

## Job title: Service Manager – Children’s Integrated Services

**Department: Children and Adults**

**Service: Children and Families Targeted Services**

**Grade: K**

**Post reference number:**

### 1. Job purpose

To be responsible for the operational management of Targeted Family Support Teams. The Post Holder is required to contribute to the development of services and policies in relation to his/her area of responsibility.

### 2. Principal duties and responsibilities

1. To ensure the effective and efficient delivery of services to children and families through Targeted Family support working closely with the Children’s Social Work Teams including out of hours service, Children and Families Direct, wider Early Help services and other services as appropriate.
2. To be accountable for the support and quality of services to vulnerable children and families
3. To contribute to the strategic development of the service, effective operation of the strategic safeguarding partnership and ensure that service capacity addresses need.
4. To ensure that Targeted Family Support Teams are working effectively in the larger context of Children’s Integrated Services to meet the support needs of Children and Families. To ensure that their welfare is safeguarded and promoted developing partnerships with other agencies to ensure that services are integrated to maximise good outcomes for children.
5. To manage staff by providing regular individual safeguarding supervision, co-ordination and direction. Driving and monitoring performance and quality of both staff and the service and taking the necessary corrective action when required to improve performance and outcomes for children.
6. To manage all resources within the area in an efficient, effective and economic manner within a framework of Corporate and Departmental policies and priorities. These resources will include personnel and finance.
7. To be involved in managing change in response to Government Agendas and locally adopted policies and procedures, thus ensuring that the service is fit for purpose.
8. To implement aspects of the relevant Service Plan as it pertains to the Area.
9. To ensure the legal statutory and other relevant provisions governing or affecting the Department and services provided are strictly observed.
10. To manage and resolve complaints in line with the Children Act 1989, Working Together 2015 and National Minimum Standards.
11. To ensure appropriate communication, liaison and relationships with other city departments, agencies and voluntary organisations and to act as a representative of the department at relevant forums.
12. Health and Safety  
You will take reasonable care for your health and safety and that of other persons who may be affected by the performance of your duties and where appropriate to

safeguard the Health and Safety of all persons and premises under your control and guidance with the provisions of Health and Safety Legislation and Authority and Departmental Codes of Practice and Procedures.

You will exercise proper care in handling, operating and safeguarding any equipment, vehicle or appliance provided, used or issued by the City Council or provided or issued by a third party for collective use in the performance of your duties.

**3. All staff are expected to maintain high standards of customer care in the context of the City council's Core Values, to uphold the Equality and Diversity Policy and health and safety standards and to participate in training activities necessary to their post.**

**4. All staff are expected to abide by the obligations set out in the Information Security Policy, IT Acceptable Use Policy and Code of Conduct in order to uphold Nottingham City Council standards in relation to the creation, management, storage and transmission of information. Information must be treated in confidence and only be used for the purposes for which it has been gathered, and should not be shared except where authorised to do so. It must not be used for personal gain or benefit, nor should it be passed on to third parties who might use it in such a way. All colleagues are expected to uphold the City Council obligations in relation to current legislation including the Data Protection Act and Freedom of Information Act.**

**5. This is not a complete statement of all duties and responsibilities of this post. The post holder may be required to carry out any other duties as directed by a supervising officer, the responsibility level of any other duties should not exceed those outlined above.**

**6. Numbers and grades of any staff supervised by the post holder: 6 x J Posts responsible for Teams**

**7. Post holder's immediate supervisor: Head of Service**

**Prepared by/author: Helen Blackman ,Tajinder Madahar Date: 9<sup>th</sup> January 2017**

**Job title: Director for Children's Integrated Services and Head of Service**

---

**Note:** This section should only be included in job descriptions issued to employees and should not be sent to all job applicants.

I understand and accept the job duties and responsibilities contained in this job description.

**Signature:** .....

**Date:** .....

# Person specification



**Nottingham  
City Council**

## Job title: Service Manager – Integrated Children’s Services

**Department: Children and Adults**

**Service: Children’s Integrated Services, Targeted Family Support**

**Grade: K**

**Post reference number:**

Areas of responsibility	Requirements	Measurement				
		P	A	T	I	D
<b>Knowledge</b>	Professional Qualification in relevant Children’s discipline or proven track record in this field		✓			✓
	Evidence of post-qualifying learning in management development.		✓			
	Understanding of the City Council’s core values and strategic aims.		✓		✓	
	Thorough understanding of Safeguarding in respect to children and families.		✓	✓	✓	
	Knowledge of the Government’s modernising agenda for health and social care, and how it relates to Children’s Services.			✓	✓	
	Thorough knowledge of the Children Act 1989 and related guidance, the Assessment Framework for Children in Need and Working Together to Safeguard Children.		✓	✓	✓	
<b>Performance Management</b>	Ability to draft, develop implement and evaluate practice guidance and performance framework.		✓		✓	
	Ability to use information technology as an effective management tool in compliance with the Data Protection Act and to manage performance.		✓		✓	

	Ability to provide leadership to ensure effective team working.				✓	
	Ability to manage quality, performance, recruitment, discipline, sickness absence, supervision, complaints and grievances.				✓	
	Ability to work as part of a management Out of office hours rota.					✓
<b>Interpersonal Skills</b>	Knowledge of and ability to develop appropriate strategies to improve recruitment and retention of key staff.		✓	✓	✓	
	Possess an innovative approach to issues		✓	✓	✓	
<b>Other Skills</b>	Ability to work on own initiative		✓			
	Able to plan ahead		✓	✓		
	Systematic and organised		✓	✓		
<b>Experience</b>	Evidence Extensive experience of managing and responding to safeguarding concerns		✓	✓	✓	
	Ability to communicate effectively, at all levels both orally and in writing – particularly to provide professional advice and chair legal planning meeting.				✓	
	Be diplomatic and approachable		✓			
	Effective influencing skills		✓		✓	
	Able to develop positive working relationships with staff and others – both internal and external.		✓		✓	
	Ability to produce documents / reports / presentations using a wide variety of software including word and excel etc.		✓		✓	
<b>Work to promote mutual respect and good relations</b>	Awareness, understanding and commitment to the pursuit of equality of opportunity in service delivery and employment practice.		✓		✓	
<b>Work Related Circumstances</b>	Honesty and Integrity					✓
	Willingness to comply with the City Council's non-smoking policy.		✓		✓	
	Willing to undertake further training and development relevant to the post		✓		✓	

**P:** Pre-application    **A:** Application    **T:** Test    **I:** Interview    **D:** Documentary evidence

Prepared by/author: **Tajinder Madahar**

Date: **9th January 2017**