

**Manchester City Council
Role Profile**

**Team Leader, Grade 7
Leaving Care Service, Children's & Education Services
Reports to: Service Lead
Job Family: People Care and Support Direct**

Key Role Descriptors:

The role holder will work to provide direct support for service users and their families in accordance with statutory responsibilities and local and national policies and procedures in order to secure positive outcomes for the customer.

The role holder will work with colleagues, partner agencies and stakeholders to effectively manage and plan for present and future risk situations of service users.

The role holder will assess and plan person-centred packages to meet the individual needs of service users to promote their independence.

The role holder will supervise and develop students and trainees and actively contribute to the development of other staff.

Key Role Accountabilities:

Develop and manage a relationship to support service users and their families in line with statutory obligations through complex decision making to allow service users to access improved future opportunities.

In conjunction with partner agencies and stakeholders, effectively assess and plan service users' individual needs to ensure positive outcomes for Manchester residents.

Develop positive and effective solutions in all aspects of service delivery and engagement, focusing on the quality of outcomes for service users.

Collaborate with internal and external colleagues and stakeholders to actively contribute to the development and delivery of the service within Leaving Care and partner organisations.

Engage with stakeholders in the private and public sectors and across local communities to encourage a collaborative and transparent approach that promotes service users needs across a range of existing and new initiatives.

Efficiently maintain accurate and appropriate records in accordance with statutory targets, local and national policy and procedures to evidence achievement of service targets and improvements in delivery.

Roles at this level may be required to manage a range of assigned resources, which may be human, financial or other, to ensure continuous improvement in service delivery. Staff management duties may be either through direct line management of a team (including appraisals, performance management and other duties) or through matrix management of a virtual team of officers.

Personal commitment to continuous self development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications

Where the roleholder is disabled every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.

Role Portfolio:

The Leaving Care Service provides a statutory service to young people aged between 16-25 years who have been, or are Looked After by Manchester City Council.

The Leaving Care Team is committed to ensuring young people:

- Prepared and supported to live independently
- Have improved access to education, employment and training
- Experience stability in their lives, and feel safe and secure
- Receive improved access to health support
- Achieve financial stability

The Team Leader will manage a team of Personal Advisors ensuring the service provided is effective and delivers positive outcomes for care leavers ensuring that the team you have responsibility for meets the statutory requirements set through legislation, national and regional guidance in respect of children in need, child protection, looked after children and care leavers.

Key Responsibilities include:

- Supervise staff and resources within the team as part of the delivery of high quality services to children and families according to the aims, targets and objectives of the service.
- Ensure that supervision is reflective, challenging and explorative to enable informed decision making on cases that occur to safeguard children and vulnerable adults, and is based upon best evidence from research to inform complex judgements, promoting professional curiosity and solution focused approaches to problem solving routinely within informal and formal supervision.

- Develop effective partnership working that is positive and constructive and respectful of differing roles and responsibilities and the value they can bring to safeguarding children and vulnerable adults. Support team members both internally and externally with partners as part of sharing information and developing safe multi-agency plans.
- Recognise and address behaviours that are resistant to change in families, prioritising and acting where immediate action is required and taking steps to safeguard children.
- Hold an empathetic position about difficult circumstances experienced by young people who are in the process of leaving the care system learning from their feedback and complaints to shape and improve service delivery
- Manage the team's overall and individual performance, quality assurance processes, resources and budgets (in collaboration with other key stakeholders).
- Contribute to the corporate parent ethos by encouraging and advocating for resource and support for care leavers.

Key Behaviours, Skills and Technical Requirements

Our Manchester Behaviours

- We are proud and passionate about Manchester
- We take time to listen and understand
- We 'own it' and we're not afraid to try new things
- We work together and trust each other
- We show that we value our differences and treat people fairly

General Skills

- **People Management:** Ability to lead, manage and motivate staff to high levels of performance in order to achieve change and maximise staff potential and contribution to the achievement of identified aims and objectives. Can also lead and plan the work of the team which deals with more diverse issues.
- **Communication skills:** A skilled communicator in terms of the political/officer interface who exhibits integrity and creates rapport, trust and confidence.
- **Problem solving and decision making:** Ability to use information, insights and knowledge in a structured way using judgement wisely to identify options and make robust and defensible decisions.
- **Planning and Organising:** Demonstrate the ability to organise multiple tasks in the most effective way, and allocate time and energy according to the task complexity and priority.
- **Analytical skills:** Ability to present information using simple descriptive statistics; mathematical averages, percentages, appropriate tables and charts.
- **Financial management:** Numeracy and accuracy skills to handle numbers confidently collate information and keep accurate and reliable records to help with the monitoring and reviewing of financial resources.

Technical Requirements (Role Specific)

- Must hold a current valid Enhanced DBS (Disclosure and Barring Service) check.
- An in-depth understanding of the statutory responsibilities and duties for looked after children in line with the Children Act 1989, Children (Leaving Care) Act 2000 and related regulations.
- Required to work between 08:00 - 20:00, Monday to Friday

