

# Business Case for Organisational Change in accordance with the Organisational Review Policy (Appendix R) as Amended

<b>Division:</b>	Children's Social Care & Safeguarding	
<b>Service:</b>	<ul style="list-style-type: none"> <li>- All Staff from Service Managers and below in Children's Fieldwork and Looked After Children Service</li> <li>- Service Managers and Admin staff only in the Safeguarding and Quality Assurance Unit</li> </ul>	
	Review and Redesign of Children's Social Care Services	
<b>Prepared by:</b>	Andy Smith (Lead Manager)	
<b>Original Date:</b>	24 <sup>th</sup> October 2013	



## Summary of revisions:

<b>This Update:</b>	17 <sup>th</sup> January 2014	
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Re-configuration of the recruitment team		19
Removal of Advanced Practitioner role and function		various
Revised Financial Implications		29
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# Executive Summary

## **Key Purpose of the Review:**

The focus of the review is on redesigning statutory services for children in Leicester based on the child's journey, whilst securing better integration with locality early help services. The service is also required to make budgetary savings due to new budgetary constraints imposed by central government, however this is an opportunity to transform services and create a structure that is fit for purpose for the next 5-10 years. Transforming statutory services around the journey children, young people and their families take will ensure that the child's voice is central to the social work task and lead to improvements in the quality of practice and ultimately outcomes for children, young people and families.

The review is evidence based and informed by the work commissioned by the Leicester Safeguarding Children Board and carried out by Professor David Thorpe and his team. The focus of this work was on referral taking and assessment practices in Leicester in the context of the increasing numbers of referrals, re-referrals and subsequent social care activity taking place in children's social care. The redesign of services is also informed by the outcome of quality assurance activity undertaken by senior managers in the division, with the overall aim of improving the quality and consistency of the service social workers give to children, young people and their parents/carers in Leicester.

## **Main Proposals:**

A Children in Need (CiN) Service will deliver the councils statutory children's social care and social work functions as outlined in the 1989 and 2004 Children Act, and the 2008 Children and Young Peoples Act. The service will be made up of a Duty and Advice Service, and 9 Children in Need Teams aligned to different localities in the city.

The Duty and Advice Service will focus on advice, contacts, and referrals, and any initial response to ensure that a child is safe prior to transfer to a Children in Need Team for assessment where the full range of statutory work will be carried out. The out of hour's function for children in the city would also form part of the Duty and Advice Service, becoming an extension of daytime services, with staff working to a shift pattern to ensure that any emergencies can be responded to 24/7. The Persons From Abroad (PFA) Team/function will remain in LAC service.

Nine Children in Need (CiN) teams aligned to different localities in the city will receive all referrals requiring a single assessment from the Duty and Advice Service and covers the full spectrum of statutory work that by law can only be carried out by a qualified social worker. In order to reduce the numbers of different social workers involved in the same case, reduce transfer points, prevent drift and reassessment, social workers allocated cases from the Duty and Advice Service for single assessment will remain the allocated social worker



until the appropriate time when the case is either closed, stepped down to early help services or transferred to the LAC Service. Children in Need Teams will be aligned with integrated locality teams across the city who will work with children and young people aged 0-19. As a minimum it would involve service and team managers from early help and children's social care working more closely together, lead to more integrated business and assessment processes for children in receipt of early help and/or statutory children's social care services, and potentially the co-location of Children in Need Teams in localities with integrated locality teams, as buildings allow.

The Looked After Children (LAC) Service will deliver the councils service to looked after children and care leavers. Three Looked After Children teams and two 16+ teams will provide the social work and personal adviser function to children in care and care leavers. The Recruitment and Assessment Service will ensure that there are sufficient foster carers, including kinship carers, and adopters, of good quality, to meet current and future demand, in order that children can move on as quickly as possible to a permanent arrangement for the remaining years of their childhoods and beyond.

The proposed structure will eradicate duplication of role, and strengthen the recruitment and assessment function in both fostering and adoption, with the aim of meeting demand and increasing the numbers of fostering and adoption assessments completed each year by social workers. The Placement Support Service will ensure that good or better placements and support is provided to children in care, and in doing so minimise placement disruption and strengthen placement stability. The residential homes will increase the number of direct care staff to looked after young people who live in or receive short breaks in the homes.

### **Process to be followed:**

A draft business case will be issued to the Trade Unions, and an initial meeting will be held with them to discuss the details of the proposals.

This will be followed by consultation sessions with staff. This will include discussions with groups of staff and on an individual basis, as required.

Once consultations have been completed a final business case will be issued and implementation will commence.



**Planned/Expected Outcomes:**

- To achieve a structure which is fit for purpose as proposed in Appendix A.3
- To achieve the required savings



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1. Introduction, Background and Scope

1.1 Introduction

This business case sets out the provision for the redesign and delivery of children’s social care services in Leicester city within new budgetary constraints.

1.2 Background

The focus of the review is on redesigning statutory services for children in Leicester based on the child’s journey, whilst securing better integration with locality early help services. The service is also required to make budgetary savings due to new budgetary constraints imposed by central government; however this is an opportunity to transform services and create a structure that is fit for purpose for the next 5-10 years.

Whilst there are budgetary imperatives underpinning the need to undertake the review, this presents an opportunity for the Department to transform and redesign services around the journey children, young people and their families take when they experience statutory children’s social care services in Leicester. In transforming services the intention is to ensure that the child’s voice is central to the social work task since this will lead to improvements in the quality of practice and ultimately outcomes for children, young people and families.

The review is evidence based and informed by the work commissioned by the Leicester Safeguarding Children Board and carried out by Professor David Thorpe and his team. The focus of this work was on referral taking and assessment practices in Leicester in the context of the increasing numbers of referrals, re-referrals and subsequent social care activity taking place in children’s social care. The redesign of services is also informed by the outcome of quality assurance activity undertaken by senior managers in the division, with the overall aim of improving the quality and consistency of the service social workers give to children, young people and their parents/carers in Leicester.

There are already a range of services that deliver good or better outcomes to our looked after children and care leavers in Leicester. However, the review intends to strengthen and improve some aspects of the looked after children and placement process.

1.3 Scope of Review

At the start of the review, 458 staff in substantive posts were affected.

Heads of Service are not in scope since they have previously been subject to a review.

The following service areas are in scope. The figures next to each service area include where appropriate Service Managers, Team Managers, all front line workers (qualified and unqualified), support staff and admin and business support staff:

Service/Team	Total	FTE
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	staff in scope	including vacancies
<b>Duty and Assessment Service</b>	60	57.7
<b>Persons' From Abroad Team</b>	5	4.18
<b>Emergency Duty Team Children's Social Workers</b>	4	3.0
<b>Child Protection and Proceedings Service (Grey Friars)</b>	35	38.11
<b>Child Protection and Proceedings Service (Beaumont Way)</b>	30	33.92
<b>Intensive Support Team</b>	8	10.12
<b>Fostering &amp; Adoption Service</b>	43	39.22
<b>LAC Commissioning</b>	4	4
<b>Residential Homes</b>	122	122.99
<b>Child and Family Support Team</b>	9	10
<b>LAC (Fieldwork) Service</b>	48	46.65
<b>Children and Young People's Safeguarding and Quality Assurance Unit</b>	2	2
<b>Admin &amp; Business Support for Children's Social Care &amp; Safeguarding Division</b>	88	76.51
<b>Total</b>	458	448.39

## 2. The function and purpose of the area to be reviewed

Children's Social Care and Safeguarding Division is responsible for providing the city council's statutory response to children in need, safeguarding and child protection, children looked after by the council, and care leavers, as defined by the 1989 and 2004 Children Act, and the 2008 Children and Young Persons Act.

The division has three operational sections: Children's Fieldwork; Looked After Children Services; and the Children and Young People's Safeguarding and Quality Assurance Unit.

Children's Fieldwork covers all services to children in need, including children in need of protection. In 2009 there was an organisational review of this service, implemented in early 2010. This led to the service moving from a generic social work service with teams covering all aspects of statutory child care work (children in need, child protection, proceedings, and LAC) to a specialist social work service, maintaining the Duty and Assessment Service to deal with all contacts, referrals and assessments, but establishing a Child Protection and Proceedings Service, a LAC Service including an 18 Plus Team, and a Family Change Service. The move to a specialist service reflected the complex nature of the work and an ambition to improve the quality of work and outcomes for children and young people.

The rationale in developing a Family Change Service was to strengthen locality links with integrated neighbourhood services and provide short term, task centred social work to Child in Need cases. However, due to the subsequent volume of work, particularly the increase in the numbers of children subject to child protection plans and in the care system, it was necessary for the Family Change Service to pick up child protection plan and care proceedings cases, and in September 2012 the service



was formally re-designated the Child Protection and Proceedings Service Beaumont Way.

The Looked After Children's Service is where services for LAC are located, including the fostering and adoption service, the children's residential homes run by the council, the commissioning function for more specialist external placements, the contact service, the Children and Family Support Team providing therapeutic input to children and young people, and the Intensive Support Team.

In June 2013 the LAC Fieldwork Service was moved from Children's Fieldwork and repositioned to Looked After Children's Services. There were a number of reasons informing this move. In the inspection of Safeguarding and Looked After Children Services carried out by Ofsted in December 2011, the overall performance for safeguarding services was judged to be adequate with good capacity to improve. Whilst some improvements have been made the pace of improvement has not been fast enough and safeguarding services are still too variable. Improving the quality and impact of safeguarding services is a key strategic driver in the division, and the realignment of LAC Fieldwork to the Looked After Children's Service enhances the strategic and operational capacity of Fieldwork to improve the quality of provision and outcomes. It has also led to closer strategic alignment between commissioning and provider services for LAC and care leavers with a joined up strategic vision to improve the quality of provision and outcomes for LAC and care leavers.

The other service area in the division is the Children and Young People's Safeguarding and Quality Assurance Unit. The unit provides advice, guidance and policy development on safeguarding across the council, which includes the management of allegations against those working with children. Within the division the unit provides support for and quality assurance of all planning decisions for the most vulnerable children through its independent reviewing service, child protection conference service and the Children's Rights and Participation Service. The business support function of the Leicester Safeguarding Children Board is also located in the unit. There are no changes proposed to the design or structure overall of the unit which warrant it to be part of this organisational review. However since all Service Managers in the division are on the same job description, the Service Manager Child Protection (LADO) and Service Manager LAC Safeguarding/IRO Service are in scope of the review, as are the admin and business support staff.

The Admin and Business Support function provided to Children's Social Care & Safeguarding is also included in this review in order to ensure managers, frontline and operational staff in redesigned services are best supported to carry out their work.

### **3. Summary of the Existing Situation**

The division has three operational sections: Children's Fieldwork; Looked After Children Services; and the Children and Young People's Safeguarding and Quality Assurance Unit. Each of the three service areas has a Head of Service reporting to the Director, Children's Social Care and Safeguarding. The current divisional structure chart is attached as Appendix A.2 which includes full time equivalent posts in each area/team.



