

JOB DESCRIPTION

Job Title	Team Manager
Department	Social Work
Responsible to	Director/Operations Manager
Responsible for (if applicable)	Social Work Team

Overall Purpose/Aim:

To take a high profile and leadership role in the team and provide appropriate levels of line management, supervision, support and training to Social Workers to ensure that high quality practice is an achievable aim for all Social Workers in line with Key Assets and the group's Vision and Values.

Core Tasks

I) Team Manager Accountabilities

- Show clear leadership within the social work team by working in close liaison with the Operations Manager / Director
- Deputise for the Operations Manager in his/her absence
- Demonstrate a high level of knowledge, skills and expertise in Social Work practice
- Allocate work and tasks to Supervising Social Workers and chair relevant meetings, both internally and externally, as required.
- Ensure that Social Work Practice in relation to quality assurance and best practice is maintained in all cases and at all times
- Work closely with the Director/Operations Manager to ensure that the social work team is appropriately resourced, managed and supported
- In conjunction with the Director/Operations Manager monitor the compliance in relation to Case Plans, Placement Agreements, Health and Education Plans, Foster Carer Reviews, WWC checks (or equivalent), required medicals and driving licences are up to date and on file
- Keep up to date with best practice in relation to established practice, policy and research
- Assist Social Workers with complex cases
- Carry a small protected case load, as and when required
- Provide practice learning opportunities including supervision and support of students on placement
- Take a lead role in the delivery/planning of core training for Foster Carers.
- Take a lead role in the professional development and training of Social Workers
- Take responsibility for the recruitment and retention of Social Workers in the team
- Ensure the on-going professional development of team members.
- In conjunction with the Operations Manager and Recruitment Manager, ensure that all Carers within the social work team have an accurate and up to date Step by Step Assessment available that meets the needs of local accreditation, internal compliance and customers and ensure these are updated as appropriate and in accordance with policies and procedures

II) Staff Leadership Responsibilities

- Take lead responsibility for the induction, supervision, line management, training and development of supervising social workers as required.
- Ensure that supervising social workers have access to appropriate levels of support and supervision in order to fulfil their responsibilities and meet the expectations of the agency and their profession
- Through high quality supervision, monitor and assess social work performance against agreed standards both internally and externally
- Take appropriate action to raise social work standards where performance falls below an acceptable standard

- Assist social workers to work through the emotional and personal demands the job places upon them
- Act as, coach, mentor and advisor to other staff in the extended team
- Ensure Social Workers have easy access to Agency policies and procedures as well as academic policy and research in order to analyse situations, make judgements and establish decisions.

III) Business and Commercial

- Meet and liaise with Departmental representatives as appropriate to discuss placement options, including matching and transition to placement processes
- Represent Key Assets in a business development capacity
- Contribute towards the growth and expansion of the business by implementing key areas identified in the business plan agreed through supervision
- Demonstrate a sound knowledge of the different placement opportunities available.
- Promote the benefits of the total range of services within Key Assets.

IV) Supervision & Support of Foster Carers

- Ensure that foster carers provide a safe, healthy, nurturing and learning environment for children/young people, as appropriate.
- Ensure that carers fully understand the fostering task, competencies to be achieved and the standards expected, including complaints and representation procedures as detailed in the KA policies and procedures.
- Provide support visits and telephone contact with Foster Carers, in keeping with the placement agreement, including monthly supervision, as required.
- Work in partnership with all professionals to identify any needs within the foster family e.g. respite, activities, support, education, therapy, holidays, with all members of the child's network, including contributing to all relevant meetings and any other tasks defined
- Ensure each child has an accurate and up to date Case Plan on file and that Carers have a copy available for reference
- Ensure each child has a placement agreement on file and that Carers have a copy available for reference if appropriate
- Identify learning and development needs of Foster Carers and recommend action as required.
- Attend and/or arrange meetings to support Foster Carers, children and young people.
- Take a lead role in the resolution of any disputes arising between Foster Carers and other professionals.
- Support Foster Carers in preparing children and young people for independent or semi-independent living.
- Ensure Foster Carers are aware of wider support systems available.

