

# Social Work Resources Fieldwork Manager Job profile

**Service: Children and Justice**

**Grade scale: Grade 5 level 1**

**Reports to: Children and Justice Service Manager**

## Purpose of the job

To organise and manage such direct Social Work Services as are assigned or will be assigned to the local child and family teams.

To be the lead officer for Social Work Resources in developing better integrated children’s services at a locality level.

## Key tasks and responsibilities

To be responsible for the delivery of high-quality services to vulnerable children and families in their locality and to monitor existing levels of service and to report on a regular basis with a view to responding quickly and sensitively to changing demands within the community.

To improve outcomes for vulnerable children and families through the delivery of better integrated children’s services and hence to maintain and develop effective corporate working relationships with appropriate services and organisations.

To manage and chair child protection planning meetings and other complex multiagency meetings as and when necessary.

Implement and maintain good governance and monitoring of standards of practice.

To manage, monitor and control the budgets in line with agreed guidelines and council policy.

To participate in the planning of service developments on a strategic and at a local level in relation to Child and Family Services.

To assess needs in terms of staff development, ensuring that up-to-date Personal Development Reviews (PDR’s) are in place.

## Person specification

| **Criteria** | **Essential** | **Desirable** |
| --- | --- | --- |
| **Education, qualification and training** | Degree in Social Work, Dip SW or other recognised Social Work Qualification  Evidence of extensive Post Qualifying training/ awards |  |
| **Skills, knowledge and experience** | Proven leadership skills  Extensive experience working with complex child protection cases.  Ability to manage a range of competing demands  Has a good overview of national child protection trends and data  Excellent knowledge of best practice in the delivery of social work services  Prioritise many different tasks, including the ability to plan and organise workload effectively, both of self and others, delegating where appropriate  Ability to analyse statistical data to improve service delivery  Ability to successfully influence and negotiate with others at all levels  Ability to work in partnership with staff, other agencies and those with lived experience  Excellent interpersonal and networking skills, including the ability to communicate effectively both verbally and in writing  Contribute to service proposals, quarterly and annual reports, and other written reports at the request of your line manager  Experience of a wide range of practice within a child and family setting.  A proven record of sound financial governance.  Computer literacy in Microsoft Office software products (including Word, Excel and Outlook) to a high standard  Quality Assurance experience and a demonstrated ability to understand data and use that to drive improvements in service delivery  Proven change management skills, demonstrating an ability to create cultural change, as well as achieving practical and realistic functional changes  Demonstrate assertiveness, diplomacy, and adaptability in a leadership position | Experience of designing new services and their implementation  Project management skills  Facilitates elected member involvement and consults with representative groups when formulating strategies  Builds networks, locally regionally and nationally to help provide support and expertise by shaping and driving forward agendas and addressing concerns  Develop services which have a positive impact on the physical environment of South Lanarkshire Council ensuring sustainability of resources |
| **Personal qualities** | Motivated, flexible, and adaptable  Be an optimistic and dynamic leader  Able to motivate and inspire others  Enjoys challenge and change  Ability to work within a range of uncertainty and able to work at pace  Focused and manages through delegation  Good communication skills  Committed to ‘learning organisation’ style of management  Is able to evidence strong analytical skills  Able to implement ideas and deliver to conclusion.  Models positive social work practice and values  Communicates positive messages about the organisation, acting in its best interests and being an ambassador for South Lanarkshire Council  Understands the power and authority that comes with the senior manager role and adapts behaviour to ensure interactions with others are positive and empowering |  |
| **Other** | A genuine commitment to behave with honesty and openness; treating people consistently, fairly and with respect  Registered with the Scottish Social Services Council  PVG clearance for regulated work  The ability to travel out with South Lanarkshire | Full driving licence |

## Safer recruitment checks

As part of our approach to good practice and safer recruitment we carry out a number of pre-employment checks

* Asylum and Immigration right to work in the UK.
* Reference check: external candidates require 2 references, one of which must be from present or most recent employer; Internal candidates require 1 reference from current line manager.
* Candidate Disclosure Scotland check, where applicable.

## Behaviour framework

The council’s Behaviour Framework is a set of core behaviours that defines how employees approach work to enable the delivery of key tasks for the role. The expected behaviours for this role are:

**Efficient**

* Use initiative and drive to improve and develop systems and processes to increase efficiency achieving better outcomes in service delivery.
* Suggests ways to improve how others organise their own work.
* As a manager or professional/expert you actively seek solutions to deliver improvements and involves others in the development of solutions and improvements.
* Agrees SMART objectives for both team and individual employees reviewing progress to achieve successful outcomes.
* Manage budgets with no overspends and applying the council’s financial policies and procedures.
* Ensures sustainability and environmental awareness practices are being implemented and that they inform the development of new projects/initiatives.

**Flexible**

* Anticipates and responds flexibly to changing priorities and modifies practice to meet changing environment.
* Identifies and implements new ways of working.
* Supports individuals and team at times of both organisational and personal change making appropriate adjustments to accommodate individual needs where required.
* Expresses a positive approach to change and promotes the benefits of change to team and colleagues.
* Actively listens to customer feedback and takes action to improve customer experience.

**Performing**

* Use professional expertise and knowledge to ensure the council is leading best practice to improve outcomes.
* Ensure that the council is meeting it’s legislative and statutory requirements by keeping abreast of new initiatives and legislation.
* Evaluates and reviews the impact of service improvements from the customers perspective.
* Identifies trends and creates solutions.
* Ensuring that health and safety practices, policies and procedures are applied keeping employees and customers safe and minimising workplace accidents and injuries.
* Implements the council’s maximising attendance policy and procedure ensuring action is taken and recorded on people connect.
* Considers risk in the context of service development and delivery.

**Working with others**

* Promotes a positive team environment with good morale.
* Works with other teams and colleagues internally and externally, developing relationships and sharing knowledge, ideas and expertise to achieve outcomes.
* Provide objective and constructive advice and support if tensions arise.
* Shares knowledge with internal and external colleagues to achieve common objectives.
* Giving praise and recognition for good work.
* Use professional identity and expert knowledge to work across disciplines breaking down professional barriers to improve outcomes for individuals and communities.
* Encourages colleagues to consider different perspectives in their work.
* Adapts communication to encourage desired behaviour.

**Leading**

* Understands what needs to be achieved and ensures that this is communicated to team members.
* Expresses positive expectations of others to support their development.
* Recognise individual and team achievements thanking and praising others.
* Maintain a positive approach and motivate team when things go wrong, or demands are high.
* You identify talent and provide opportunities for those individuals who wish to progress or learn new skills.
* Takes responsibility for personal and team development needs taking account of learning styles and available learning/training methods of delivery.
* Uses professional judgement/expert knowledge to make informed decisions.

**If you need this information in another language or format, please contact us to discuss how we can best meet your needs.**

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