

Main Purpose of the job:

To provide effective leadership & operational line management to a team of Family Practitioners who provide targeted, evidence-based & bespoke interventions and positive activities for children, young people, parents/carers individually, and/or in groups to support children to remain safely at home.

To provide supervision, advice, mentoring and consultation to junior staff, including family practitioners and family group conference coordinators.

To take a lead role in the coordination of Family Group Conferences and embed the principles, process and desired outcomes in the team.

To participate and contribute information, reports & data to a range of operational & strategic meetings/panels.

Responsibilities & Personal Duties

To provide case management direction to practitioners delivering a range of targeted and bespoke interventions.

To support Practitioners to develop, encourage and reinforce positive behaviour through working with children, young people, parents/carers to address problematic elements of their behaviour. This includes encouraging positive participation in education, employment, or training to improve the young person's self-esteem, achievement, and life chances.

To monitor performance against key performance indicators and take appropriate action as necessary to meet and improve performance.

Ensure effective and regular supervision and appraisal takes place. Set and review targets; monitor individual performance; provide guidance and direction; take appropriate management action to ensure the effective performance of all staff. Ensure risk is being effectively assessed and responded to.

Ensure effective management of staff within the team including recruitment; development and absence management; resolution of conflict; implementation of change. Take action as appropriate in accordance with council employment procedures and policies eg disciplinary, capability etc.

To coordinate and deliver training and workshops to parents/carers, internal & external colleagues to raise awareness around parenting vulnerabilities and therapeutic interventions.

To promote excellent interagency working and work alongside partners to create plans of intervention for children and their families.

To lead on promoting the continuing professional development of colleagues within the service, including facilitating team practice development and group supervision sessions.

To facilitate one-to-one sessions with children, young people and parents/carers and deliver group work sessions.

To maintain up to date knowledge of national and local policy and relevant legislation affecting children and families work.

General terms

To maintain high standards of case recording and maintain case management records in accordance with service and professional standards, including electronic data entry in accordance with policy and procedures and with due regard to General Data Protection Regulation (GDPR).

To contribute to local and departmental training on practice issues in line with departmental policies and procedures & research findings.

Contribute to service development through attendance and contribution to team, service directorate meetings and development activities.

To participate in 1-1 & group supervision.

To take responsibility for maintaining professional knowledge and skills, including national and local policy, relevant legislation, and emerging research in relation to providing services to children and their families.

To maintain personal and professional development to meet the changing demands of the job and participate in appropriate training/development activities including the council's performance, development and review scheme.

Ensure that all duties and responsibilities are discharged in accordance with the council's policies and procedures, Code of Conduct and relevant regulations and legislation.

Ensure compliance with safeguarding procedures.

To comply with the council's equal opportunities and diversity policies ensuring anti-discriminatory practice within the service area.

This job description is a guide to the level and range of responsibilities you will be expected to undertake. It may be changed from time to time to reflect changing circumstances and demands. As directed, you will undertake additional duties and responsibilities that may arise from time to time commensurate with the grade of the post.

PERSON SPECIFICATION

JOB TITLE: Team Leader Multi-Agency Child Protection Service

DEPARTMENT: Family Help & Care

GRADE: P04

Note to Candidates

The Person Specification is a picture of the skills, knowledge and experience needed to carry out the job. It has been used to draw up the advert and will also be used in the shortlisting and interview process for this post.

Those categories marked 'S' will be used especially for the purpose of shortlisting.

Please ensure that Equality and Diversity issues are addressed specifically in relation to the role for which you are applying when addressing the requirements of this person specification where appropriate.

If you are a disabled person, but are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria you will be shortlisted and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet the requirements.