In Children's Fieldwork there is the:

- **Duty and Assessment Service** providing the contact, referral and assessment function for children in need, including children in need of protection. The service has 1.5 FTE Service Managers, directly responsible for 1 Duty Team (a large team with two Team Managers) and 4 Assessment Teams, each with a Team Manager, and the 1.0 FTE Team Manager (Family Support Meetings), responsible for the independent chairing of initial and first review Children in Need meetings. Teams have a mix of Senior Practitioners, qualified social workers and assessment workers (unqualified), in addition to administrative staff. In addition the service is responsible for the Out of Hours Service and has implemented interim out of hours arrangements based on staff volunteering to work different hours pending the outcome of this review. There are 3 FTE Children's Social Workers from the former Emergency Duty Team in scope of the review.
- **Child Protection and Proceedings Service Grey Friars**, responsible for working with children subject to Child Protection Plans, Child in Need Plans and children involved in care proceedings. There is 1 Service Manager directly responsible for 5 Teams, each with a Team Manager. Teams have a mix of senior practitioners and qualified social workers, plus administrative support.
- **Child Protection and Proceedings Service Beaumont Way**, responsible for working with children subject to Child Protection Plans, Child in Need Plans and children involved in care proceedings. There is 1 Service Manager directly responsible for 4 Teams, each with a Team Manager. Teams have a mix of senior practitioners and qualified social workers, unqualified child care support workers plus administrative support. The Disabled Children's Team is located in Beaumont Way and currently line managed by this Service Manager; however, this is subject to a separate review. The Access to Records Service is also situated in Beaumont Way but is not subject to this review.

In the Looked After Children Service there is the:

- **Fostering Service**, responsible for the recruitment, assessment and support of foster carers and independent visitors for looked after children. There is 1 FTE Service Manager (for Fostering and Adoption), responsible for 3.81 FTE Team Managers. Teams have a mix of senior practitioners and qualified social workers. In addition there is a Publicity Officer (non-qualified social work post) who leads on recruitment drives and campaigns in the field of fostering and adoption, and an Enquiry Officer (non-qualified social work post) who coordinates all initial enquiries from people wishing to become foster carers.
- **Adoption Service**, responsible for the recruitment and assessment of adopters, post adoption support, birth records counselling and administering the 'post box'. There is 1 Service Manager (for Fostering and Adoption), responsible for 1 Team Manager. The team is comprised of qualified social workers and 2 fte adoption support workers (non-qualified social work posts).
- **LAC Commissioning Service** is responsible for the commissioning, monitoring and quality assurance of all externally commissioned placements for LAC. There is 1 Service Manager (LAC Commissioning) who line manages 1 Commissioning Team Manager. There is an unqualified Commissioning Support Worker who reports directly to the Team Manager.
- **LAC Fieldwork Service**, responsible for the social work function to all looked after children, following the completing of care proceedings, along with support to care leavers (from the ages of 18 to 25). There is 1 Service Manager, responsible for 5.5 Team Managers. Teams consist of qualified social workers,



non-social work qualified unqualified Child Care Support Workers and Support and Development Workers.

- **Persons From Abroad Team**, which assesses clients whose immigration status impacts on their ability to access financial and other support, advises other children's social work teams, liaises with the Home Office, NASS and other relevant agencies, and holds case responsibility for a small number of cases where the main presenting issue is destitution as a result of immigration status. The Service Manager LAC Fieldwork has responsibility for the service and there is 0.5 Team Manager, and a small team of qualified social workers and unqualified workers (Access Workers).
- **Child and Family Support Team** whose function is to provide therapeutic support and intervention to looked after children, including post adoption support to children and adopters, and direct work with children who use sexually abusive behaviour towards other children. The Service Manager (LAC Commissioning) manages 1 Team Manager, and there is a team of qualified social workers, mental health practitioners and unqualified workers.
- **Intensive Support Team** provides both crisis and planned support to children on the edge of care or work to get children home from care. The Service Manager for LAC Commissioning has responsibility for the service. There is 1 Team Manager which is currently filled by an acting up arrangement by a social worker in the team, and the team has a mixture of qualified social workers and unqualified workers. This service was initially in scope of the 0-19 Commissioning Review but is now part of this review.
- **Residential Homes:** the council runs 5 residential homes offering 39 placements for looked after children and young people & disabled young people who receive short breaks. There is one Service Manager responsible for 5 Team Managers. Teams consist of Senior Practitioners and Child Care Practitioners who hold a combination of Social Work, Diploma and NVQ qualifications. These staff are supported by Waking Night Assistants, Administrators, Chefs & Housekeepers, to provide care to young people who live or who have short breaks in the homes.
- **Contact Service:** the service provides supervised contact and assessment for children looked after by the local authority. The service is **not** in scope, although the Service Manager (Residential Homes/Contact Service) and administrative staff are in scope because all service managers and administrative staff across the division share the same job description.

In the Admin and Business Support function, there is one Corporate Business Support Manager (who is not in scope) managing 7 teams. Each team consists of a Team Leader and a range of Administration and Business Support Officers. The seven teams are aligned to support services within the division.

#### 4. The reasons for the proposed change

##### Vision:



The vision in the Children and Young People's Plan and the Mayor's Delivery Plan is simple: to improve children's lives by working in partnership to raise aspiration and build achievements, ensuring that the most vulnerable are protected. This vision informs the redesign of statutory services for children in Leicester. It is necessary to take a transformational approach to the redesign in order to develop a structure that addresses the challenges we face in the city and improve children and young people's outcomes.

### **Evidence Base and rationale:**

The review is evidence based and informed by the work commissioned by the Leicester Safeguarding Children Board and carried out by Professor David Thorpe and his team. The focus of this work was on referral taking and assessment practices in Leicester in the context of the increasing numbers of referrals, re-referrals and subsequent social care activity, such as assessments and child protection investigations, undertaken by children's social care. The research found that a high number of matters accepted as referrals did not merit that status, which was compounded by the number of different routes agencies could make referrals into social care, the persistence of some agencies in getting social care to accept the referral and the number of different people within Duty and Assessment who were involved in filtering the referral. This resulted in a low conversion rate of referrals to single assessments and the number of referrals considered eligible for Common Assessment Framework procedures was also very low.

The research made a number of recommendations about providing referral makers with a clearer, more comprehensive format about the information requirements of referral taking decision makers, the way in which social workers take referrals and Team Managers manage the process, as well as closing down the number of different routes by which referrals can be made. This new way of working was implemented on 17<sup>th</sup> July 2013 and very quickly there was a marked improvement in the quality of referral taking and a reduction in the numbers of referrals, assessments and child protection investigations. It has been 5 months since the implementation of the Thorpe recommendations and there has been an increase in initial contacts and a decrease in referrals, single assessments and child protection investigations. Overall it is anticipated that the numbers of referrals and single assessment will stabilise.

It is anticipated that the numbers of referrals and single assessments will stabilise.

Whilst there have been some improvements in the quality of safeguarding practice since the last inspection carried out by Ofsted in December 2011, some elements of safeguarding and child protection practice are still too variable. This means that some children and families are not receiving a service that is good enough (when comparing practice to the benchmark of good as defined by Ofsted).

Moreover, quality assurance work carried out by senior managers in the division consistently highlights that lots of different social workers involved in a case can lead to drift in progressing children's plans or too much unnecessary reassessment. This can impact on securing positive outcomes quickly for children and young people. One of the key objectives of the review is for one social worker to become the allocated worker for a case at the earliest point and to reduce the different transfer points currently in the system. Services will be redesigned around the journey children and families take so that children, young people and their



parents/carers minimise the number of times they tell their story, by reducing the numbers of different social workers working on the same case. This will lead to improvements in the quality of practice and social workers taking more ownership of children's cases.

On 1<sup>st</sup> October 2013 Leicester City Council withdrew from the Emergency Duty Team Joint Arrangement with Leicestershire and Rutland County Councils. This was on the basis that following a review the city formed the view that it could provide a better quality and more efficient out of hours service for children in the city if this was integrated with day time services. Interim arrangements have already been put in place based on staff across Duty and Assessment voluntarily agreeing to work different hours alongside the current Emergency Duty Team employees working as per their current terms and conditions. This review will address the requirement to ensure that the out of hours function is integrated into the Duty and Advice Service (initial contact and referral function) so the city can provide a safe and consistent out of hours service for city children.

The focus of the review is on redesigning statutory services for children in Leicester based on the child's journey, whilst securing better integration with locality early help services. The service is also required to make budgetary savings due to new budgetary constraints imposed by central government; however this is an opportunity to transform services and create a structure that is fit for purpose for the next 5-10 years. Transforming statutory services around the journey children, young people and their families take will ensure that the child's voice is central to the social work task and lead to improvements in the quality of practice and ultimately outcomes for children, young people and families.

In developing and redesigning services across the whole Education and Children's Services Department, one of the key aims is to reduce the demand for more specialist statutory services. This means ensuring that services are developed so that we can target the right children at the right time. One of the problems with the current structure is that services are silo-based and underpinning this review is an ambition to co-locate Child in Need Teams with locality based Early Help Teams across the city. This would strengthen communication, co-ordination and information sharing points, as well as reduce duplication and any disjointed approaches.

There are already a range of services that deliver good or better outcomes to our looked after children and care leavers in Leicester. However, the review intends to ensure that any duplication of role is eradicated and processes are combined so they are more efficient. The proposed structure will strengthen the recruitment and assessment function in both fostering and adoption, with the aim of meeting demand and increasing the numbers of fostering and adoption assessments completed each year. Resources will be deployed more proportionately where there is demand, such as assessments and support for kinship carers. The review aims to strengthen the support for care leavers by developing Integrated Transitions Teams with more flexible arrangements for transferring young people to the teams from the LAC Service based on individual needs.

## **5. The proposal in detail**



The proposed organisational structure for Children in Need, Looked After Children Services, the Safeguarding and Quality Assurance Unit and Admin and Business Support is at **Appendix A.3**. Note that the Structure for Safeguarding remains the same except for the Admin and Business Support provided to it. A detailed overview of the proposed structure is summarised below.

### **Children in Need Service**

The Children in Need (CiN) Service will deliver the council's statutory children's social care and social work functions as outlined in the 1989 and 2004 Children Act, and the 2008 Children and Young Peoples Act. The service will be made up of a Duty and Advice Service, and 9 Children in Need Teams aligned to different localities in the city.

The service will be led by 1 fte Head of Service (Children in Need) and 3 fte Service Managers (Duty & Advice (1fte) and Children in Need (2fte)) with administrative support to the Head of Service and Service Managers provided by 1.5 fte Level C administrative and business support officer (ABSO).

There will be 2 fte Admin & Business Support team leaders across the whole of the Children in Need Service.

### **Duty and Advice Service**

This service is the 'front door' into children's social care. The work carried out by Thorpe highlighted that there are at least six different front doors into children's social care, compounded by too many layers of unequally distributed duty and assessment work. The existence of so many points of entry results in the operation being simultaneously under-managed because the duty team managers cannot physically be located at each of the six front doors and over-managed because the managers are doing far too much of the work in processing responses. As a result there will be one front door into children's social care, operated and managed through the Duty and Advice Service.

The service will focus on advice, contacts, and referrals, and any initial response to ensure that a child is safe prior to transfer to a Children in Need Team for assessment. The maximum time a case would remain in the service would be 48 hours (in the case of a weekend or bank holiday), although most cases will transfer on the same day for assessment. The out of hour's function for children in the city would also form part of the Duty and Advice Service, becoming an extension of daytime services, with staff working to a shift pattern to ensure that any emergencies can be responded to 24/7.

The Staffing for the service will comprise of 1 fte Service Manager (Duty and Advice), who will manage 3 fte Team Managers (Duty and Advice) There will be a total of 20 fte social workers in the Duty and Advice Service. Three team managers and 20 social workers will be required to run the shift pattern and rota necessary to safely operate a 24/7 service. There will be 2 fte Level C ABSO in the service.

