



JOB DESCRIPTION (JD) AND EMPLOYEE SPECIFICATION (ES) Manager Template

JOB TITLE:	Head of Service – Support and Protection		
GRADE:	G15	SERVICE AREA:	Children's Social Care
JOB CODE:	CHI335SUPPG15		
REPORTS TO:	Director of Children's Social Work	LOCATION:	As required
SPECIAL CONDITIONS:	Social Work Qualification Enhanced DBS Ability/Willingness to travel from location to location Some working outside usual office hours Required to be on Senior managers out of hours rota Accountability to the professional regulator		

At Walsall Council, we believe that people are at the heart of everything we do. In our work, the way we listen and respond to our customers and colleagues will determine the way we grow and bring Council's vision to life. To succeed, we must push the boundaries of customer service and added value - outstanding is the new standard and the new routine. Using evidence-based insight into solving problems, managers will create an environment that provides opportunities for all individuals and communities to fulfil their potential. As leaders of people, managers will:

- Work collaboratively to develop strong working relationships and provide a bridge between the council and the communities it serves;*
- Embrace change and strive for improvement continuously;*
- Provide value for money to ensure services are delivered in a timely fashion, combining sustainability with quality;*
- Challenge the status quo, enable and empower, act with integrity.*
- Together, they will deliver services that the people of Walsall will be proud of.*

1. Corporate duties and accountabilities:

- The post holder will comply with and promote the Council's Health, Wellbeing and Safety at Work policies and ensure these are implemented effectively within his/her areas of responsibility.
- A priority for the Council is the protection of vulnerable people, ensuring they are able to live as independently as possible. The post-holder will promote and engage with Council's responsibility to safeguard the welfare of children, young people and adults, and protect their right to be safe from harm.
- Through personal commitment and clear action, the post-holder will promote the Council's employment policies, with particular reference to diversity, equality of access and treatment in employment, service delivery and community involvement. To support/develop a working culture within these services that reflects the corporate vision.

- Ensure that the services provided aligned to the Council strategy, vision, aims, objectives, priorities and continuous improvement programme and play their part in achieving these. This includes compliance with Standing Orders, Financial Regulations, Code of Conduct and the Councils Policies and Procedures.
- This job description sets out a summary of the duties and accountabilities of the role. It is not intended to be exhaustive.

Help, Support & Protection

- MASH and Early Help Hub
- Preventative / Edge of Care Service
- Children with Disabilities
- National and regional developments/ concerns.
- Strategic partnership development in respect of MASH, SEND, Adolescence and Exploitation
- Support to Safeguarding Partnership

3. Role specific duties and accountabilities: *please refer to [role of the manager](#) detail or advice & guidance document*

Horizon Scanning

- To lead the Council's operational activity for children in need and children at risk of significant harm **AND/OR** Looked After Children.
- To manage service area ensuring the provision of effective services responsive to assessed need and user views and in accordance with legislation and Council policy.
- Supporting the Assistant Director and the Executive Director in their role as DCS in the strategic development of the Children's Management Groups and through the representative roles in key multi agency bodies.
- To ensure continuous strategic and operational improvement within the designated service areas performance against local and national expectations.
- To be responsible for the production and implementation of appropriate service plans.
- To be accountable for provision of quality services which meet all local and national targets meeting external inspection requirements.
- To be responsible for planning, monitoring, evaluating and developing service provision within corporate and departmental priorities.
- To play a leading role in the establishment of integrated services to children and families across the council led services, ensuring appropriate focus on those most in need/risk and Looked after Children within the context of the wider service.
- To play a leading role in ensuring close working relations with statutory and other providers to children and families across the Borough ensuring a mutual understanding and collaborative working around thresholds and to develop integrated responses to need in the Borough.

Leading People

- To manage service area ensuring the provision of effective services responsive to assessed need and user views and in accordance with legislation and Council policy.