V) Safeguarding Children and Young People

- Work in partnership with the Department for Child Protection to ensure that the child and young person's needs as identified in the Case Plan and placement agreement is met.
- Ensure that comprehensive case recordings are completed and maintained.
- Demonstrate and ensure that the team has a sound knowledge of child safeguarding and reportable conduct procedures.
- Participate in negotiation between Key Assets and the Placement Services Unit to ensure that each child or young person placed is carefully matched with a Foster Carer capable of meeting their needs.
- Ensure the follow through of paperwork and procedures in relation to Critical Incidents and Notifiable Events to relevant parties.
- Ensure the necessary Risk Assessments are completed in line with Key Assets policies and procedures.
- Ensure compliance with the Office of the Children's Guardian accreditation requirements.
- Attend social, educational and leisure activities relating to the support of children, young people and Foster Carers.

- In consultation with your line manager, ensure that learning and development needs meet the requirements of professional development
- Participate in the Out of Hours duty rota.

VI) Administration

- Take responsibility for administration in relation to the social work team to include file administration, producing typed communication and documentation as appropriate, reports and case recordings and comply with database compliance policies and procedures ensuring that all requirements of the database system are met
- Undertake File Audits within the Social Work Team and ensure that all Key Assets and related paperwork is completed and on file at all times.

VII) Additional Duties

- The post holder will be expected to demonstrate the Key Assets' values
- The post holder will be expected to undertake any training and development deemed necessary for the pursuance of the post.
- The post holder will be expected to reach a minimum basic standard of I.T. competence to be able to use Company electronic systems effectively
- The post holder will be expected to ensure compliance with Equal Opportunities Policy and Procedure in all employment practices.
- The post holder will be expected to work in a manner which is inclusive of all employees and stakeholders, which includes Aboriginal and Torres Strait Islander's, people who identify as LGBTI, people of all ages, people with disability and those from culturally and linguistically diverse backgrounds.
- The post holder will be expected to comply with the no smoking policy in place and ensure that Health and Safety is observed in the course of employment
- Ensuring compliance with safeguarding procedures, throughout all work within the Company, keeping Senior Management informed of work in progress and inform Senior Management immediately of any child protection matter or serious complaint.
- The role will involve frequent travel across Australia and New Zealand and stays away from home.

It is the nature of work of Key Assets that tasks and responsibilities are, in many circumstances, unpredictable and varied. All staff are, therefore, expected to work in a flexible way when the occasion arises where tasks are not specifically covered in the Job Description and have to be undertaken.

PERSON SPECIFICATION

Note to Applicant: When completing your application form you should demonstrate the extent to which you have the necessary education, experience, knowledge and skills identified for the post.

Key: Assessed by Application Form: **A**
 Assessed at Interview: **I**
 Assessed by Test/ Exercise **T**
 Assessed by Documentary Evidence **D**

