**JOB DESCRIPTION**

**Post:**  Team Leader

**Responsible to:** Service Manager

**Division:** Children and Family Services

**Salary**: £35,850 to £41,150 (pro rata for part-time staff)

## Role Summary

* To support the Service Manager/Assistant Director in the operational management and leadership of the service(s) to achieve positive outcomes for children, young people and families, and to deputise in the Service Manager’s absence or as delegated by the Service Manager.
* To provide professional leadership and management to staff and volunteers, ensuring that children and young people are safeguarded and protected.
* To be responsible for day to day people and resource management decision making under the direction of the Service Manager.
* To contribute to the impact and influence of Children 1st for the benefit of children, young people and families.

## Corporate Responsibilities:

* Be committed and adhere to Children 1st vision and values.
* Comply with Children 1st Safeguarding policies and procedures.
* Comply with Children 1st Code of Conduct and any relevant professional standards relating to the role.
* Actively consider the involvement of children, young people and families with whom we work, in all areas of practice and to implement the Children 1st Participation Standards.
* Actively consider the involvement of volunteers in all areas of our work and to implement the Children 1st Volunteer Development Policy.
* Observe all health and safety requirements.
* Work within and promote policies in relation to Equity, Diversity and Inclusion and anti-discriminatory practices.
* Undertake any other reasonably required duties as instructed by line manager or someone acting on their behalf, in addition to the role specific responsibilities detailed below.

## Equity, Diversity and Inclusion

At Children 1st, we are committed to building a representative, inclusive and authentic workplace open to applications from all sections of society. We believe in the potential of everyone regardless of; sex, race, religion or belief, ethnic origin, ability, family structure, socio-economic background, age, nationality, marital status or civil partnership, sexual orientation, gender identity, or any other aspect that makes you who you are.

We envision a diverse and inclusive Children 1st where we cultivate a true sense of belonging and connection for and between our teams, children, young people, families, and communities we work with.

Further to that, as part of our vision to be an Anti-Racist organisation, we are committed to conscious inclusion to build increasingly diverse teams and emotionally safe work environments.

## Key Results Areas

**Relationships with Children, Young People and Families**

* + To ensure children, young people and families receive timely and appropriate services based on identified needs and outcomes which are planned and reviewed.
  + To provide direct support and/or therapeutic work with children, young people and their families as required for the service. Direct/practice element work will reflect specific local service strand.
  + To champion the participation of children, young people and families ensuring their active participation in the planning and evaluation of service delivery in accordance with Children 1st Participation Standards (Common Core ref: A8).

**Operational Requirements**

* + To ensure the Gathering of core data using Microsoft Dynamics allows us to identify the children and families we are working with and supports our understanding and ability to articulate their needs;
  + To ensure that all work is ‘outcomes’ as well as ‘outputs’ focused, and, is delivered in accordance with Service Level Agreements or other agreed contracts.
  + To contribute to sustainability both internally and externally including the involvement in production of high quality tenders and reporting on funding
* In conjunction with the service manager, to produce and monitor the annual service budget.
* To support the Service Manager with the day to day people and resource management of the service, including ICT and property resources, as appropriate.
* To develop and maintain consistent and meaningful internal communications practices.
* To make constructive use of internal support and supervision processes, and take responsibility for continuous professional development. To undertake mandatory and relevant internal courses as required.
* To ensure quality assurance is visible and work is appropriately monitored, and that there is compliance with Children 1st internal standards and relevant legislation/external standards.
* To maintain responsibility for Health and Safety as delegated by the service manager.

**Relationships with others**

* + To provide direct line management and support and supervision for a team of operational staff and volunteers including recruitment, induction, effective performance management, and learning and development.
* To promote a culture of continuous learning and development and provide advice, guidance, training and consultation services to colleagues across the charity, and to staff working in partner agencies.
* To participate in Children 1st’s influencing and policy strategies supporting colleagues across the charity as required.
* To represent Children 1st at external events and activities, working constructively with a range of external agencies and promoting the service to external partners and key stakeholders both locally and nationally.
* To establish effective communication channels both internally and externally with colleagues across the charity and partner agencies.

## Person Specification

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| --- | --- | --- | --- | --- |
| Need to Have (*Qualifications and Experience*) | Need to Show (*Skills*) | Need to Know | Need to Be | Core Values |
| * Degree or Diploma in Social Work, or equivalent professional qualification at SCQF level 9   **Desirable**   * Management qualification (SVQ level 5 or equivalent) * Involving children young people and families in planning, designing and implementing services (Common Core ref: A8) * Influencing service delivery and quality for children and young people * Experience of managing complex work * Experience of planning, designing and implementing services * Ability to lead sharing creativity and innovative practice * Coaching and mentoring skills | * Ability to lead and adapt and respond to a variety of situations and people in order to meet changing priorities and different ways of working * Negotiation, advocacy and influencing skills * Competent in the use of MS Office * Effective verbal and written communication skills including the ability to write complex reports * Inter-agency liaison and communication skills * Ability to organise and prioritise own and others’ workload effectively and to work under pressure   and ability to meet deadlines   * Ability to work as an effective member of a management team * People management and leadership skills. * Ability to work flexible hours in line with service delivery requirements, which may include evening and weekend work | * Knowledge of relevant childcare legislation and guidance relating to children’s rights (Common Core ref: B6,B7) * Knowledge and understanding of how children and young people develop, and promoting resilience (Common Core ref: A5, A7) * Knowledge of services and issues relevant to the needs of children and young people (Common Core ref: B1,B2, B6) * Knowledge of statutory social work role and function * Commitment to and understanding of the principles of participation(Common Core ref: A8, A9 & A10) * Understanding of and commitment to the principles of involving volunteers * Commitment to the principles of confidentiality in relation to children, young people and families (Common Core ref: B5) | * Flexible in approach to work * Committed to and understand the principles of working with volunteers. * Able and willing to travel as required to services and offices across the region. * Committed to Children 1st approach and the relational nature of our work. * Confident and able to form effective and credible relationships with all levels of staff * Aware of personal responsibility in relation to health and safety. | Our core values guide how each one of us works in our individual day to day job:  **Respect**  Treating everyone with respect and fairness  **Integrity**  Being responsible and accountable  **Participation**  Involving others in our work  **Excellence**  Striving for the highest possible standards |