**WREXHAM COUNTY BOROUGH COUNCIL**

**JOB DESCRIPTION**

**DETAILS OF THE JOB**

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| **JOB TITLE**  | **Team manager NWAS** |
| **DEPARTMENT** | **Social Care** |
| **SERVICE/TEAM** | **North Wales Adoption Service**  |
| **REPORTS TO (JOB TITLE & JOB ID)** | **Tier 3 HOS/Service Manager** |
| **GRADE**  | **G12** |
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| **IS WELSH ESSENTIAL or DESIRABLE FOR THE JOB (See Vacancy Management Form) - Criteria:** | **Please indicate as appropriate - Insert a Yes (essential) or No (desirable)**  |
| The post needs to assist welsh speakers – internal employees and/or service users | No  |
| Is this a post in which contact with the public is its primary function (external)? | YES |
| Is this a post providing a public service in a Welsh language community or will serve a Welsh speaking area (Rhos/Ponciau, Glyn Ceiriog, Ceiriog Valley, Coedpoeth, Penycae)? | Yes |
| **VERSION CONTROL (INSERT DATE OF DEVELOPMENT)** | **Version**  |

**SECTION 1: JOB PURPOSE**

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| The Team Manager role within the North Wales Adoption Service (NWAS) requires the post holder to undertake the functions and responsibilities of the Adoption Panel Advisor. The Adoption regulations state that in order to act as a Panel Advisor the post holder ‘should be someone who has more senior management experience who has significant experience of adoption’. The NWAS Team Manager role therefore carries significant autonomous decision making including responsibilities of a higher management role. The post holder will operationally lead on the design, development and delivery of the Six Local Authority areas North Wales Adoption Service and is responsible for planning, developing and building a co-ordinated, efficient and robust service in accordance with the relevant statutory frameworks, Council policies and priorities and the overall direction of the Department. The post holder provides operational leadership of Adoption Services across the North Wales region ensuring that each of the Partner Local Authorities fulfil its statutory, regulatory and national minimum standards requirements through the National Adoption Service in Wales. The post holder contributes, as a Team Manager to the overall strategic direction of the Department and the Council.  The post holder will manage and champion the delivery of the North Wales Adoption Services both within and outside the organisation proactively seeking and enabling continuous improvement for the delivery of departmental services.The post holder will be expected to effectively manage corporate governance at an operational level. The post holder will work with groups and individuals within the communities across North Wales to build their capacity and expertise in order for them to run services for themselves or to be actively involved in shaping and running those delivered by the Council and its partners.The post holder will ensure compliance with the registered body code of conduct. |

**SECTION 2: DIMENSIONS**

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| The North Wales Adoption Service (NWAS) became operational on 1st April 2010. It was set up to provide a regional adoption service on behalf of the local authority areas of Wrexham, Flintshire, Denbighshire, Conwy, Gwynedd and Ynys Môn. The Service is hosted by Wrexham and supports staff across all six Local Authority areas.The Services provided must comply with updated adoption legislation, regulations and statutory guidance in line with the Regulation and Inspection of Social Care (Wales) Act 2016 (RISCA) and in accordance with the policy and procedures of the service, within the resources allocated. The North Wales Adoption Service provides a range of services either directly or in co-operation with other suitable agencies to children who require permanence through adoption, including recruiting, training and assessing prospective adopters and carefully matching children with adopters who will meet the child’s needs. The post holders have a shared responsibility for an estimated annual budget of £1.5 million. The post holders will have permanent responsibility for directly managing a number of groups of employees, carrying out diverse tasks in the same general type of work as outlined below. The NWAS team managers can be expected to act to cover for other Team Manager roles, or be deployed to manage any of the Teams detailed below, or to different mixes of services and undertake service wide projects which impact across all areas of the Service, as and when the service requires this. * The post holder will contribute to the efficient use of resources by planning, monitoring and reviewing all expenditure in line with the allocated budget.
* The post holders will act as the sole specialist expert Adoption Agency advisor as allocated to one of the sub regional Adoption panels and to the agency decision makers (Heads of Children Social Services) in those local authority areas.
* To deputise for the HOS/Service Manager as and when service needs requires.