Equality & Diversity	
Awareness of and a commitment to Equality of Access and Opportunity in a diverse community. Understanding of equality and diversity issues within the context of family support and early intervention & safeguarding.	S

Knowledge	
<p>An excellent working knowledge of relevant legislation including the Children and Families Act 2014, Children's Act 1989 & 2004, 'Working Together', Equality Act 2010.</p> <p>Understanding of professional boundaries and appropriate relationships with young people and their parents, carers or guardians and how to adhere to confidentiality policies.</p>	S
Skills & Ability	
<p>Ability to make sound technical judgements.</p> <p>Inspirational leadership – to support, coach, motivate and direct practitioners through effective practice and proactive management; to implement and lead on change.</p> <p>Decision making – to analyse information, draw conclusions, and effect judgements on risk.</p> <p>Problem solving – identify causes, make objective and informed judgements with sufficient emotional resilience.</p> <p>Self-Management – take ownership of issues, taking a professional and disciplined approach to case management, risk management and service users.</p> <p>Effective teamwork and leadership skills, including within a multi-agency network.</p> <p>Excellent interpersonal and communication skills.</p> <p>Excellent organisational skills, able to manage own workload and meet agreed timescales.</p> <p>Excellent IT skills to record and maintain accurate data.</p> <p>Excellent report writing skills.</p>	
Experience	
<p>Managing staff in a children and families setting preferable in an adolescent context.</p> <p>Using case management systems</p> <p>Experience of developing and maintaining relationships across services and supporting them to work together to achieve coordinated responses to needs and achieve best outcomes for children and families.</p>	S
Aptitude	
<p>Able to work under pressure and to deadlines. Flexible approach.</p> <p>Able to develop and maintain productive relationships both within and outside the service.</p> <p>Having a strong commitment to making a positive difference to the lives of families The ability to be impartial and professional when working with young people, parents, carers, and members of the community.</p>	

<p>Ability to remain calm and effective in crisis and when under pressure, including making difficult decisions or dealing with challenging or confrontational behaviour.</p> <p>Ability to use initiative especially in complex family situations.</p> <p>Ability to undertake inter-agency work and a commitment to working in partnership at all levels.</p> <p>Resilience and the ability to cope with emotionally-draining and traumatic situations Ability to work hours in a flexible way, including evenings and weekends to meet the needs of the service.</p> <p>Flexibility to adapt to new tasks and situations.</p> <p>The ability to reflect on own practice; undertake training advice and constructive feedback</p>	
Personal Qualities	
<p>Willingness to take responsibility for personal and professional development.</p> <p>A positive, non-judgmental, empathetic, and sensitive approach.</p> <p>Willingness to work in different establishments and settings around the borough as required.</p> <p>Innovative and creative to introduce new approaches to delivering children's services.</p>	

Internal Contacts: These include representatives from across Council Departments who may be engaged with children and families, for example Children's Social Care, Adults Services, Housing, Youth Offending Service.

External Contacts: This will include all partner agencies working with families e.g., Police, Probation, Health Mental Health, voluntary sector as well as members of the public and other Local Authorities.

To carry out the duties of the post with due regard to the Council's relevant codes and procedures.

All employees are required to participate in the Performance Evaluation Scheme (PES) and to undertake appropriate training and development identified to enhance their work.

Undertake other duties, commensurate with the grade, as may reasonably be required.

Consideration will be given to restructuring the duties of this post for a disabled post holder

THIS JOB DESCRIPTION MAY NEED TO BE AMENDED BY THE DIRECTORATE TO MEET
THE CHANGING NEEDS OF THE SERVICE.

Number of fully managed staff:

Title: Team Leader

Number of partially managed staff:

Title: None

Grade:

No of posts:

Circumstances

- Ability to work outside of normal hour's e.g. early evening training & on some occasions weekends.
- Can travel to attend meetings in and out of the borough at short notice.
- Satisfactory enhanced criminal records bureau disclosure.

DBS Disclosure Required?

No

☐

Basic

☐

Enhanced

☒

(Tick as appropriate – guidance available from your HR Advisor)

Physical

Generally candidates must meet the standard Lewisham requirements for the post