

## **Job Description**

<b>DIRECTORATE:</b>	Social Services & Wellbeing
<b>DEPARTMENT:</b>	Childrens Social Care
<b>POST:</b>	Group Manager – Locality Hubs
<b>GRADE OF POST:</b>	GR16
<b>RESPONSIBLE TO:</b>	Deputy Head of Children’s Social Care

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### **JOB PURPOSE:**

To provide strategic leadership and overall management for case management in our 3 locality hubs. This will include leading on case management processes, developing, monitoring and reviewing strategies and policies that reflect the objectives of the Assessment and Case management Services in achieving positive outcomes for Children and young people. It will also include working within the requirements of relevant legislation and statutory guidance in relation to performance and arrangements to safeguard adults, children and young people.

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### **PRINCIPAL RESPONSIBILITIES AND ACTIVITIES:**

- To demonstrate commitment, vision and leadership by:
  - Providing solutions to problems to ensure continuous improvement and the delivery of excellent services.
  - Promoting and developing staff effectiveness through a performance management culture.
- To play a lead role in Regional collaboration and service delivery as appropriate.
- To assist in the development, implementation and review of the Council’s strategies, plans and policies in line with the Corporate Plan.
- To provide strategic and operational leadership and oversight to staff delivering statutory services to Children and young people. This will include providing professional supervision and line management to those within the service area.
- To develop policies, procedures and practice guidance to ensure the service operates within Regulatory requirements and statutory guidance and supports the identification of risk. To ensure that the Service operates in accordance with relevant legislation and the policies and procedures that underpin this.

- Remodelling services to meet need, local and national drivers; maximising opportunities for joint and integrated working across adult and children's services, with the police, housing and communities, health, education and other partners
- Developing plans for service developments and service improvements, developing robust costed business cases as necessary.
- Contributing to wider, multi professional modernisation programmes to ensure well-being, early intervention and preventative services continue to develop to improve outcomes for children and young people and families
- To have the primary responsibility for establishing, maintaining and developing consistent and high standards of professional and managerial competence amongst all staff involved in the delivery of Children's services.
- To respond to highly complex complaints, member referrals and ombudsman enquiries and investigation evaluating the outcomes to improve the quality of service being provided.
- To prepare and present reports for Cabinet, Corporate Parenting Committee, Scrutiny, CMB and others as required.
- To deputise for the Head of Children's Service as required.
- Confidentially dealing with a variety of complex and often high risk situations, including those involving the judiciary, councillors, AM's, MP's, special interest groups and the media, anticipating issues and developing management and communication.
- To take a lead role in collaborating, initiating and developing links with partnerships and participating in multi –disciplinary working with other local authorities, regional and national bodies and other private/public/third sector organisations necessary to achieve objective and service improvements.
- Represent the Directorate on local, Regional and National forums and participate in policy/service developments accordingly.
- To lead on informal and formal consultations, participation and engagement strategies and activities within the service area.
- To improve and ensure a high quality standard of service, by ensuring the effective management of performance, including engagement of service users and carers and the resolution of highly complex complaints both of which can inform future service provision/delivery.
- To chair various complex meetings and panels where senior management oversight and decision making is required.

- Provide out of hours office support to BCBC staff and EDT. Make decisions regarding allocation of resources which have significant budgetary implications and provide expert advice to deal with complex and high risk situations.

## **GENERAL DUTIES**

### **Health and Safety**

To fulfil the general and specific roles and responsibilities detailed in the [Health and Safety Policy](#)

### **Equal Opportunities**

To ensure that all activities are operated in accordance with Equal Opportunities legislation and best practice.

### **Safeguarding**

Protecting children, young people or adults at risk is a core responsibility of all employees. Any concerns should be reported to the Adult Safeguarding Team or Children's IAA Service within MASH.

### **Review and Right to Vary**

This Job Description is as currently applies and will be reviewed regularly. You may be required to undertake other tasks that can be reasonably assigned to you, including development activities, which are within your capability and grade.

### **Criminal Records Check**

This post requires a criminal records check through the Disclosure & Barring Service (DBS)

## Person Specification

### Group Manager – Locality Hubs

The following attributes represent the range of skills, abilities and experiences etc. relevant to this position. Applicants are expected to meet the attributes that have been identified as essential.

Attributes	Requirements	Essential	Method of Evaluation/ Testing
<b>Qualifications, Education &amp; Training</b>	<ul style="list-style-type: none"> <li>• Social work qualification recognised by Social Care Wales.</li> <li>• Registration with Social Care Wales.</li> <li>• An appropriate management qualification and/or training or an ability to demonstrate competence through experience.</li> <li>• Evidence of continued professional development.</li> </ul>	<p>Yes</p> <p>Yes</p> <p>Yes</p>	<p>Production of original Qualification Certificates and application form.</p>
<b>Knowledge &amp; Experience</b>	<ul style="list-style-type: none"> <li>• Extensive and considerable post qualifying experience in Health or Social Services Setting.</li> <li>• Experience of working in a complex and diverse organisation, including leading or contributing to the development of plans and policies at a strategic level.</li> <li>• In depth and broad knowledge of relevant legislation, statutory functions and national guidance that pertains to children, young people and adults.</li> <li>• Senior management responsibility and oversight of a local authority case management service.</li> </ul>	<p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p>	<p>Interview, application form and selection process.</p>

	<ul style="list-style-type: none"> <li>• Considerable experience of leading and managing resources in the delivery of social services.</li> <li>• Thorough knowledge of assessment and case management procedures and relationship to the provision of services.</li> <li>• Experience of planning and working effectively with a wide range of statutory, voluntary and private &amp; public sector organisations / parties.</li> <li>• An awareness and understanding of political structures and sensitivities and the respective roles and responsibilities of members and officers.</li> </ul>	<p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p>	
<b>Skills &amp; Personal Qualities</b>	<ul style="list-style-type: none"> <li>• Ability to analyse and identify implications of legislation/ policy on professional practice.</li> <li>• Ability to work in a professional manner, represent the authority at a variety of internal and external meetings.</li> <li>• A demonstrable commitment to equalities and anti-discriminatory practice and ability to integrate equality policies into strategy and service delivery.</li> <li>• Commitment to improving services to Children and young people as well as their families/carers.</li> <li>• Ability to lead and motivate teams and inspire confidence.</li> <li>• Ability to communicate effectively, presenting complex information and managing conflict across professional and organisational boundaries.</li> </ul>	<p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p>	<p>Interview, application form, and selection process.</p>

<b>Skills &amp; Personal Qualities Continued</b>	<ul style="list-style-type: none"><li>• Ability to organise and deliver a diverse range of priorities that is responsive to the needs of social services.</li><li>• Ability to find innovative and creative solutions.</li><li>• Willingness and ability to express views and opinions in corporate and partnership settings.</li></ul>	Yes	
	<ul style="list-style-type: none"><li>• Ability to evaluate and action issues of compliments and complaints.</li></ul>	Yes	
	<ul style="list-style-type: none"><li>• Computer literate with an ability to use Microsoft office and other ICT systems as required.</li><li>• Numeracy and analytical skills to interpret research and performance data</li><li>• Commitment to delivering excellence in customer care</li><li>• Ability to be independently mobile within a geographical area.</li><li>• The ability to communicate through the medium of Welsh.</li></ul>	Yes	