**Team Manager (1) North Wales Adoption Service - Marketing/Recruitment and Training**To manage a team to provide an initial and timely response and social work service for potential adopters and adopters and adopted children and assessing and meeting their needs. In addition, applying specialist knowledge relating to the specialism of Adoption in developing assessment and performance policies and procedures/ improvement of standards and practice across the NWAS, The Team Manager will be responsible for up to 16 staff, including 1 Recruitment Officer, 1 marketing officer 1 Training Officer, 1 Training support officer. 6 Social Workers, 3 Administrators, and 2 sessional Social Workers.**Team Manager 1 will be responsible for:****2 Local Authorities – Wrexham and Flintshire**Joint Local Authorities Adoption Panel – Adoption Panel AdvisorRecruitment of Adoption Panel Members – Minimum of 10 members – Including DBS checks and referencesTraining of Adoption Panel Members – Minimum of 10 membersReviewing performance of adoption Panel Members – Minimum of 10 membersMeet with ADM to discuss Panel recommendationsThe Team Manager will be responsible for Marketing/Recruitment of the NWAS to increase the number of available adopters in the region. Activities will include driving campaigns from planning to execution to increase the number of available adoptive families to meet service needs in North Wales; Optimize activities to improve the return on investment and analyse and recommend modifications accordingly.Attend National Adoption Service sub group meetings on a quarterly basis.Commission Cowshed and Independent marketing service as and when required for extra marketing purposes, including regular meetings. (Main marketing company commissioned by NAS).* Developing and delivering specialised training programmes for Potential Adopters and Adoptive families to enable prospective adopters and adoptive parents to expand their knowledge, gain new skills and ensure they are fully prepared when children are placed.
* Review end of stage 1 meetings with prospective adopters. In the 2 Local Authorities covered by the Manager
* QA – Panel documentation
* Chair matching meetings
* Chair APP meetings/ Review App meetings
* Charing of Team Meetings/allocation meetings (shared between operational Managers)
* QA – the work of social workers from other Local Authorities in NWAS if they are presenting paperwork to the panel
* Supervise Adoption Panel Administrator
* To provide quarterly Data to the service lead with regards to recruitment and marketing which is subsequently provided to the Welsh Government and NAS
* Prepare reports for partnership board
* Complete stage 1 complaints

**Team Manager (2) North Wales Adoption Service – Family Finding , Assessment & Performance**To manage a team to provide an initial and timely response and social work service for potential adopters and adopters and adopted children and assessing and meeting their needs. In addition, applying specialist knowledge relating to the specialism of Adoption in developing assessment and performance policies and procedures/ improvement of standards and practice across the NWAS.Team Manager will be responsible for up to 16 staff, including 7 social workers, 1 panel administrator , 1 ASSA Co-ordinator.Team Manager 2 will be responsible for across the North Wales Region: (Currently employed by Gwynedd).2 Local Authority areas Gwynedd and Anglesey Joint Local Authorities Adoption Panel – Adoption Panel AdvisorRecruitment of Adoption Panel Members – Minimum of 10 members – Including DBS checks and referencesTraining of Adoption Panel Members – Minimum of 10 membersReviewing performance of adoption Panel Members – Minimum of 10 membersMeet with ADM to discuss Panel recommendations* Managing referrals and registrations for family finding children’s referrals across the 6 Local Authorities
* Attend National Adoption Service sub group meetings on a quarterly basis
* Attend Adoption Register Wales monthly meeting. Contribute to the strategic development of Family Finding across Wales
* Developing Assessment policies and practice and leading on assessments of prospective adopters’ suitability to adopt children
* Managing links between children and families
* Developing performance management policies / processes across the region and ensure they are being adhered to improve consistency in practice and performance. Supporting the development of service improvement plans
* Review end of stage 1 meetings with prospective adopters. In the 2 Local Authorities covered by the Manager
* QA – Panel documentation
* Chair matching meetings
* Chair APP meetings/ Review App meetings.
* Charing of Team Meetings/allocation meetings (shared between operational Managers)
* QA – the work of social workers from other Local Authorities in NWAS if they are presenting paperwork to the panel.
* Supervise Adoption Panel Administrator.
* QA all new adoption support assessments.
* Attend track and trace performance meetings with Gwynedd and Anglesey L.A.
* Undertake Intermediary searches for access to archived adoption files.
* To provide quarterly Data to the service lead with regards to recruitment and marketing which is subsequently provided to the Welsh Government and NAS
* Prepare reports for partnership board
* Complete stage 1 complaints

