



This is a prompt to support role clarity; it does not replace the schedule of delegations
May 2022

Key activities in role:

Social Workers:

- To know the children well that you are working with and to be clear on the purpose of the work you are leading
- To keep the child's story up to date - this means timely completion of all recording, including for meetings
- To share your concerns where you identify a lack of impact in making a difference
- To prepare for supervision; bringing your ideas, solutions and concerns so that you can make best use of the valuable opportunity
- To understand and make use of the performance tools available to support you
- To take every opportunity to share with your colleagues, especially the immediate members of your team, through team meetings and practice sessions

Team Manager:

- To ensure regular case and pastoral supervision is regularly held and which provides a creative space to explore hypothesis, the child's lived experience, progression of the child's plan and the impact of our involvement. It is important that staff receive their supervision notes promptly and that they are stored in line with our Supervision Policy
- To create an inclusive team environment where the team culture promotes co-production, reflective learning and collaboration in a safe environment to achieve the best outcomes for our children.
- To ensure that the plans for our children are purposeful and that you can test for impact, making sure that the reasoning behind decisions is clearly set out in the child's story
- To quickly pick up complaints and look for early resolution with the family, making sure this is followed up in writing for them.
- Where risks or issues require escalation to your Service Manager or to another arena (eg ARP), you are confident and assured in the quality and planning that has taken place to that point
- To pro-actively use performance information to inform you about quality of practice and drive continuous improvement within your team, taking the opportunity to mentor staff in developing autonomy and confidence in practice
- To effectively carry out management duties to support career development, discuss performance, workforce succession planning and management of HR processes to offer an effective service which meets the needs of our children and families.

Service Manager:

- Annual Service plan development and delivery that sets out expectations for the service, how you will measure impact and test for quality
- To be confident that your supervision of front-line managers offers challenge and support as they shape the purpose of their team; that it tests for quality in our work with children; that it follows up actions; that it brings rigour to the employment responsibilities
- Ensure the quality of your service is positively reflected in the scrutiny of other roles – eg care planning; complaint responses; dispute resolution – that your review and scrutiny is evident.
- To be involved in key decisions for children, providing oversight and assurance in the purpose and ensuring that this is properly captured in the child's record; to ensure that high risk or high-profile children are identified as appropriate
- To develop and maintain operational and strategic partnership relationships, representing the authority in key multi-agency arenas within your area of expertise.

Children first and at the heart of all we do