- To ensure continuous strategic and operational improvement within the designated service areas performance against local and national expectations.
- To ensure all targets and time scales are met in relation to referral, assessment of need, child protection and care and permanency planning.
- To lead the Council's operational activity for children in need and children at risk of significant harm **AND/OR** Looked After Children.
- To manage service area ensuring the provision of effective services responsive to assessed need and user views and in accordance with legislation and Council policy.
- Supporting the Assistant Director and the Executive Director in their role as DCS in the strategic development of the Children's Management Groups and though the representative roles in key multi agency bodies.
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- To play a leading role in ensuring close working relations with statutory and other providers to children and families across the Borough ensuring a mutual understanding and collaborative working around thresholds and to develop integrated responses to need in the Borough.
- To manage service area ensuring the provision of effective services responsive to assessed need and user views and in accordance with legislation and Council policy.
- To ensure continuous strategic and operational improvement within the designated service areas performance against local and national expectations.
- To ensure all targets and time scales are met in relation to referral, assessment of need, child protection and care and permanency planning.
- To prepare and present reports/strategies to appropriate senior management teams, councils and external bodies.
- To ensure appropriate response to user complaints from within the service area.
- To ensure consultations and partnership with stakeholders, children, and young people, families and carers.
- To work with quality assurance staff to establish and maintain effective performance management and monitoring systems.
- To provide Management consultation out of hours as required and respond to emergency planning arrangements as necessary.
- Take the lead role as directed on the key corporate and cross-cutting projects and other issues or initiatives.
- Adopt a collaborative and supportive approach, to colleagues across the Council and in partner organisations, providing strategic advice, assistance and support and leading by personal example as a role model of commitment and excellent performance.
- Maintain up-to-date professional knowledge, relevant professional accreditation and ensure awareness of all strategic service and legislative developments.
- Promote effective communications and act as an ambassador, both internally and externally, in order to support the council's objectives and promote the reputation of the Council and the Borough.

- Participate as required within the Council's corporate resilience, emergency planning and business continuity arrangements.
- Ensure active compliance with all relevant Council policies and procedures in the fulfilling of duties and responsibilities of the post.
- Undertake all duties in accordance with the highest standards of behaviours as set out in the Council's management competency framework.
- Performance against local and national expectations.
- To be responsible for planning, monitoring, evaluating and developing service provision within corporate and departmental priorities
- The job involves direct high responsibility for supervision, direction, co-ordination and development of other employees.

Managing Resources

- To prepare and present reports/strategies to appropriate senior management teams, councils and external bodies.
- To ensure appropriate response to user complaints from within the service area.
- To ensure consultations and partnership with stakeholders, children, and young people, families and carers.
- The work involves being accountable for expenditure from an agreed budget. The responsibility includes setting and monitoring the relevant budgets and ensuring effective spend.
- The work involves handling and processing of considerable amounts of computerised information where care, accuracy, confidentiality and security are important

Managing Performance

- To work with quality assurance staff to establish and maintain effective performance management and monitoring systems.
- To provide Management consultation out of hours as required and respond to emergency planning arrangements as necessary.
- Take the lead role as directed on the key corporate and cross-cutting projects and other issues or initiatives.
- Adopt a collaborative and supportive approach, to colleagues across the Council and in partner organisations, providing strategic advice, assistance and support and leading by personal example as a role model of commitment and excellent performance.
- Maintain up-to-date professional knowledge, relevant professional accreditation and ensure awareness of all strategic service and legislative developments.
- Promote effective communications and act as an ambassador, both internally and externally, in order to support the council's objectives and promote the reputation of the Council and the Borough.
- Participate as required within the Council's corporate resilience, emergency planning and business continuity arrangements.
- Ensure active compliance with all relevant Council policies and procedures in the fulfilling of duties and responsibilities of the post.
- Undertake all duties in accordance with the highest standards of behaviours as set out in the Council's management competency framework.
- Performance against local and national expectations.

- To be responsible for planning, monitoring, evaluating and developing service provision within corporate and departmental priorities.

Managing Self

- Maintain up to date professional knowledge, relevant professional accreditation and ensure awareness of all strategic service and legislative developments
- Participate as required to any out of hours, corporate resilience, emergency planning and business continuity arrangements
- To play a leading role in ensuring close working relationships with statutory and other providers of services to children in Walsall, creating a culture of mutual respect and understanding

4. Corporate duties and accountabilities:

- The post holder will comply with and promote the Council's Health, Wellbeing and Safety at Work policies and ensure these are implemented effectively within his/her areas of responsibility.
- Through personal commitment and clear action, the post holder will promote the Council's employment policies, with particular reference to diversity, equality of access and treatment in employment, service delivery and community involvement. To support/develop a working culture within these services that reflects the corporate vision.
- Ensure that the services provided aligned to the Council strategy, vision, aims, objectives, priorities and continuous improvement programme and play their part in achieving these. This includes compliance with Standing Orders, Financial Regulations, Code of Conduct and the Councils Policies and Procedures.
- This job description sets out a summary of the duties and accountabilities of the role. It is not intended to be exhaustive.

General Service Delivery Responsibilities:

- To promote and enforce the Council's Health and Safety policy
- To work at all time in accordance to aims, objectives and priorities of Childrens Services and Walsall Council.
- To promote the security, confidentiality and accuracy of Childrens Services records and information system with due regard to legislation, policy and occurrence;
- Any other duties in consultation with the employee and in accordance with the provision of relevant employment legislation as required.