**Team Manager (3) North Wales Adoption Service – Transition and Adoption Support Services**To manage a team to provide an initial and timely response and social work service for potential adopters and adopters and adopted children and assessing and meeting their needs. In addition, applying specialist knowledge relating to the specialism of Adoption in developing assessment and performance policies and procedures/ improvement of standards and practice across the NWAS.The Team Manager will be responsible for up to 16 staff, including: 8 Social Workers 4 assessment and Family Finding, 4 intermediary social workers (who provide birth parent counselling. Support groups and complete partner of parent assessments), 3 voluntary researchers, 2 Administrative staff, 1 Panel Administrator.**Team Manager 3 will be responsible for:****2 Local Authority areas – Denbighshire and Conwy** * Joint Local Authorities Adoption Panel – Adoption Panel Advisor
* Recruitment of Adoption Panel Members – Minimum of 10 members – Including DBS checks and references
* Training of Adoption Panel Members – Minimum of 10 members
* Reviewing performance of adoption Panel Members – Minimum of 10 members

All aspects of the delivery of Post Adoption Support, birth parent counselling, access to records and intermediary service across the North Wales Region to include:* Development and provision of specialist information and advice
* Development and delivery of targeted and specialist support
* Consultation with Adopters and Adopted Children to inform future service delivery
* Supervision of 4 adoption social workers – Completing PAR’s and Family Finding
* Review end of stage 1 meetings with prospective adopters. In the 2 Local Authorities covered by the Manager
* QA – Panel documentation
* Chair matching meetings
* Chair APP meetings/ Review App meetings
* Charing of Team Meetings/allocation meetings (shared between operational Managers)
* QA – the work of social workers from other Local Authorities in NWAS if they are presenting paperwork to the panel
* Supervise Adoption Panel Administrator
* Attend Adoption Support Managers subgroup meeting quarterly - NAS
* Attend Monthly Adoption Support Managers meetings – NAS
* Managing the Birth Counselling/Intermediary Service
* To provide Quarterly data to the service lead with regards to adoption support which is subsequently provided to the Welsh Government and NAS
* To provide quarterly reports to Partnership Board with regards to Post Adoption Support
* Complete stage 1 complaints
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**SECTION 3: PRINCIPAL DUTIES AND RESPONSIBILITIES**