### **Children in Need Teams**



Children in Need (CiN) Teams will receive all referrals requiring a single assessment from the Duty and Advice Service and covers the full spectrum of statutory work that by law can only be carried out by a qualified social worker: children in need assessments and lead social worker for children subject to a CiN plan (S17 1989 Children Act); children in need of protection including child protection enquiries (S47 1989 Children Act); lead social worker for children subject to a child protection plan (Working Together 2013); care proceedings (S38 1989 Children Act); children subject to Placement Orders (Children and Adoption Act 2002), court ordered reports into the welfare and protection of children (S7 and S37 1989 Children Act). Private fostering will be managed by the LAC service.

In order to reduce the numbers of different social workers involved in the same case, reduce the transfer points, prevent drift and reassessment, social workers allocated cases from the Duty and Advice Service for single assessment will remain the allocated social worker until the appropriate time when the case is either closed, stepped down to early help services or transferred to the LAC Service. An example is a referral being made to the Duty and Advice Service which requires a child protection investigation; this is transferred on the same day to a social worker in a CiN team who carries out the investigation; the outcome of the investigation is to convene a child protection conference within 15 days of the child protection investigation starting. The same social worker takes the case to a child protection conference, there is evidence of continuing significant harm and the child is made subject to a child protection plan, and the same social worker becomes the lead social worker, and remains the allocated social worker until the case is either closed or stepped down to early help services.

It is recognised that this is a very different way of working for both social workers and team managers, in order to assist the process there is an expectation that there will be a social worker on duty in each CIN team who will respond to urgent referrals from the Duty and Advice service. The team manager will hold an allocation meeting twice weekly and only in very exceptional circumstances following robust scrutiny by the team manager and service manager cases may be allocated to a different social worker to the one who initially carried out the single assessment.

Social workers in CiN teams will have a caseload comprising of single assessments (which have to be done within 40 days); children subject to child protection and child in need plans; and children subject to care proceedings.

In cases of care proceedings where the local authority care plan is adoption and a placement order is granted cases will remain with the social worker in Children in Need teams until adoption has been secured for the child. Children in Need teams will also undertake assessments and progress Special Guardianship Orders in all non-LAC cases. This will minimise the change of social worker and ensure that the same social worker will be responsible for the case from the point of single assessment starting and an adoption order being made. This will markedly improve the experience for children, minimise delay and reflects the government expectation that local authorities must place children for adoption within 12 months of the decision for them to be adopted.

Following the consultation process with social workers and team managers it is acknowledged that the CIN teams will be embarking on a new way of working with



some social workers and managers having to learn new skills. Additional social work posts have been added to the CIN teams to create increased capacity in the service.

There will be 9 CiN teams aligned to different localities in the city, which reflects that a large proportion of the referrals to children's social care arise from the North West of the city and that teams will retain cases until adoption orders have been made. There will be 2 fte Service Managers (Children in Need), one with responsibility for 5 teams, and one with 4 teams. Each of the 9 teams will have a team manager; Seven teams will have 7.5 fte qualified social workers, and one team 8fte qualified social workers.

Analysis has been done on the numbers of current and projected children's social care cases across the CiN spectrum on the basis that there needs to be capacity for social workers to respond to urgent child protection enquiries, undertake single assessments, act as the lead social worker for children subject to child protection and child in need plans, carry care proceedings and retain cases until the making of adoption orders. Currently in fieldwork there are approximately 1,220 children held within the service covering the full range of statutory work. CiN teams retaining case responsibility for children until the making of an adoption order and assuming case responsibility for non-LAC Special Guardianship Orders increases the number of children cases to approximately 1,300. This means that the average number of children per caseload for social workers in the service will be approximately 19.

There will be 1 fte Level C ABSO officer in each team and 2 fte admin and business support team leaders across the Children in Need Service.

Running in parallel to this review is a review within Young People's Services of early help services for children aged 0-19. One of the elements out for consultation is the creation of integrated locality teams working with children and young people aged 0-19, situated in different localities across the city. This review of statutory children's social care services presents an opportunity to consider how to strengthen the liaison and joint activity between social work teams and early help services. As a minimum it would involve service and team managers from early help and children's social care working more closely together, lead to more integrated business and assessment processes for children in receipt of early help and/or statutory children's social care services, and potentially the co-location of Children in Need Teams in localities with integrated locality teams, as buildings allow. This would improve understanding, joint working and service delivery. It would also allow for a more co-ordinated way for the local authority to work with partner agencies to identify children in need of early intervention, and assist the child's journey through more integrated service delivery.

In order to support the transition a decision has been made for the Intensive Support Team to remain in a reduced capacity. It is proposed that there will be 0.5 team manager post and 4 social worker posts. The team will be in place for between 2 and 4 months and will provide additional support to CIN social workers during the transitional phase of the organisational review. The IST will provide further guidance to the early help service by providing training and development opportunities to the staff in this area since services for children on the edge of care will be a key priority for the early help service.

## **Looked After Children Service**



The Looked After Children (LAC) Service will deliver the council's service to looked after children and care leavers as outlined in the 1989 and 2004 Children Act, the 2008 Children and Young Peoples Act, the Children and Adoption Act 2002, the Children (Leaving Care) Act 2000, and the Care Standards Act (2000). This is in addition to a whole raft of statutory guidance and regulations covering local authority duties and responsibilities to children in care and care leavers.

The service will be led by 1 fte Head of Service (Looked After Children) and 3 fte Service Managers (Looked After Children (1fte), Family Placement and Support (1 fte) and Placement Commissioning (1fte) with administrative support to the Head of Service and Service Managers provided by 1.5 fte Level C ABSO.

There will be 2 fte Admin & Business Support team leaders across the whole of the Looked After Children Service.

### **Looked After Children Teams**

These teams will provide the field social work and personal adviser functions to children in care and care leavers. Teams will take cases from CiN teams at the end of care proceedings when the order has been made and the plan is one of permanence, including progression to Special Guardianship Order. Where 16 and 17 year olds are accommodated in light of the Southwark judgement, these will fast track from the CiN service to the LAC teams.

There will be 1 fte Service Manager (Looked After Children) who will be responsible for the Persons from Abroad Team, three LAC Teams and two 16<sup>+</sup> teams; each of the teams will have 1 fte Team Manager.

### **The 16<sup>+</sup> teams:**

The 16<sup>+</sup> service will consist of 1 fte Team Manager in each team and 5 Personal Advisors (PAs). The three Social Work posts originally located in the Integrated Transitions Team will be located in each of the 3 Looked After Teams. This will give LAC Team Managers a ratio of one TM to 8 SW fte. Caseloads will not be affected.

The benefits of this structure will allow the transition point between the LAC teams and the 16 plus team to be flexible and will be dependent on young people's needs. Some LAC will transfer at 16 where this is appropriate, others at 18, and others slightly later. The dual allocation of both a Social Worker and a Personal Adviser will support a seamless transition as it is envisaged that the Personal Adviser will continue to work with the young person from 16 through to case closure. The development of a 16<sup>+</sup> approach will also support the further development of an integrated multi-agency partnership approach to working with care leavers.

There will be a clear distinction between Personal Advisers and social work staff and this will allow for clarity of role, and a degree of independence as required within the prescribed PA role.

Having a PA Service as a standalone service underlines the local authority's commitment to care leavers and is better suited for moving forward into co-



location/multi-agency base, and for the potential of expanding the service in the future. This will also ensure a robust focus on planning and service development issues in key areas of EET, accommodation and health.

**Persons From Abroad Team (PFA Team):** This team assesses clients whose immigration status impacts on their ability to access financial and other support, advises other children's social work teams, liaises with the Home Office, NASS and other relevant agencies, and holds case responsibility for a small number of cases where the main presenting issue is destitution as a result of immigration status.

The Service Manager LAC has responsibility for the service.

The PFA Team establishment will comprise 0.5 fte Team Manager, 1 fte social worker and 2.68 FTE unqualified workers.

Funding from adults will pay for an additional 0.5 fte Team Manager post and this will add capacity to develop the role and function of the team within a corporate context.

This team will remain as part of the LAC Service due to its affiliation to unaccompanied asylum seekers and young people from abroad.

The social work allocation is based on each social worker having 18-20 LAC on their caseload. The total number of social workers across the 3 LAC teams plus is 24, which leads to capacity for up to 480 LAC and care leavers based on 20 LAC per caseload, and 430 based on 18 per caseload. Each of the 5 Personal Advisers will have a caseload of 20-25 care leavers, creating a maximum capacity for the service to work with 200 to 250 care leavers at any one time. There is a legal requirement for 16 and 17 year old LAC to have both a qualified Social Worker and a Personal Adviser, which means that around 100 young people at any one time, will require 2 workers to be allocated.

The transition point between the LAC teams and the 16<sup>+</sup> Team will be flexible and will be dependent on young people's needs. Some LAC will transfer at 16 where this is appropriate, others at 18, and others slightly later. The dual allocation of both a Social Worker and a Personal Adviser will support a seamless transition as it is envisaged that the Personal Adviser will continue to work with the young person from 16 through to case closure. The development of an Integrated Transitions Service will also support the further development of an integrated multi-agency partnership approach to working with care leavers.

There will be 1 fte Level C ABSO in each LAC Team and in each of the 16<sup>+</sup> teams.

### **Family Placement and Support**

The purpose of the Family Placement and Support Service is to ensure that there are sufficient foster carers, including kinship carers, and adopters, recruited, trained and of good quality, to meet current and future demand, in order that children can move on as quickly as possible to a permanent arrangement for the remaining years of their childhoods and beyond. The proposed structure will eradicate duplication of role, and strengthen the recruitment and assessment function in both fostering and



adoption, with the aim of meeting demand and increasing the numbers of fostering and adoption assessments completed each year by social workers.

The Family Placement and Support Service will be led by 1 fte service manager (Family Placement and Support) who will be responsible for the following teams and staff:

**Recruitment Team:** This team will be led by 1 fte team manager. The team manager will be responsible for the line management of qualified and unqualified staff. The team manager will lead on the training and development strategies for foster carers and kinship carers.

The team will be responsible for the publicity, marketing and recruitment of foster carers (covering all placement types, such as long term, short stay etc.) and adopters. There will be 4 fte social workers in the team, whose role will be to undertake some of the viability assessments required for potential kinship carers, part 1 of the adoption assessment process, and contribute to the fostering and adoption pre and post approval training. There will be 1 fte enquiry officer who will process the range of fostering and adoption statutory checks including DBS applications. One fte publicity officer will be responsible for the marketing, advertising and promotion of the service and recruitment of foster carers and adopters.

One fte child care support worker will coordinate and get directly involved in delivering the pre and post approval training for adopters and foster carers. The child care support worker in this team will be a temporary position until such time as a "study" sponsored worker graduates to a social worker. At that point, this post will not be filled.

The team will be supported by 1 fte band D administrative worker

**Assessment Team (Fostering and Kinship):** This team will be led by 1 fte team manager and will be responsible for undertaking assessments within statutory timescales of potential foster carer and kinship carers. A priority in the review is to ensure there are sufficient social workers to undertake fostering assessments and respond to the increase in kinship assessments, the latter of which is compounded by the pressures to meet the shortened timescales introduced as a result of the Family Justice Review. In order to meet current demand and the predicted increase in kinship applications, there will be 7 fte social workers in the service, who will each undertake between 10-12 assessments per year; this is an increase on the current numbers of assessments carried out by social workers. This creates capacity in the team to undertake a minimum of 75 assessments per year, but up to a maximum of 90 assessments per year. The team will be supported by 1 fte Level C ABSO.

