

Service Manager - Family Support and Child Protection

Grade 15

At Kirklees we want to be innovative and creative in the way we work to deliver our services to our communities. We know we have challenging times ahead, so we are always looking for better and smarter ways to work.

Within Family Support and Child Protection we want to make sure that we make a positive difference to the lives of children and young people. You will lead your teams to deliver a service where children feel safe, are consulted about their concerns, are listened to and responded to with appropriate actions.

As a Service Manager you will be managing teams across a range of social work disciplines responding to the needs of the service. Whilst having clearly defined managerial responsibilities you will be expected to work across a broad spectrum of social work settings include locality based teams, duty and advice, disabled children's, children in care, fostering and residential settings; you will have a portfolio of services for which you will be responsible. You will have responsibility for managing resources providing clear leadership, direction and management of your teams and be accountable for substantial budgets.

This role is based within [Childrens and Families](#)
Find out more about [working for Kirklees](#).

The Job

Reporting to the Head of Service you will be part of the service management team and be responsible for managing large teams of professional Social Work staff some may be based in multidisciplinary or integrated teams. Our services are based on promoting wellbeing through early intervention and prevention and providing quality services to improve outcomes for our service users. So, developing critical partnerships across the Council and with key partners, e.g. health, schools and the police, to deliver seamless services across boundaries taking a whole system approach is key to this job. Safeguarding our service users who are at risk is also central to your management role.

You will be part of a leadership team working flexibly across the service to promote and develop an effective, integrated service. Whilst having clearly identified responsibilities for key services our approach will be to develop effective leadership taking a broad view of what improves the outcomes for young people and families in Kirklees.

An increasing focus of your job will be in relation to performance, service improvement and quality assurance. You will be instrumental in the shaping of services and lead on identifying ways of improving outcomes for children and young people responding to changes in legislation and practice. This will involve building partnerships with external agencies e.g. Health, schools and the police amongst others

You will ensure services are fully fit for purpose and able to robustly report quality, costs and performance against national and local indicators

Job Checklist

- Delivers high quality cost effective services to meet identified outcomes.
- Develops, delivers and effectively manages the service to the required standards.
- Creates and develops relationships with critical partners to improve service delivery.
- Takes strategic leadership responsibility including shaping of the service through the management team.
- Is accountable for delivering services within budget
- Is accountable for the performance of the team.
- Ensures employees are equipped with appropriate skills and resources and empowers them to deliver services effectively.
- Provides professional leadership to employees and acts as a role model ensuring the highest quality of practice
- Effectively introduces and manages change in the service balancing risks within this.

The Person

We need our employees to be driven to achieve the best, to be hard working, respectful and thoughtful to each other and our customers and to be creative, wherever they work.

Committed to making a positive difference to children and young people's lives you'll work hard to ensure your service does the same. Your experience as a social work professional means that you understand the challenges and demands placed on employees. Your passion and energy will inspire confidence in your teams to deliver the best possible service to children, young people and their families in Kirklees.

As a manager and leader in the service you will use your communication skills to positively engage with employees, other managers and our partners.

You will create a supportive working environment where professional and personal development is encouraged and valued and wellbeing and resilience are promoted.

Working in a constantly changing environment you will champion new and creative ways of working and will lead in delivering service improvements.

You will have a reasoned and timely approach to decision making and will be accountable for your decisions. A commitment to performance management means you will take action to address underperformance and you will make sure any learning is shared and embedded across the service.

The right behaviours and attitudes are as important to us as the skills you bring to the job. We expect all our employees to demonstrate the following behaviours:

- Positive
- Honesty
- Respectful
- Flexible
- Communicative
- Supportive

This job is at level 3 find out more about Council Behaviours and Expectations please click [here](#)

You will also promote and be a role model of the Council's Expectations of a Kirklees Manager.

Person Checklist

- Social Work qualified and HCPC registered with significant post qualification experience.
- Significant experience at a managerial level and able to demonstrate successful employee, budget and resource management.
- Experience of dealing with complex HR issues.
- Understanding of project and business management techniques.
- Specialist knowledge of safeguarding and child protection services including relevant legislation and government guidelines.
- Understanding of the political environment.
- Proven relationship management skills and ability to influence at all levels.
- Ability to understand and manage complex situations across services, partner agencies and organisational boundaries.
- Ability to develop and implement management systems and procedures which evaluate service provision and employee performance.
- Analytical and problem solving skills based on a clear understanding of issues facing the service.
- Experience of addressing and managing complex service based issues and complaints.
- High level communication skills to be able to present complex information both verbally and in writing to a variety of audiences.
- Accepts that a DBS check will be required

This Role Profile is intended to provide an understanding and appreciation of the responsibilities of this particular job. It is not possible to specify every detail and we expect you to work flexibly within your skills, knowledge, experience and grade of this job.

For Recruitment Purposes: In order to be considered for this role you will need to apply online and provide evidence to address the points in the person checklist.