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| **NO.** | **Description of Principal Duty or Responsibility** |
|  | **Generic Management Responsibilities:** |
| **1** | As a Member of the operational management team, to lead, create, develop, coach and build co-ordinated and effective service teams that can deliver diverse, innovative and cost effective services to achieve the organisation’s key priorities and improvement aims. To help create a joined up sense of departmental purpose and vision. |
| **2** | To manage the functional daily operations to achieve the Council’s objectives, adhering to the Council’s policies, procedures and processes for the discharge of its duties (e.g. professional supervision, performance management, HR practices, legal duties and Financial Management, Health and Safety, Emergency Management, Equality and Diversity and Project Management). |
| ***3*** | To work with groups and individuals in communities and with partner agencies to support communities to provide services and solutions for themselves and to be involved in running and shaping the services that continue to be provided by the Council. |
| **4** | To develop strategies, policies, plans and procedures and ensure their implementation and evaluation. |
| **5** | To prepare and present reports based on robust evidence and make recommendations to the Head of Service/Service Manager for Adoption/Officers/ Members. |
| **6** | To monitor performance in the North Wales Adoption Service (NWAS) through the agreement of relevant performance targets and objectives set by the NWAS Partnership Board, the Head of Service/Service Manager for Adoption and the National Adoption Service. Provide support and assistance to Head of Service/Service Manager in collecting relevant data in order to complete quarterly data returns required by Welsh Government ensuring they are submitted within prescribed timescales. |
| **7** | To manage the Team in order that it is resourced appropriately to deliver the required level of quality and efficient customer service. To apply management techniques to include appointments, managing absence, managing performance, grievance and disciplinary matters, customer complaints and any other in line with Council procedures so that employees are motivated to deliver a high level of customer care and responsiveness. |
| **8** | To ensure that the Team operates within budget and complies with agreed financial targets and regulations, working closely with the Head of Service/Service Manager for the NWAS and Finance Department to ensure careful budgetary control and the accuracy of all records. |
| **8** | To develop effective relationships, partnerships and working relationships with National Adoption Service and other departments, agencies and stakeholders e.g. Adoption Matters/Safe Base/ Members to improve service delivery, communication and working practices. |
| **9** | To deputise for the Service Manager/HOS for the NWAS, when required. This includes attending regional, national and other external network meetings and providing a presence at Member and governance meetings internally (e.g. Committees, Risk Assessment, Audit). |
| **10** | To work with other Team Managers, Service Managers, Chief Officers on corporate projects and work (e.g. emergency planning and management). |
| **11** | To have regard and operate within the Council’s commitment to equality and diversity, customer care and the Welsh language and culture**.** |
|  | **Operational Responsibilities:** |
| **12** | To ensure Safeguarding is embedded within the Teams and enable it to be implemented through:* Attending Court proceedings to secure the immediate safety and long term outcome for a child/vulnerable adult.
* Effective multi-agency working as well as communicating in house, within the Council (other Departments) and sub-regionally
* Working within established protocols, negotiate expectations/roles in liaison with others e.g. multi-agency working.
* Attending and acting as Chair at appropriate meetings externally/internally e.g. Adoption Panels/Child Matching Meetings.
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| **13** | To enable the delivery of the effective co-production of services through multi-agency working and involving People We Support, (e.g. Adoptive parents and Adopted Children) the local communities and other stakeholders to enable People We Support to have a voice and choice.  |
| **14** | To ensure the team effectively carries observation, assessment, planning & evaluation through:* the setting-up of assessment of need, care planning, and evaluating evidence for suitability of prospective adopters and the matching of children as appropriate
* the setting-up of mechanisms for monitoring and evaluating outcomes through review and review reassessments as required.
* the implementation of procedures to derive and interpret information related to all aspects of Adoption and the care of the clients.
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| **15** | Ensure the Management of information through:* The production of and ensuring that staff produce clear, precise and understandable records, reports and other documentation within the framework of record-keeping laid down by the Department, including the preparation and provision of specialist reports as required. E.g. Prospective Adopters Reports (PAR)
* Legislation and procedures are adhered to e.g National Minimum standards for Adoption 2014
* Monitoring and checking of standards by seeking, evaluating and organising information
* Being responsible for ensuring all relevant data collection on individuals accessing the service.
* Enabling complete accurate, concise and legible records that relate to the post e.g. staff related information, risk assessments, rotas, incident/accident forms, reports etc.
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| **16** | To act as the service’s expert specialist Adoption Agency advisor as allocated to one of the sub regional Adoption panels and to Agency Decision Makers (Heads of Children Social Services) in designated local authority areas |
| **17**  | Enabling direct Work with prospective adopters, adoptive parents and adopted children and their families/carers through:* Forming, developing and maintaining professional relationships with the client group. Ensuring the Team and its staff provide good quality services, which are able to meet the needs of clients.
* Advising the Head of Service/Service Manager for the NWAS and Service Managers responsible for linked frontline social work teams as to any concerns in respect of children/young people/vulnerable adults with particular reference to their being at risk of abuse or harm.
* Establishing good high quality practice as a lead example to the staff team.
* Managing potential contentious or complex issues, including potentially violent situations (e.g. removing a child) which require tact, persuasion and sensitivity.
* Provide the Health & Safety of individuals accessing services (promoting independence and managing risk with good planning and support).
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| **18** | To undertake any duties to be commensurate with the grade. E.g. applying specialist knowledge relating to the specialism of Adoption in developing assessment and performance policies and procedures/ improvement of standards and practice across the NWAS taking account of Adoption from abroad and Step Parent Adoptions. |

**SECTION 4: CONTEXT STATEMENT**

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| To contribute to the overall department management, planning and performance of the Social Care Department and to contribute to the management of the Council as a whole. This is a generic job description; therefore the post holder will be expected to cover for other Team Manager roles within the North Wales Adoption Service, or be deployed to different mixes of services and undertake service wide projects which impact across all areas of the Service. The Team Managers will also when needed be required to travel across the region to cover for other Team Manager roles this will potentially cover supervision of staff across North Wales and based in Wrexham, Rhyl, Colwyn Bay, Caernarfon and Llangefni. To contribute to ensuring the Service operates within and discharges its duties required of it within the current social care legislation (e.g. Social Services & Well-being (Wales) Act/Statutory Guidance – Adoption Service 2019). To manage the team providing a social work service to the designated client group of people, potential adopters, adopters and adopted children across the designated region in line with departmental policy, relevant legislation, regulations, and codes of practice and other government guidance. When required, to manage other fieldwork and other services for that same client group. To efficiently manage the resources of the team with particular regard to the quality of service provision in accordance with WCBC policy and statutory requirements, within a given budget. To be responsible for the leadership, management, co-ordination and development of the team and the service. The HOS/Service Manager for the Regional Service is required to spend a high proportion of time in Cardiff working with representatives from the Welsh Government and the National Adoption Service to develop the National Service and set key priorities for the regional consortiums. Consequently, the Team Managers within NWAS will have limited contact with their senior manager and therefore be required to operate with a greater degree of autonomy due to not having close proximity or access to on-site senior manager support.  |