**Adoption:** This team will be led by 1 fte team manager and will be responsible for undertaking all assessments of potential adopters, which have to be done now within shortened statutory timescales. There are 6 social workers in the team, 2.0 fte posts of which are 'invest to save' posts, meaning that they are self-funded through the council selling adoption assessments to other local authorities. Each social worker will undertake between 10-12 assessments per year; this is an increase on the current numbers of assessments carried out by social workers. This creates capacity in the team to undertake a minimum of 65 assessments per year, but up to



a maximum of 78 assessments per year. This number will be sufficient to meet demand and create enough assessments to sell-on to other authorities. There will be 1 fte child care support worker who will support the team by undertaking a range of organisational and coordinating activity. This will include organising family finding, coordinating and writing profiles; they will make the applications for journals and other advertisements and refer to the National Adoption Register for children who are hard to adopt. This will also involve the filtering applications from external sources. The role will also have a key responsibility for referral and coordinating arrangements for Adoption Activity Days. All this will mean that adoption social workers can focus on the production of assessments. There will be a 0.5 fte Level D ABSO to support clerical functions, 1fte Level C ABSO to minute the adoption and fostering panels; and 2 fte Level B ABSO to act as the adoption/fostering panel coordinators in the team.

**Child and Family Support Team:** This team will be led by 1 fte team manager and has a key role in supporting placements for looked after children and post adoption and Special Guardianship Order support to carers and children. The team provides therapeutic support to individual children and carers, as well as undertaking planned group work as appropriate with children and carers. The team comprises of 3 fte qualified social workers, 2 fte qualified mental health practitioners, 1 unqualified child care support worker and 1 post adoption support worker. There will be 1.5 fte Level D ABSO to support clerical functions.

**Fostering Support:** This team will meet the regulatory requirements of foster carers post approval. It will be led by 1.5 fte team managers and is responsible for the supervision and development of foster carers, including kinship carers, post approval. There will be 10 fte social workers in the team, each of whom will be responsible for around 26 foster carers, which will be sufficient capacity to support carers post approval. There will be 1 fte Level D ABSO to support clerical functions.

## **Placement and Commissioning Service**

The purpose of the Placement and Commissioning Service is to ensure that good or better placements are commissioned, and support is provided to children in care, and in doing so minimising placement disruption and strengthening placement stability.

The Placement and Commissioning Service will be led by 1 fte Service Manager (Placement Support Service) who will be responsible for the following teams and staff:

**Placement and Commissioning:** This team will be led by a new post of Placement Commissioning Manager, who will be responsible for managing the placement desk and the contracting and commissioning of external placements for looked after children as well as other commissioned services. In order to improve consistency, continuity and challenge, supervising social workers will no longer be required to go on the placement desk duty rota; instead, this team will have 3 fte child care support workers, who will not be social work qualified, and will run the placement desk.

The team will be supported by a 1 fte Level C ABSO.



**Contact Service:** This service is responsible for undertaking supervised contact and assessments of children subject to care proceedings. **It is not included in this organisational review,** however all administrative workers in the contact service are in scope because all administrative workers share the same job description across the division. It is proposed that the service will be supported by 1 fte level C ABSO and 1.5 level D ABSO.

**Residential Homes:** The council's residential homes for looked after children will be part of the Placement Support Service. It is proposed that the service will be supported by 5 FTE Level B ABSO.

The staffing arrangements of the homes is proposed as follows:

Barnes Heath House: This team will be led by 1 FTE Team Manager with a management team of 3 FTE Assistant Managers. There will be 6 FTE Residential Practitioners and 12 FTE Residential Support Workers, 4 FTE Waking Night Assistants to provide direct care to young people. Care staff will also be supported by the 1 FTE Level B ABSO, 1 Chef & 1.6 FTE Housekeepers.

Dunblane Avenue: This team will be led by 1 FTE Team Manager with a management team of 2 FTE Assistant Managers. There will be 6 FTE Residential Practitioners and 5 FTE Residential Support Workers, 2 FTE Waking Night Assistants to provide direct care to young people. Care staff will also be supported by 1 FTE Level B ABSO, 1 Chef & 1 FTE Housekeeper.

Netherhall Road: This team will be led by 1 FTE Team Manager with a management team of 3 FTE Assistant Managers. There will be 6 FTE Residential Practitioners and 10 FTE Residential Support Workers, 2 FTE Waking Night Assistants to provide direct care to young people. Care staff will also be supported by 1 FTE Level B ABSO, 1 Chef & 1 FTE Housekeepers.

Tatlow Road: This team will be led by 1 FTE Team Manager with a management team of 2 FTE Assistant Managers. There will be 6 FTE Residential Practitioners and 5 FTE Residential Support Workers, 2 FTE Waking Night Assistants to provide direct care to young people. Care staff will also be supported by 1 FTE Level B ABSO, 1 chef & 1 FTE Housekeepers.

Wigston Lane: This team will be led by 1 FTE Team Manager with a management team of 3 FTE Assistant Managers. There will be 6 FTE Residential Practitioners and 9 FTE Residential Support Workers, 2 FTE Waking Night Assistants to provide direct care to young people. Care staff will also be supported by 1 FTE Level B ABSO, 1.3 Chef & 2 FTE Housekeepers.

Three FTE Residential Property Officers will cover the health and safety needs of all five residential homes.

### **Children and Young People's Safeguarding and Quality Assurance Unit**

The majority of staff that work in the unit are not in scope of this organisational review. However, the two service managers are in scope because all service managers share the same job description, and the proposal is to retain the post of Service Manager, Child Protection/LADO and Service Manager, LAC Safeguarding IRO Service.

It is proposed that the service will be led by 1 fte Head of Service (Children's Safeguarding and Quality Assurance) and 2 fte Service Managers (Looked After



Children/IRO and Child Protection/Allegations), with administrative support to the Head of Service and Service Managers provided by 1 fte Level C ABSO.

Changes are proposed to the current arrangements to increase the level of support. This means that the administrative staffing arrangements will be: 2 admin and business support team leader posts; 1.5 fte Level B ABSO; 14.5 fte Level C ABSO; and 4 fte Level D ABSO.

## **6. The impact of the proposed change**

### **6.1 Service delivery**

When children and young people come into contact with children's social care, at any point in their social work career, their fundamental need is for understanding of the problems they and their families have, and for the provision of help to resolve them in order to improve their safety and well-being. Enabling social workers to provide the right understanding help and support, at the right time, and in doing so reducing duplication, reassessment and drift in progressing the right plan for the right child, is fundamental to this review. For children who then need to be looked after it is about ensuring that we have sufficient foster carers, including kinship carers, and adopters, to ensure that children can be placed in a permanent placement without undue delay, and supporting carers, children, and young people so that placement disruption is minimised, placement stability strengthened, and outcomes improved for looked after children.

This review does not make any fundamental changes to the social work or management task, however, changes have been made to the way in which social work and management resources are organised and structured, so that we can minimise changes and disruption for children, young people and their families, deal effectively with the number and nature of referrals coming in the front door, have social work teams more closely aligned to early help services, and improve the quality of practice and children's outcomes. The key changes are summarised below:

- Duty and Advice Service operating one front door into children's social care which incorporates the out of hours function for children in the city. This will require social workers and managers in the service working to a rota with different shift patterns in order that the service is covered 24/7;
- All work requiring assessment will transfer from the Duty and Advice Service and then be allocated to a social worker in a Children in Need Team who will hold the case until it is either closed, stepped down or transferred to the LAC Service; this will include the service retaining care proceedings cases where the care plan and outcome is adoption, and non LAC Special Guardianship Orders;
- Children in Need Teams will be aligned with integrated locality teams across the city who will work with children and young people aged 0-19. As a minimum it would involve service and team managers from early help and children's social care working more closely together, lead to more integrated business and assessment processes for children in receipt of early help and/or statutory children's social care services, and potentially the co-location of Children in Need Teams in localities with integrated locality teams, as buildings allow;



- The recruitment function for fostering and adoption has been integrated and the assessment function for fostering and kinship has also been integrated in order to increase capacity, which reflects the growing numbers of kinship carers requiring assessment. The service will also increase the numbers of assessments undertaken each year for both fostering and adoption;
- The residential homes will increase the number of direct care staff to looked after young people who live in or receive short breaks in the homes.
- The 16+ Teams will strengthen the support provided to care leavers;
- Within the Children in Need Service a move from admin officers being in pools and being relocated in teams. This should strengthen the support provided to social workers and team managers;
- The role currently undertaken by the Intensive Support Team will be incorporated into the role and function of early help services, which means that the current Intensive Support Team will be disbanded. Services to children on the edge of care will become a key priority for early help services and the Multi-Systemic Therapy (MST) Service, which is currently located within Children's Social Care and Safeguarding will be relocated to early help services, with a view to increasing capacity.

## 6.2 The workforce

The proposed organisational structure for all Services is at **Appendix A.3**. Outline job descriptions for the posts within the review can be found at **Appendix A.4**. A summary of the changes and the impact on the workforce is summarised below:

### Service Managers

<b>Number of posts in current structure</b>	9.5 (includes vacancies)
<b>Headcount</b>	10
<b>Number of posts in proposed structure:</b>	8
<b>Grade of post:</b>	13

The role of the service manager remains unchanged in terms of leadership and development in a defined service area in line with the council and department's vision, and line managing team manager level staff. Given the proposed structure there will be some changes in portfolio and/or responsibilities for service managers when compared to the current arrangements. The Service Manager LADO and Service Manager LAC Safeguarding/IRO Service is in scope of the review because all service managers are on the same job description. The only change made to the job description is a requirement that all service managers will take part in an out of hour's on-call rota in order to support decision making and information sharing where necessary.

### Team Managers (not including Team Managers in Residential Homes)

<b>Number of posts in current structure</b>	30.12 (includes vacancies)
<b>Headcount</b>	27
<b>Number of posts in proposed structure:</b>	24.5
<b>Number of qualified posts in proposed structure:</b>	21.5



<b>Number of unqualified (in social work) posts in proposed structure:</b>	3
<b>Grade of post:</b>	See below

<b>Previous</b>	<b>New Post</b>	<b>Indicative grades</b>
<b>SW qualified Team Managers within Fieldwork and LAC Service</b>	Team Manager	11
<b>Team Manager in LAC service and Way Ahead Project Manager</b>	Placement Commissioning Manager	10
	16+ Manager	10

The qualified social work team manager will be managing a team of up to 8 fte front line workers, and will be responsible for the allocation of work, performance, budget management and outcomes.

All job descriptions have been changed to a generic Job Description to ensure for example a smooth delivery over extended hours for team managers based in Duty and Advice and to ensure that there is capacity in the service to work flexible hours if required, to provide standby management cover as required, or take part in the out of hours rota.

The proposal is to delete the Team Manager Commissioning LAC and create the post of Placement Commissioning Manager.

The proposal is to delete the Team Manager Way Ahead and create two posts of 16+ Managers.

### **Senior Practitioners (Not including Senior Practitioners at Residential Homes)**

<b>Number of posts in current structure</b>	11.89 (includes vacancies)
<b>Headcount</b>	10
<b>Number of posts in proposed structure:</b>	0

The post and grade of senior practitioner has been in existence for approximately 11 years. Within fieldwork services it was developed in recognition of the need to retain good social work staff as practitioners but also to act as a development point for those who might wish to become team managers in future.

Within the fostering service the post was developed to assist the development and training of foster carers including the foster carer handbook and help deliver positive Ofsted inspection outcomes including developing policy, procedures and good practice.