Special Features:

- Post holder must comply with the Council's Equal and Health & Safety policies and the Data Protection Act 1998.
- Health and Care Professions Council (HCPC) (formally General Social Care Council) recognised qualification.
- Health and Care Professions Council (HCPC) registration.

- Any other duties appropriate to the grade of the post, subject to any reasonable adjustments under the Disability Discrimination Act.
- Politically restricted post, as per Local Government Officers (Political Restrictions) Regulations 1990.
- Post holders will be required to demonstrate the behaviours and attributes that support WCC core values.



JOB TITLE Family Safeguarding & Localities		GRADE 15
Using the Job Description consider what essential behaviours, abilities and knowledge are required by a person to perform each of the main activities and accountabilities of the job safely and effectively.	Indicate when Assessment is possible: at Application form =A interview=I both=A/I test = T	WEIGHT CODE shows relative importance Low=1 Medium=2 High=3
Behaviours: <i>refer to corporate behaviours document</i>		
Professionalism - Actively seek ways to prevent over-complication or confusion of service delivery through innovation, being open to change and the removal of barriers including challenging negative behaviours.	A/I	3
Leadership - Leads by example, optimising those resources allocated, Communicates clearly taking account and welcoming feedback. Takes a positive and resilient approach to change understanding the longer-term vision of the Council and/or service areas.	A/I	3
Accountability - Adopt a 'can do' attitude in the work that I deliver taking accountability for my own performance and development and responsibility for my actions and decisions. I will demonstrate inclusivity and promote the values of diversity and equality.	A/I	3
Transparency - Work with others to reach a common goal; sharing information, supporting colleagues and searching out expertise and solutions from relevant partners and/or communities we serve.	A/I	3
Ethical - Aware of own impact on others through valuing openness, treating everyone with respect and listening carefully to understand the views of others in order to build trust.	A/I	3
Abilities/Skills: (refer to JE guidance document)		
Thinking Flexibly, using initiative: The ability to think strategically, view events, issues or proposals from different perspectives to find creative solutions. The ability to think strategically, view events, issues or proposals from different perspectives to find creative solutions.	A/I	3
Thinking analytically, using information: Managing information and intelligence to inform and/or formulate strategy.	A/I	3
Communicate and engage with people, standards and behaviour: Builds belief and confidence in self and others	A/I	3
Manage your resources and plan for high performance: Demonstrates how increased performance is influenced.	A/I	3

Develop effective partnerships and collaboration: Demonstrates how customer focused changes provide opportunities for greater joint activity with local partners.	A/I	3
Understand how the organisation works: Aims to deliver right children , right place, right time	A/I	3
Achieve outcomes for customers and communities: Demonstrates activity that focuses on the customer and contributes to culture change.	A/I	3
Relevant, current technical knowledge	A/I	2
Excellent oral and written communication skills	A/I	
Ability to demonstrate good organisational skills	A/I	2
Evidence of managing services in a complex organisational context	A/I	3
Knowledge/Experience: specify type, level and qualitative (not quantitative required); if any		
Substantial experience at senior managerial level, including managerial responsibility for a large and complex multi-functional service portfolio, underpinned by relevant professional and managerial qualifications where relevant.	A/I	3
A thorough understanding of the needs of service users within a highly diverse community.	A/I	3
A meaningful understanding of commissioning services taking into account the Council's financial regulations.	A/I	3
Experience of successfully managing major change in a large and complex organisation, including the successful introduction of relevant business principles.	A/I	3
Detailed understanding of and sensitivity to the political judgements influencing both the overall objectives of the City Council and ability to work with all political parties.	A/I	3
Extensive experience of providing sound strategic advice that informs and facilitates successful policy formation and aligns resources to corporate priorities.	A/I	3
Demonstrable experience of working effectively in partnership with other organisations and agencies towards mutually beneficial objectives.	A/I	3
A track record of corporate working and embedding a strong culture of performance management across a department.	A/I	3
Relevant experience in providing services to support corporate activities at a service level.	A/I	3
Expertise in managing the Council's statutory responsibilities.	A/I	3
Successfully promoting equality of opportunity both in employment and service delivery.	A/I	3

Qualification: Specify any qualifications that are a minimum requirement, please include any equivalent qualifications that would be deemed acceptable or if this can be obtained through on the job experience.			
Education to degree level or equivalent		A	
Relevant professional qualification		A	
Track record of continuous personal and professional development		I	I
Other Essential Requirements			
An awareness of, and commitment to, equality of opportunity		I	3
Awareness of, and commitment to, confidentiality and handling data		I	3
Prepared by:	Colleen Male	Date: 23.03.2021	