	<u>Essential/ Desirable</u>	<u>Shortlisted Criteria</u>	<u>A</u>	<u>I</u>	<u>T</u>	<u>D</u>
Education/ Qualifications						
<ul style="list-style-type: none"> Hold a Social Work qualification as recognised by the Australian Association of Social Workers or equivalent body 	Essential	✓	✓			✓
Experience/ Training						
<ul style="list-style-type: none"> Must have a minimum five years' experience as a qualified social worker in a children and family setting of which two years must have been gained working directly with foster carers and children placed with them. 	Essential	✓	✓	✓		
<ul style="list-style-type: none"> To be able to evidence an understanding and practical application of the use of IT and electronic communications, including the use of Microsoft Office 	Essential	✓	✓		✓	
<ul style="list-style-type: none"> Experience of working with Foster Carers and young people 	Essential	✓	✓	✓		
<ul style="list-style-type: none"> Experience of completing Assessments of Foster Carers 	Desirable		✓			
<ul style="list-style-type: none"> Evidence of supervisory experience 	Desirable		✓	✓		
<ul style="list-style-type: none"> A proven ability to produce a high standard of report writing 	Essential	✓	✓	✓		
Knowledge						
<ul style="list-style-type: none"> Knowledge of group work principles 	Essential	✓	✓			
<ul style="list-style-type: none"> A comprehensive working knowledge of all relevant legislation pertaining to children's services as well as publications which inform current thinking regarding good practice and the Safeguarding of children 	Essential			✓		
<ul style="list-style-type: none"> A comprehensive knowledge of all policies and procedures in relation to Safeguarding children 	Essential			✓		
Personal Qualities						
<ul style="list-style-type: none"> Ability to communicate clearly and sensitively with young people and adults 	Essential	✓	✓	✓		
<ul style="list-style-type: none"> Ability to take a lead in situations and support others 	Essential	✓	✓	✓		
<ul style="list-style-type: none"> Be able to demonstrate effective communication in writing 	Essential		✓	✓		
<ul style="list-style-type: none"> Ability to work in partnership with the Department 	Essential			✓		
<ul style="list-style-type: none"> Ability to work on own initiative and as part of a team 	Essential		✓	✓		
<ul style="list-style-type: none"> Ability to work with a degree of autonomy, in a creative manner, within Company policies and procedures 	Essential			✓		
<ul style="list-style-type: none"> Reliability, flexibility and dependability 	Essential			✓		
<ul style="list-style-type: none"> Ability to create a positive working environment where people have the opportunity to reach their potential 	Essential			✓		
<ul style="list-style-type: none"> Ability to maintain confidentiality 	Essential		✓	✓		
<ul style="list-style-type: none"> Ability to work under pressure and handle changing priorities 	Essential		✓	✓		

	<u>Essential/ Desirable</u>	<u>Shortlisted Criteria</u>	<u>A</u>	<u>I</u>	<u>T</u>	<u>D</u>
Miscellaneous						
<ul style="list-style-type: none"> A commitment to Equal Opportunities in all work practices 	Essential		✓	✓		
<ul style="list-style-type: none"> A commitment to providing a professional and quality service 	Essential			✓		
<ul style="list-style-type: none"> Ability and willingness to travel extensively on a variety of road systems, including occasionally residing away from home when needed or necessary 	Essential			✓		
<ul style="list-style-type: none"> Ability and willingness to work flexibly including weekend, early morning and evening work as necessary 	Essential			✓		
<ul style="list-style-type: none"> Must possess a full driving licence (*a Company car will be provided for this role) 	Essential	✓	✓			✓
<ul style="list-style-type: none"> To be confident transporting children and young people in sometimes stressful/ difficult situations 	Essential			✓		
<ul style="list-style-type: none"> To participate in the 24 hour on call duty system 	Essential			✓		
<ul style="list-style-type: none"> Willingness to undertake a Working with Children check 	Essential			✓		
<ul style="list-style-type: none"> Be open to direction, using initiative to seek advice where necessary 	Essential			✓		

Key Assets makes use of the National Federal Police Criminal Records and local State and Territory Working with Children checking services, which facilitates the checking of individuals' criminal records by employers where such individuals are to occupy 'positions of trust'. You may be required to consent to and apply for disclosures at regular intervals during your employment in this post and any offer of employment is provisional and conditional on the satisfactory outcome of the check. This is because this role involves access to sensitive data

Candidate Verification/Acceptance of Position Description

I, have read, understood and accept all terms of my employment with Key Assets as set out in the above Position Description.

I also understand that by accepting this offer via text verification constitutes as a legal signature confirming that I acknowledge and accept all terms and conditions provided in this document and all other documents attached.

[#if [acceptance_calc] != "--"]

ACCEPTED for and on behalf of the EMPLOYEE:

Acceptance of Employee

[acceptance_status]

Name of Employee

[candidate_name]

Date

[acceptance_calc]

[#else]

CONTRACT NOT ACCEPTED AS YET

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