Within the fieldwork service these posts have proved difficult to recruit to and within both service areas there is effectively no difference in the tasks required to be completed by level 3 social workers and senior practitioners.

### Social Workers

<b>Number of posts in current structure</b>	<b>162.23 (includes vacancies)</b>
<b>headcount</b>	166
<b>Number of posts in proposed structure:</b>	145
<b>Grade of post:</b>	6, 7 and 9

There are a range of functions, tasks and activities within children's social care where it is specified in legislation and statutory guidance that these can only be carried out by qualified social workers. This includes carrying out children in need/protection assessments, undertaking child protection investigations, acting as lead social workers for children subject to children in need or child protection plans and for children and young people looked after by the local authority, undertaking assessments of potential foster carers and adopters, and providing support to foster carers.

This means that the fundamental role and function of social workers in the new structure remains unchanged. However, all job descriptions have been changed to ensure that there is capacity in the service to work flexible hours as required or take part in the out of hours rota.

### Mental Health Practitioners/Specialist Mental Health practitioners

<b>Number of Mental health practitioner posts in current structure</b>	<b>2 (includes vacancies)</b>
<b>IST Specialist Mental health practitioner posts in current structure</b>	<b>.81</b>
<b>headcount</b>	3
<b>Number of posts in proposed structure:</b>	2
<b>Grade of post:</b>	9

The role of the Mental Health Practitioner remains unchanged.

### Unqualified workers

<b>Number of posts in current structure</b>	<b>32.34 (includes vacancies)</b>
<b>headcount</b>	32
<b>Number of posts in proposed structure:</b>	22.68
<b>Grades and Indicative grades of post</b>	See below



Current Post	New Post	Indicative grades
Assessment Workers, Childcare Support Workers, Support and Development Workers, Support worker, Support Case Worker – commissioning and Development Officer	Childcare Support Worker	6
	Personal Adviser	
	Placement Commissioning Officer	6
Current Post	New Post	Grades
Access Worker	No change	6
Post Adoption Support Worker	No change	7
Publicity Officer	No change	7
Enquiry Officer	No change	1

As a result of the range of tasks where it is specified in legislation and statutory guidance that they have to be carried out by a qualified social worker, there is a reduction in the numbers of unqualified (i.e. without a recognised social work qualification) posts in the proposed structure.

Assessment worker posts in the current Duty and Assessment Service are deleted in the proposed structure. There are 2.68 fte Access workers in the Persons from Abroad team within Duty & Advice in the proposed structure in the Children in Need service.

Within LAC, the current unqualified posts (Assessment Workers, Childcare Support Workers, Support and Development Workers, Support worker, Support and Development Officer) are proposed to be deleted. However, there is a range of unqualified posts proposed in the LAC Service:

- Personal Advisors for Care Leavers: 10 fte posts are proposed; there is no statutory requirement for these posts to be filled by qualified social workers;
- In the Recruitment Team: 1 fte child care support worker is proposed;
- In the Adoption Service: 1 fte child care support worker is proposed;
- In the Placement and Commissioning Service: 3 fte placement commissioning officers.
- In the Child and Family Support Team: 1 fte child care support worker and 1 fte post adoption support worker are proposed.
- In the Recruitment team: 1 fte publicity officer and 1 fte enquiry officers are proposed.

## Residential Homes

<b>Number of posts in current structure</b>	<b>122.99</b>
<b>headcount</b>	<b>(includes vacancies)</b>
	122
<b>Number of posts in proposed structure:</b>	115.90
<b>Grades and Indicative grades of post</b>	See below

Current Post	New Post	Indicative grades
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Senior Practitioner	Assistant Manager	9
Child Care Practitioner	Residential Practitioner	7
Team Support Workers	Residential Support Worker	5
<b>Current Post</b>	<b>New Post</b>	<b>Grades</b>
Team Manager	No change	11
Housekeeper	No change	3
Waking Nights Staff	No change	4
Residential Property Officer	No change	5
Chef	No change	4

There are currently 5 fte Team Managers in Residential Homes. There is no change to the number or job description of these posts.

There are 19 fte (headcount: 18) Senior Practitioners in the current structure. The proposal is to delete this role. A new role of Assistant Manager 13 fte will support a Team Manager to oversee the overall running of the homes.

There are 62.68 fte (headcount: 69) Child Care Practitioners and 4.31 ft (headcount: 5) Team Support Workers in the current structure. The new roles of Residential Practitioner 30 fte and Residential Support Workers: 41 fte (Indicative grade of post: 5) will provide direct child care.

Waking Night Assistants:

No change to the number or job description of these posts. 12 fte

Chefs:

No change to the job description of these posts. Vacant posts to be deleted to provide 5.3 fte.

Housekeepers:

No change to the job description of these posts. Vacant posts to be deleted to provide 6.6 fte.

Residential Property Officer: No change to the number or job description of these posts.

**Administrative staff**

<b>Number of posts in current structure</b>	76.51 (includes vacancies)
<b>Headcount</b>	88
<b>Number of posts in proposed structure:</b>	71.5
<b>Grade of post:</b>	No changes to grades

	<b>Team Leader</b>	<b>Level B</b>	<b>Level C</b>	<b>Level D</b>
<b>Current FTE</b>	7	7.16	20.82	41.32
<b>Proposed FTE</b>	6	8.5	44.5	12.5



Administrative staff are fundamental to the smooth and effective running of the division, and support social workers and managers in delivering effective services to children, young people and their families. Within the Children in Need Service the proposal in the new structure is for administrative officers to return to individual teams, in order to provide more direct support to social workers; in the LAC Service the service will continue to group administrative staff in pools in order to target and maximise support to teams and processes across the whole LAC service.



## 7. Financial implications

The proposed structure will cost £1.853m less than the current structure as per the table below:

Proposed		Current		Reduction	Proposed Cost
FTE	Band	FTE	Band	FTE	£

### LAC and Resources

Service Manager	8	13	9.50	13	(1.50)	520,800
Team Manager	21.5	11	29.12	10-11	(7.62)	1,154,200
Team Manager - 16+	2	10	-		2.00	98,200
Team Manager - Commissioning	0		1.00	9	(1.00)	-
Team Manager - Placement Commissioning	1	10	-	0	1.00	49,100
Advanced Practitioners		10	-	0	0.00	-
Senior Practitioners	0		11.89	10	(11.89)	-
Social workers	143	6-9	162.23	6-9	(19.23)	6,401,600
Mental Health Worker	2	9	2.00	9	0.00	89,100
Post Adoption Support Worker	1		2.00	6	(1.00)	35,900
Support Worker	0		2.00	6	(2.00)	-
Support Team Worker MH	0		0.81	8	(0.81)	-
Support Team Worker	0		3.00	6	(3.00)	-
Childcare Support Worker	3	6	8.72	6	(5.72)	95,400
Access Worker (LAC)	2.68	6	2.68	6	0.00	85,200
Assessment Worker	0		5.13	6	(5.13)	-
Case Worker - Commissioning	0	0	1.00	5	(1.00)	-
Placement Commissioning Officer	3	6	-		3.00	95,400
Support & Development Officer	0	0	1.00	7	(1.00)	-
Support & Development Worker	0	6	5.00	6	(5.00)	-
Personal Advisor	10	6	-		10.00	317,900
Publicity Officer	1	7	0.81	7	0.19	35,900
Enquiry Officer	1	3	1.00	1	0.00	21,700
<b>Subtotal</b>	<b>199.18</b>		<b>248.88</b>		<b>(49.70)</b>	<b>9,000,400</b>



**Residential Services**

Team Manager	5	11	5.54	11	(0.54)	268,423
Assistant Managers	13	9			13.00	579,387
Residential Practitioners	30	7			30.00	1,077,756
Residential Support workers	41	5			41.00	1,138,140
Waking Night Staff	12	4	12.00	4	0.00	296,070
Waking Night Allowance					0.00	97,703
Residential Property Officers	3	5	3.00	5	0.00	83,279
Chef	5.3	4	5.97	4	(0.67)	130,764
Housekeepers	6.6	3	10.49	3	(3.89)	143,291
Sat/Sun Enhancement					0.00	235,825
Sleeping In Allowance					0.00	108,766
Senior Practitioner			19.00	10	(19.00)	-
Child Care Practitioner			38.51	8	(38.51)	-
Child Care Practitioner			17.65	7	(17.65)	-
Child Care Practitioner			1.86	6	(1.86)	-
Child Care Practitioner			4.65	4	(4.65)	-
Team Support Worker			4.31	5	(4.31)	-
<b>Subtotal</b>	<b>115.90</b>		<b>122.99</b>		<b>(7.09)</b>	<b>4,159,405</b>

**Administration**

Admin Team Leader	6.00	7	7.00	7	(1.00)	215,600
Admin Support Business Officers - Band B	8.50	4	7.16	4	1.34	209,700
Admin Support Business Officers - Band C	44.50	3	20.82	3	23.68	966,100
Admin Support Business Officers - Band D	12.50	2	41.53	2	(29.03)	249,100
<b>Subtotal</b>	<b>71.50</b>		<b>76.51</b>		<b>(5.01)</b>	<b>1,640,500</b>

<b>Total</b>	<b>386.58</b>		<b>448.38</b>		<b>(61.80)</b>	<b>14,800,305</b>
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Required Current  
Budget

**16,653,800**

Total savings

**1,853,495**



The cost reductions following this re-organisation will contribute to enabling the Social Care and Safeguarding Division to operate within its *existing* overall budget. This budget has come under severe pressure as a result of rising staff and running costs quite apart from the increased placement costs of looked after children, which have been dealt with through additional budget growths.

Any severance costs will be funded through a non-departmental central provision.



## 8. Implementation Plan

### 8.1 Timeline

Stage	Date & Location	Actions
Meet with Trade Unions	24 <sup>th</sup> October 2013 NWC B2 – Andy Smith’s office	<ol style="list-style-type: none"><li>1. Issue management proposals including business case and identify potential outcome for staff.</li><li>2. Issue draft timetable</li><li>3. Issue proposed structure and job descriptions, indicative grades for consultation.</li><li>4. Issue proposals for future consultation arrangements and</li><li>5. Issue initial Equality Impact Assessment.</li><li>6. Discuss with Trade Unions ways to mitigate and/or reduce redundancies.</li><li>7. Discuss with Trade Unions selection criteria to be used for redundancy selection.</li></ol>
First meeting with Staff	28 <sup>th</sup> October 3.30 to 5pm Hansom Hall, Adult Education Centre 29 <sup>th</sup> October 2013 9-10.30am at Forest Lodge Education Centre (FLEC) 30 <sup>th</sup> October 2013 12 to 1.45pm at Beaumont Way	<ol style="list-style-type: none"><li>1. Issue management proposals including business case and identify potential outcome for staff</li><li>2. Issue draft timetable</li><li>3. Issue proposed structure and job descriptions, indicative grades for consultation</li><li>4. Issue proposals for future consultation arrangements and methodology.</li><li>5. Issue initial Equality Impact Assessment</li><li>6. Discuss how to provide feedback/comments (feedback Form, Emails etc)</li><li>7. Provide information on the number of reps from each area and confirm the deadline</li></ol>



Deadline for staff spokesperson nominations	6 <sup>th</sup> November 2013	
1 <sup>st</sup> Consultation meeting with staff and Unions	11 <sup>th</sup> November 2013 Unions 9 to 9.30 Children's Fieldwork (group 1) 9.30 to 10.45 LAC (group 2) 11.15 to 12.30pm ABSO (group 3) 1.30pm to 3.00pm	1. Discuss/respond to comments from staff on all management proposals including draft structure, job descriptions etc. 2. Consider comments and respond through appropriate forum.
2 <sup>nd</sup> Consultation meeting with staff and Unions	21 <sup>st</sup> November 2013 Unions 1.30 to 2.00 LAC (group 2) 2.00 to 3.00pm Children's Fieldwork (group 1) 3.30 to 4.30pm 22 <sup>nd</sup> November 2013 ABSO (group 3) 9 to 10.30am	1. Discuss/respond to comments from staff on all management proposals including draft structure, job descriptions etc. 2. Consider comments and respond through appropriate forum.
3 <sup>rd</sup> Consultation meeting with staff and Unions	Monday 16 <sup>th</sup> December Venue: NWC B2 – Large meeting room 9am to 10am – pre-meeting with unions  Tuesday 17 <sup>th</sup> December Venue: "JBB rooms" in the old central library, opposite Fenwicks (corner of Belvoir Street and Wellington Street) 9.00 to 9.30am – pre-meet with Unions  9.30 to 10.30am – meeting with unions and Residential spokespersons groups (	1. Discuss/respond to comments from staff on all management proposals including draft structure, job descriptions etc. 2. Consider comments and respond through appropriate forum.