**PERSON SPECIFICATION**

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| **Job Title** | Team Manager  |
| **Job Evaluation ID** | 2285 |
| **Grade** | G12 |

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| **Requirement** | **Essential** | **Desirable** | **Measured by\*** |
| **Qualifications** |  |  |  |
| Hold a degree or equivalent within a relevant Social Care or Health field and be registered with the appropriate health or social care registration body.  | ✓ |  |  |
| Chartered or specific area of qualification (if appropriate) |  | ✓ |  |
| Management Qualification ILM Level 5, QCF Level 5 or Post Graduate Certificate in Managing Practice Quality in Social Care or equivalent or achieved within prescribed timescale. | ✓ |  |  |
| Assessor Award that meets registration body’s requirements for the assessment of SW or OT students or the commitment to obtain within an agreed timescale.  | ✓ |  |  |
| Qualified as Approved Mental Health Professional (AMHP) or Best Interests Assessor (BIA)  |  | ✓\*\* |  |

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| **National Standards/ Competencies /Professional Body**  |  |  |  |
| Membership of Professional Institution (if appropriate) |  | ✓ |  |
| Evidence of continuous professional development | ✓ |  |  |
| **Specialist Knowledge** |  |  |  |
| Understanding of leadership and staff management principles and practice | ✓ |  |  |
| Understanding of financial management practice |  | ✓ |  |
| Thorough understanding of local government services and functions and the major issues facing local government |  | ✓ |  |
| Experience of working with Elected Members and of dealing with politically sensitive issues |  | ✓ |  |
| Relevant Social Services Law, e.g. Children Act 1989, Social Services and Well-being (Wales) Act, and Mental Health Act 1983, Adoption Act 2014 + Regulations, Codes of Practice, Circulars and case law.Candidates should be able to demonstrate both generic knowledge and specialist knowledge relevant to the Team Managers post applied for. Experience within a specialist area must be demonstrated. | ✓ |  |  |
| Other relevant law, e.g. Mental Capacity Act 2005, Equality Act 2010 and Human Rights Act 1998 + Regulations, Codes of Practice, Circulars and case law.  | ✓ |  |  |
| Demonstrate a knowledge of Child development and the needs of vulnerable/disadvantaged children/young people/Vulnerable Adults and their families and carers | ✓ |  |  |
| Demonstrate a thorough knowledge of delivering Adoption Services | ✓ |  |  |
| **Practical and Intellectual Skills** |  |  |  |
| Previous experience of people management | ✓ |  |  |
| Previous experience of budget management | ✓ |  |  |
| Ability to prioritise and organise work | ✓ |  |  |
| Previous experience of task/project management | ✓ |  |  |
| Ability to manage sickness | ✓ |  |  |
| Capable of innovative problem solving.  | ✓ |  |  |
| Ability to represent confidently the Council, the Department and the Section in meetings with Members, staff, outside bodies, partners and other contacts | ✓ |  |  |
| ICT literate, at ease with Word, PowerPoint, Excel and relevant databases and social media | ✓ |  |  |
| **Personal Attributes** |  |  |  |
| Trustworthy | ✓ |  |  |
| Respectful and gains respect | ✓ |  |  |
| Innovative thinker | ✓ |  |  |
| Flexible with regards to areas of responsibility, differing priorities and adaptability to change  | ✓ |  |  |
| DemonstratesIntegrity | ✓ |  |  |
| Strong commitmentto public services, the Council’s responsibilities and overall customer service | ✓ |  |  |
| Evidence of continuous improvement | ✓ |  |  |
| Excellent organisational skills | ✓ |  |  |
| Very high level skills of communication, both written and oral, with Councillors, Directors and Heads of Department, Managers, other staff and external contacts at all levels | ✓ |  |  |
| Ability to work under own initiative as a well as a team player | ✓ |  |  |
| Personal leadership including motivating self and others | ✓ |  |  |
| Ability to work under pressure and have coping strategies to work in a fast paced environment | ✓ |  |  |
| Proven ability to meet deadlines and targets | ✓ |  |  |
| Demonstrates enthusiasm and drive | ✓ |  |  |
| **Personal Circumstances** |  |  |  |
| Ability to travel across the North Wales Region/ to Cardiff and occasionally across the UK to carry out work (e.g. attend meetings / visit clients or work sites) | ✓ |  |  |
| Flexible working to suit service demands | ✓ |  |  |
| **Equality** |  |  |  |
| Knowledge of and commitment to Equality and Diversity | ✓ |  |  |
| Understanding of the importance of Welsh Language and Culture | ✓ |  |  |