	<p>10.30am to 11.15am – meeting with unions and group 1 (Children’s Fieldwork)</p> <p>11.15am to 12.00pm – meeting with unions and group 2 (LAC)</p> <p>Wednesday 18<sup>th</sup> December</p> <p>Venue: NWC B2</p> <p>11.30am to 12.30pm –group 3 (Admin and Business Support)</p>	
4 <sup>th</sup> Consultation meeting with staff and Unions	<p>Monday 13 January 2014</p> <p>Venue: Satta Hasham, Small Hall, Leicester Adult Education Centre (Wellington Street, LE1 6HL)</p> <p>10am to 10.30am – pre-meeting with unions</p> <p>10.30am to 11.30am – meeting with unions and group 1 Children’s Fieldwork spokespersons</p> <p>12.00pm to 1.00pm – meeting with unions and group 2 Residential Homes spokespersons</p> <p>1.00pm to 2.00pm – meeting with unions and group 2 Looked After Children spokespersons</p> <p>Monday 13 January 2014</p> <p>Venue: New Walk Centre, B2, large meeting room (opposite the lifts)</p> <p>1.45pm to 3pm – meeting with unions and group 3 (Admin and Business Support)</p>	<ol style="list-style-type: none"> <li>1. Discuss/respond to comments from staff on all management proposals including draft structure, job descriptions etc.</li> <li>2. Consider comments and respond through appropriate forum.</li> </ol>
Final Job Evaluations	15 <sup>th</sup> January 2014	<ol style="list-style-type: none"> <li>1. Employment Service Centre (JE) undertake final job evaluations.</li> </ol>



Final Consultation with spokespersons and Unions	<p>Friday 17 January 2014  Venue: Hansom Hall, Leicester Adult Education Centre (Wellington Street, LE1 6HL)  10.30am to 11.30am – meeting with unions and group 1 Children’s Fieldwork spokespersons  11.30am to 12.30pm– meeting with unions and group 2 Residential Homes spokespersons  12.30pm to 1.30pm – meeting with unions and group 2 Looked After Children spokespersons</p> <p>Friday 17 January 2014  Venue: New Walk Centre, B2, large meeting room (opposite the lifts)  2.00pm to 3.00pm – meeting with unions and group 3 (Admin and Business Support)</p>	<ol style="list-style-type: none"> <li>1. Present final proposals including final structure and job descriptions</li> <li>2. Present Final Business Case</li> </ol>
End Of Consultation	17 <sup>th</sup> January 2014	Sign off final report.
Send draft list of Assimilations/Matches and Displacements to all staff	w/c 13 <sup>th</sup> January 2014	Provide draft slotting list and final JE grades to staff.
Deadline for registering intention to appeal	27 <sup>th</sup> January 2014	
Deadline for submission of grounds of appeals and any further documentation.	3 <sup>rd</sup> February 2014	
Hear Appeals	w/c 17 <sup>th</sup> February 2014	<ol style="list-style-type: none"> <li>1. Arrange Panels</li> <li>2. Exchange Paperwork</li> </ol>



Produce final list of Assimilations / Matches and Displacements	w/c 14 <sup>th</sup> March 2014	
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Any additional meetings required with the Trade Unions and/or staff will be arranged upon request as appropriate



## 8.2 Resources

The Review Lead Manager will be Andy Smith, Director, Children's Social Care and Safeguarding. He will be supported by Jane Pierce, Project Manager, and Parvathi JaganMohan from Human Resources; Jasmine Nembhard, Interim Head of Service Children's Fieldwork and Cheriell O'Neill, Head of Service Looked After Children Services, Caroline Tote, Head of Service Children's Safeguarding and Quality Assurance Unit; Alison Moss, Head of Admin and Business Support; Louise Remzi-Browne, Corporate Business Support Manager and Bhavna Patel and Nick Rimes, from Finance.

## 8.3 Consultation

In the first instance the business case will be issued to the Trade Unions, who will be invited to an initial meeting. Following this, the business case will be circulated to employees in scope, and initial group consultation meetings will be held with employees, to which trade union representatives will be invited. These sessions will be to enable the review lead to present the business case and the rationale, and will give employees the opportunity to ask initial questions or seek clarification.

All employees will be offered an individual consultation meeting, to which they may bring their Trade Union representative. Subsequent meetings will be offered to the Trade Unions and individuals to feedback their comments.

Throughout the whole consultation period all employees will be given the opportunity to submit written comments on any of the proposals. Comments should be emailed to the generic email: CSCSReview. **Jane Pierce** will coordinate the comments and Andy Smith as the review lead will respond.

Deadlines for receipt of comments will be clearly outlined. Comments will be responded to individually or collectively as appropriate. Specific feedback on recommendations to the structure will be made where appropriate, including whether those recommendations will be taken into account in the final proposals.

Throughout the review process, Andy Smith will continue to send out fortnightly bulletins to all staff in the division about progress and include any key updates, themes etc. These will be emailed directly to all staff. In addition, each of the three heads of service in the division has sent out dates for weekly drop-ins/surgeries should staff wish to discuss any issue with their head of service. Andy Smith has also agreed to run similar drop-ins/surgeries with staff on a monthly basis throughout the review process, and will also increase the occasions of 'walking the floor' so staff have an opportunity to raise issues or ask questions directly.

All communications will give up-dates on the implementation and will respond to any questions raised as part of the process, which will be available on Interface at: <http://interface.lcc.local/cscsreview>



The consultation period will last for a minimum of 30 days, however please note that we will ensure a meaningful and full consultation takes place and acknowledge that this may go beyond the 30 days. The draft business case will be circulated to all employees involved in the review who will be given a final opportunity to make any comments, before the business case is finalised and implementation commences.

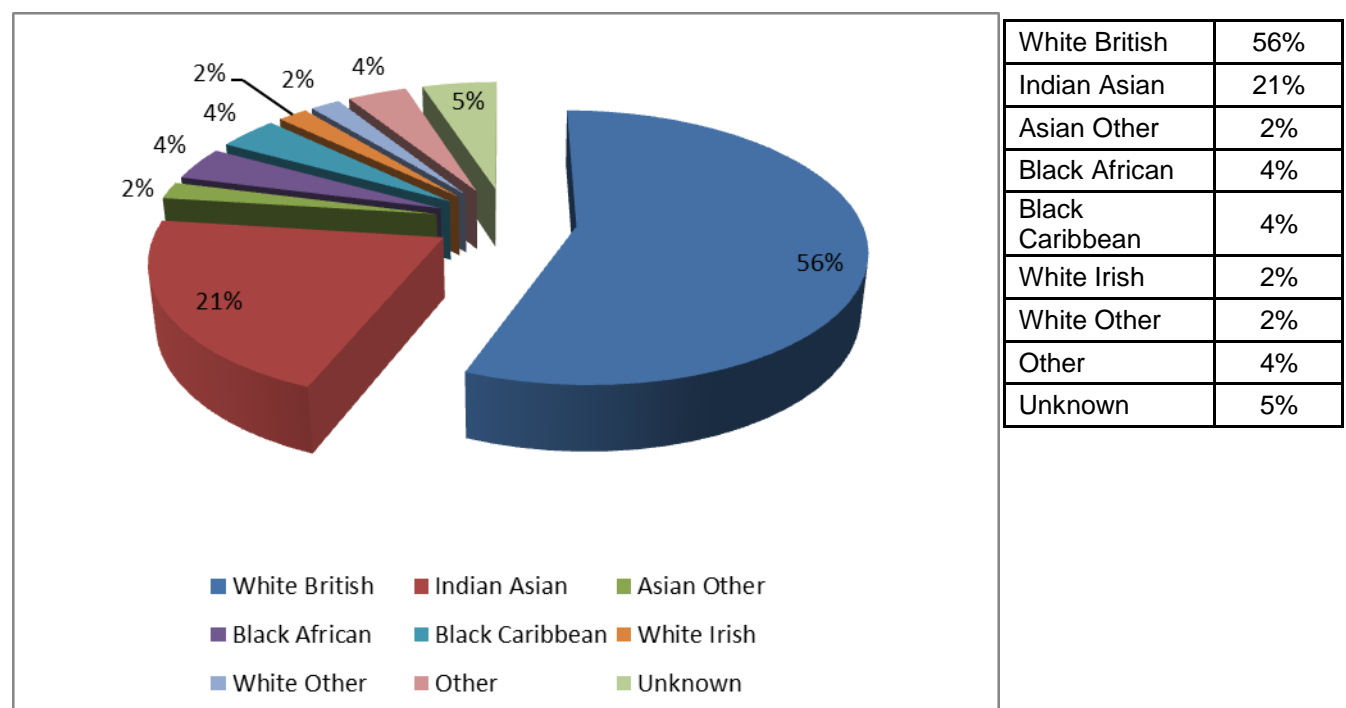
## 8.4 Equalities

The majority of staff encompassed by this review are female, in terms of unqualified worker, qualified social worker, team and service manager head count.

34 staff (7%) have declared that they have a disability.

This means that in the case of any compulsory redundancies, it is likely that more female than male staff may be at risk of redundancy.

The ethnic breakdown of the service areas in scope is below:



Where there are more staff than proposed posts, Leicester City Council will ensure that all staff have equal opportunity to gain a successful position through an open and fair competitive process that takes into account the diversity of the workforce and the children, young people and families in receipt of services from children's social care.

See Appendix A.5 for the Equalities Impact Assessment.



## **8.5 Risks, Issues and Dependencies**

It is recognised that an organisational review of this scale is unsettling and potentially disruptive for staff in scope. The review will need to ensure that during the organisational review process the quality of service delivery is maintained, and in some areas, such as safeguarding, is enhanced. There is a significant risk that Ofsted may undertake an inspection of services for children in need of help and protection, children looked after and care leavers, during the review process, and senior and middle managers across the division need to ensure that they are prepared for this. Any changes made as a result of the review in the location and role of social workers and managers will need to be managed carefully to ensure this does not adversely impact on front line delivery or performance.

The risks will be minimised by maintaining strong and open channels of communication throughout the review process, and robust implementation of the divisions quality assurance framework, including any necessary changes to ensure quality of provision and outcomes for children and young people.

## **9. Governance, Information and Communications**

### **9.1 Governance arrangements**

This is one of a number of organisational reviews being undertaken within Education and Children's Services and as a result a Programme Board has been established, chaired by Elaine McHale, Interim Strategic Director, Children.

Andy Smith, as lead manager for this organisational review, has set up a Project Board to ensure that the range of tasks required to complete this organisational review are carried out in a timely, effective and accurate way. Andy Smith will be a member of the Programme Board and will ultimately be accountable to the Board for completion of this organisational review.

Any concerns that are felt to have not been dealt with effectively and cannot be resolved with Andy Smith should be escalated to Elaine McHale, Interim Strategic Director, Children.

### **9.2 Information and Communications**

Please refer to section 8.3 for details of the communication practices which will operate during this review.

All amendments to the business case will be tracked through version control.



## **Appendices**

### **A.1 Employees proposed in scope of the review**

The workforce affected by the restructure and within scope of the review, including each employee's current post title, grade, employment status and length of continuous employment with the City Council

### **A.2 Organisation Structures**

Existing

### **A.3 Organisation Structures**

Proposed

### **A.4 Job descriptions**

### **A.5 Equalities Impact Assessment**



## A.1 Employees proposed in scope of the review

Summary of current and proposed employee head count and FTE

Service	Employee Count	Current FTE Count Including Vacancies	Proposed FTE
Childrens Fieldwork Services	142	147.02	103.68
Childrens Resources	226	222.85	204.9
Children's Safeguarding & Quality Assurance	2	2	2
Corporate Business Support	88	76.51	71.5
<b>Total</b>	<b>458</b>	<b>448.38</b>	<b>382.08</b>

### List of Staff in Scope

Staff in scope – the following is a list of the staff in scope, current job titles and contracted hours divided into service areas and teams. Administration and Business Support are listed separately.

\*Indicates person is no longer employed within Children's social care & safeguarding as at 18<sup>th</sup> December 2013

### **CHILDREN'S FIELDWORK DUTY AND ASSESSMENT**

Job Title	Surname	Initial	2013/14 F.T.E.
Childcare Social worker	Attfield	S	1
Childcare Social Worker	Bradley	A	0.54
Childcare Social Worker	Brakes	L	1
Childcare Social Worker	Bridges	S	1
Childcare Social Worker	Bright	G	1
Team Manager	Carpenter	R	1
Childcare Social Worker	Chand	S	1
Childcare Social Worker	Chima	P	1
Childcare Social Worker	Chudasama	K	0.54
Service Manager	Dawson	K	1
Team Manager	Dubil	M	1
Childcare Social Worker	Elsafy	O	1
Childcare Social Worker	Esat	Z	1
Senior Practitioner	Goodman	R	0.47
* <del>Childcare Social Worker</del>	<del>Gerania</del>	<del>T</del>	1
Childcare Social Worker	Grant	A	0.61
Childcare Social Worker	Greaves	L	0.59
Assessment Worker	Guthrie	V	0.84
Childcare Social Worker	Hassam	R	1
Childcare Social Worker	Hill	M	1
Childcare Social Worker	Howard	E	1
Assessment Worker	Hurst	J	0.5
Childcare Social Worker	King	H	1
Childcare Social Worker	Kirkup	K	1
Assessment Worker	Lee	L	1



Childcare Social Worker	Lockwood	S	1
Childcare Social Worker	Lupunga	B	0.5
Childcare Social Worker	Martin	N	1
Childcare Social Worker	Maw	L	1
Team Manager	McFadden	J	0.8
Team Manager	Middleton	H	1
Childcare Social Worker	Middleton	J	1
<del>* Childcare Social Worker</del>	<del>Muzuva</del>	<del>N</del>	1
Childcare Social Worker	Ndlovu	P	1
<del>* Childcare Social Worker</del>	<del>Nijjar</del>	<del>S</del>	1
<del>* Childcare Social Worker</del>	<del>Patel</del>	<del>P</del>	1
Assessment Worker	Patel	P	0.7
Childcare Social Worker	Patel	K	1
Childcare Social Worker	Patel	T	0.81
Assessment Worker	Radia	K	1
Childcare Social Worker	Reid	S	0.86
Team Manager	Rennocks	H	1
Childcare Social Worker	Sandhu	S	1
Childcare Social Worker	Shum	S	0.61
<del>* Childcare Social Worker</del>	<del>Sibanda</del>	<del>J</del>	1
Service Manager	Small	R	0.5
Childcare Social Worker	Smith	S	1
Childcare Social Worker	Spencer	L	1
Childcare Social Worker	Sturgess	K	1
<del>* Childcare Social Worker</del>	<del>Thornton</del>	<del>M</del>	1
Childcare Social Worker	Thurkill	E	1
Childcare Social Worker	Utsihwegota	M	1
Childcare Social worker	Walsh	T	1
Childcare Social Worker	Ward	E	1
Childcare Social Worker	Watson	J	1
Childcare Social Worker	Watson	T	1
Childcare Social Worker	Welsford	S	1
Childcare Social Worker	Willday-Riley	R	1
Childcare Social Worker	Willets	M	1
Senior Practitioner	Withers	S	1
Post	Numbers in Post		FTE including Vacancies
Service Manager	2		1.5
Team Manager	5		6
Childcare Social Worker	42		43.07
Assessment Worker	5		5.13
Senior Practitioner	2		2
Totals	60		57.7



## CHILD PROTECTION & PROCEEDINGS – GREY FRIARS

Job Title	Surname	Initial	2013/14 F.T.E.
Childcare Social Worker	Asare	R	1
Childcare Social Worker	Bendall	N	1
Childcare Social Worker	Campbell	P	1
Childcare Social Worker	Capon	W	1
Childcare Social Worker	Chauhan	D	1
Childcare Social Worker	Chudasama	B	1
Senior Practitioner	Collins	C	1
Childcare Social Worker	Crowley	S	1
* Team Manager	Davidson	A	1
Childcare Social Worker	Deacon	A	0.61
Team Manager	Farquharson	H	1
Team Manager	Faxon	S	1
Childcare Social Worker	Forman	H	1
Childcare Social Worker	Forson	V	1
Service Manager	Grant	S	1
Childcare Social Worker	Hancock	K	1
Childcare Social Worker	Hemingray	F	1
Childcare Social Worker	Hussein	R	1
Childcare Social Worker	Jephcott	L	1
Childcare Social Worker	Krochmal	C	1
Childcare Social Worker	Luddington	K	1
Childcare Social Worker	Mahomed	O	1
Childcare Social Worker	Morris	T	1
Childcare Social Worker	Mutiro	G	1
Childcare Social Worker	Pinto	S	1
Senior Practitioner	Porter	A	1
Childcare Social Worker	Quashie	S	1
Childcare Social Worker	Ramsell	D	1
Childcare Social Worker	Robinson	D	1
Team Manager	Rooney	A	1
Team Manager	Smith	H	1
Childcare Social Worker	Stanton	M	1
Childcare Social Worker	Stevens	L	1
Childcare Social Worker	Tyler	A	1
Childcare Social Worker	Warner	E	1
Childcare Social Worker	Wilson	B	1
Post	Numbers in Post		FTE including Vacancies
Service Manager	1		1



Team Manager	5		5.5
Childcare Social Worker	27		28.61
Senior Practitioner	2		3
Totals	35		38.11

## CHILD PROTECTION & PROCEEDINGS – BEAUMONT WAY

Job Title	Surname	Initial	2013/14 F.T.E.
Team Manager	Bevan	T	1
Childcare Social Worker	Bevan	D	1
Childcare Social Worker	Brewer	F	1
Childcare Social Worker	Carter	P	1
Childcare Social Worker	Collins	P	0.59
Childcare Social Worker	Dalal	P	1
Childcare Social Worker	Darlison	P	1
Childcare Social Worker	Davies	S	0.61
Childcare Social Worker	Dockerill	R	1
Childcare Social Worker	Garland/Downing	H	0.5
Childcare Support Worker	Haider	N	1
Childcare Social Worker	Hayes	T	0.61
Childcare Social Worker	Henry	P	1
Childcare Social Worker	Lucas	E	1
Senior Practitioner	Lucas	S	0.5
Childcare Social Worker	Majothi	N	1
Childcare Social Worker	Manuel	S	1
Team Manager	Muir	G	1
Childcare Social Worker	Ncube	FR	1
Childcare Social Worker	Neville	J	1
Team Manager	O'Malley	J	1
Childcare Support Worker	Palmer	A	1
Childcare Social Worker	Parmar	S	1
Childcare Social Worker	Rajput	K	1
Childcare Social Worker	Smart	R	0.61
Service Manager	Starling	D	0.89
Childcare Social Worker	Stapleton	C	1
Childcare Social Worker	Thakrar	S	1
Team Manager	Tilbury	S	1
Post	Numbers in Post		FTE including Vacancies
Service Manager	1		1
Team Manager	4		4
Childcare Social Worker	24		23.92
Senior Practitioner	1		1.89



Childcare Support Worker	2		7.11
Totals	32		37.92

## EDT

Job Title	Surname	Initial	2013/14 F.T.E.
Childcare Social Worker	Lawless	S	0.5
* <del>Childcare Social Worker</del>	<del>Lockwood</del>	<del>K</del>	1
Childcare Social Worker	Medina	Z	0.5
Childcare Social Worker	O'Shea	H	1
Post	Numbers in Post		FTE including Vacancies
Childcare Social Worker	4		3
Totals	4		3

## SAFEGUARDING AND QUALITY ASSURANCE UNIT

### SAFEGUARDING AND QUALITY ASSURANCE UNIT

Job Title	Surname	Initial	2013/14 F.T.E.
Service Manager	Moriarty	C	1
Service Manager	Jordan	J	1
Post	Numbers in Post		FTE including Vacancies
Service Manager	2		2
Totals	2		2

\*Indicates person is no longer employed within Children's social care & safeguarding as at 18<sup>th</sup> December 2013



## RESOURCES

### LAC Service

Job Title	Surname	Initial	2013/14 F.T.E.
Childcare Social Worker	Barsby	B	1
Childcare Social Worker	Best	R	1
Support & Development Worker	Betts	S	1
Childcare Social Worker	Bhagwan	A	0.52
Service Manager	Bond	S	1
Childcare Social Worker	Brar	J	1
Childcare Social Worker	Cank	L	1
Childcare Social Worker	Carter	M	1
Childcare Support Worker	Cherry	D	1
Team Manager	Clamp	J	1
Support & Development Worker	Crowther	M	0.5
Childcare Social Worker	Dasour/Tejpal	R	1
Childcare Social Worker	Gillion	E	1
Childcare Support Worker	Gregory	M	0.81
Team Manager	Harvey	J	0.86
Childcare Social Worker	Henry	D	1
Childcare Social Worker	Holland	N	0.81
Access Worker	Hughes	N	0.68
Childcare Social Worker	Jones	H	1
Childcare Social Worker	Jones	J	0.81
Access Worker	Joshi	S	1
Childcare Social Worker	Kaur	K	1
Childcare Social Worker	Kenney	M	1
Childcare Social Worker	Kuzmicz	L	1
Team Manager	Mains	A	1
Childcare Support Worker	Makwana	Y	1
Access Worker	Markaj	A	1
Support & Development Worker	McGrath	J	0.32
Support & Development Worker	McSharry	J	1
Childcare Social Worker	Merrell	J	1
Childcare Support Worker	Mistry	K	1
Childcare Social Worker	Msangi	G	1
Childcare Social Worker	Myers	A	0.5
Childcare Social Worker	Namayanja	D	1
Support & Development Worker	Nuttall	S	0.5
Childcare Social Worker	Onwubuya	V	1
Team Manager	Patel	G	1



Support & Development Worker	Pattni	S	0.68
Childcare Social Worker	Pearce	N	0.71
Childcare Social Worker	Price	A	0.6
Childcare Social Worker	Rooney	M	0.59
Team Manager	Ross	S	1
Senior Practitioner	Shaikh	S	1
Childcare Social Worker	Sharma	S	1
Support & Development Officer	Singh	B	1
Childcare Social Worker	Sitaram-Booth	E	1
Childcare Support Worker	Street	J	1
Childcare Social Worker	Tarrant	J	1
* Support & Development Worker	Vaid	S	1
Childcare Social Worker	White	D	1
Childcare Social Worker	Willday-Riley	J	1
Childcare Social Worker	Woollatt	A	1
Post	Numbers in Post		FTE including Vacancies
Service Manager	1		1
Team Manager	6		6
Childcare Social Worker	29		28.54
Senior Practitioner	1		1
Childcare Support Worker	5		5.61
Support & Development Worker	7		5
Access Worker	3		2.68
Support & Development Officer	1		1
Totals	53		50.83

## Placements including Fostering and Adoption

Job Title	Surname	Initial	2013/14 F.T.E.
Childcare Social Worker	Athwall	J	1
Childcare Social Worker	Aynsley	S	0.69
Childcare Social Worker	Bailey	E	1
Childcare Social Worker	Barsby	C	0.8
Team Manager	Barwany	P	0.81
Childcare Social Worker	Bloxham	S	0.81
Childcare Social Worker	Bowes	J	1
Childcare Social Worker	Bramley	E	1
Senior Practitioner	Breward	L	1
Senior Practitioner	Bull	S	1
Enquiry Officer	Byron	F	1



Childcare Social Worker	Carlino	P	0.5
Childcare Social Worker	Crewe	M	0.81
Team Manager	Draycott	S	1
Senior Practitioner	Foster	S	1
Childcare Social Worker	Francis	L	1
Childcare Social Worker	Gandhorkia/Miller	K	1
Childcare Social Worker	Gumber	J	1
Childcare Social Worker	Hussein	N	0.59
Childcare Social Worker	Kaneria	A	1
Childcare Social Worker	Lindley	W	0.5
Childcare Social Worker	Loyal	N	1
Childcare Social Worker	Lupunga	B	0.5
Childcare Social Worker	Master	S	1
Childcare Social Worker	Mckeogh	J	1
Publicity Officer	Morley	P	0.81
Post Adoption Support Worker	Newby	G	1
Team Manager	Oreffo	G	1
Childcare Social Worker	Padovano	H	0.57
Childcare Social Worker	Panesar	M	0.59
Childcare Social Worker	Parker	J	1
Childcare Social Worker	Patel	A	1
Childcare Social Worker	Pearce/Thornton	S	1
Childcare Social Worker	Rajani	J	0.5
Team Manager	Rickwood	M	1
Team Manager	Selby	T	1
Childcare Social Worker	Shaikh	M	1
Childcare Social Worker	Tailor	B	1
Senior Practitioner	Thornton	J	1
Service Manager	Tingley	M	1
Childcare Social Worker	Tordoff	S	1
Post Adoption Support Worker	Tyrrell	V	1
Childcare Social Worker	Willis	A	1
Post	Numbers in Post		FTE including Vacancies
Service Manager	1		1
Team Manager	5		4.81
Childcare Social Worker	29		23.6
Senior Practitioner	4		4
Enquiry Officer	1		1
Publicity Officer	1		0.81
Post Adoption Support Worker	2		2
Totals	43		39.22



## Commissioning/LAC

Job Title	Surname	Initial	2013/14 F.T.E.
Childcare Social Worker	Comery	C	1
Practitioner -Mental Health	Cross	L	1
Service Manager	Evans	M	1
Childcare Social Worker	Kaur	B	0.81
Case Worker - Commissioning	Lodhia	G	1
Support Worker	Lorrelle	S	1
Service Manager	Nembhard Francis	J	1
Team Manager	Pitman	P	1
Practitioner -Mental Health	Pitman	A	1
Childcare Social Worker	Reynolds	S	1
Support Worker	Rodger	E	0.81
Childcare Social Worker	Tyrrell	A	1
Team Manager	Wells	K	1
Post	Numbers in Post		FTE including Vacancies
Service Manager	2		2
Team Manager	2		2
Childcare Social Worker	4		5
Case Worker - Commissioning	1		1
Practitioner -Mental Health	2		2
Support Worker	2		2
Totals	13		14

## Intensive Support Team

Job Title	Surname	Initial	2013/14 F.T.E.
Childcare Social Worker	Baxter	A	1
Childcare Social Worker	Charles	H	1
Childcare Support Worker	Draycott	L	1
IST worker – Mental Health	Godfrey	M	0.81
Childcare Social Worker	Jones	H	0.5
Childcare Social Worker	Marshall	D	1
Childcare Social Worker	Reddington	C	1
Childcare Support Worker	Tyler	J	0.5
Post	Numbers in Post		FTE including Vacancies
Team Manager	0		1.81
Childcare Social Worker	5		4.5



Childcare Support Worker	2		3
IST worker – Mental Health	1		0.81
Totals	8		10.12

## Residential Homes

Job Title	Surname	Initial	2013/14 F.T.E.
Child Care Practitioner	Ablett	J	1
Waking Nights Staff	Adenbenga	Oben	1
Team Manager	Aldridge	S	1
Child Care Practitioner	Arrowsmith/Winkless	L	0.81
Child Care Practitioner	Baggotts	S	0.65
Child Care Practitioner	Bainbridge	M	1
Team Manager	Bains	R	1
Senior Practitioner	Bakewell	P	1
Child Care Practitioner	Barker	S	0.43
Child Care Practitioner	Beck	M	0.43
Senior Practitioner	Bennett	D	1
Child Care Practitioner	Bennett/Collyer	J	1
Child Care Practitioner	Birch	P	1
Child Care Practitioner	Bird	C	1
Child Care Practitioner	Boateng	A	0.65
Child Care Practitioner	Bond	E	0.59
Team Support Worker	Boyce	S	0.86
Child Care Practitioner	Bradford	A	0.65
Child Care Practitioner	Brindley	J	1
Chef	Brown	A	0.81
Housekeeper	Brown	J	1
Child Care Practitioner	Bullock	I	1
Child Care Practitioner	Cadoux	A	0.86
Residential Property Officer	Cane	B	1
Child Care Practitioner	Chapman	P	1
Senior Practitioner	Chauhan	R	1
Child Care Practitioner	Choudhury/Ainsworth	A	0.86
Child Care Practitioner	Claricoates	S	1
Housekeeper	Clarke	A	0.68
Senior Practitioner	Cole	S	0.81
Child Care Practitioner	Collumbell	T	0.65
Child Care Practitioner	Cooper	C	0.65
Senior Practitioner	Croft	A	1
Senior Practitioner	Cross	J	1



Senior Practitioner	Cunningham	L	1
Team Manager	Curtis	K	1
Child Care Practitioner	Curtis	K	1
Waking Nights Staff	Darko	C	1
Child Care Practitioner	Davidson	G	1
Child Care Practitioner	Dhillon	I	1
Child Care Practitioner	Donovan	J	0.59
Child Care Practitioner	Earls	K	1
Child Care Practitioner	Fern	S	0.65
Child Care Practitioner	Ferrao	F	1
Housekeeper	Fisher	L	0.86
Child Care Practitioner	Fisher	J	1
Senior Practitioner	Freer	K	1
Chef	Galloway	L	1
Waking Nights Staff	Gamble	B	1
Child Care Practitioner	Gibson	D	0.86
Chef	Glaister-Heap	K	1
Child Care Practitioner	Groschl	S	1
Senior Practitioner	Haines	C	1
Waking Nights Staff	Hames	W	1
Team Manager	Hammond	S	1
Residential Property Officer	Handley	M	1
Child Care Practitioner	Harvey	E	1
Child Care Practitioner	Hawes	K	0.68
Senior Practitioner	Hawes	A	1
Chef	Hawwash	A	0.32
Child Care Practitioner	Heskey	E	1
Team Support Worker	Holyrod	J	0.86
Child Care Practitioner	Horne	E	1
Housekeeper	Horton	P	1
Child Care Practitioner	Hughes	C	1
Senior Practitioner	Hunt	D	1
Child Care Practitioner	Hussain	M	1
Child Care Practitioner	Jabbal	G	1
Child Care Practitioner	Jagiello	W	1
Senior Practitioner	James	F	1
Waking Nights Staff	Johl	F	1
Child Care Practitioner	Johnson	K	1
Senior Practitioner	Johnston	T	1
Child Care Practitioner	Jones	S	0.65
Team Manager	Jones	G	1
Child Care Practitioner	Kathrada	A	0.65
Child Care Practitioner	Kharoud	M	1



Child Care Practitioner	Lewis	A	1
Senior Practitioner	Long	M	0.86
Waking Nights Staff	Magidi	T	1
Child Care Practitioner	Majothi	T	1
Waking Nights Staff	Mann	J	1
Child Care Practitioner	Marie	K	0.86
Child Care Practitioner	Mcguinness	N	0.86
Child Care Practitioner	McKenna	J	1
Team Support Worker	Mitchelmore	C	0.86
Waking Nights Staff	Mmbaga	A	1
Senior Practitioner	Moule	K	1
Waking Nights Staff	Mutomba	T	1
Housekeeper	Muyangu	N	0.81
Child Care Practitioner	Ndamukong	R	1
Child Care Practitioner	Odedra	J	1
Team Support Worker	O'Donnell	S	0.86
Waking Nights Staff	Oxley	E	1
Waking Nights Staff	Passingham	S	0.65
Child Care Practitioner	Poonie	A	0.43
Housekeeper	Poultney	J	0.81
Team Support Worker	Price	A	0.86
Child Care Practitioner	Raja	U	1
Child Care Practitioner	Rana	V	1
Child Care Practitioner	Read	F	1
Child Care Practitioner	Sargeant	L	0.86
Child Care Practitioner	Shaikh	F	1
Child Care Practitioner	Shand	F	0.59
Child Care Practitioner	Shaw	S	1
Child Care Practitioner	Skevington	N	1
Senior Practitioner	Southall-Payne	M	0.65
Child Care Practitioner	Southall-Payne	I	1
Child Care Practitioner	Spare	N	0.86
Waking Nights Staff	Stanyard	A	0.92
Child Care Practitioner	Sterling	F	1
Child Care Practitioner	Taberner	R	1
Residential Property Officer	Tebbatt	S	1
Senior Practitioner	Thandi	S	1
Child Care Practitioner	Thandi	B	1
Senior Practitioner	Thompson	J	1
Child Care Practitioner	Thompson	D	0.86
Child Care Practitioner	Virtue	C	1
Child Care Practitioner	Walbrook	V	1
Child Care Practitioner	Woodrup	N	1



Child Care Practitioner	Yau	K	1
Child Care Practitioner	Yeates	E	1
Post	Numbers in Post		FTE including Vacancies
Team Manager	5		5.54
Senior Practitioner	18		19
Child Care Practitioner	69		62.67
Waking Nights Staff	12		12
Team Support Worker	5		4.31
Housekeeper	6		10.49
Chef	4		5.97
Residential Property Officer	3		3
Totals	122		122.98

## **ADMINISTRATION AND BUSINESS SUPPORT**

Job Title	Surname	Initial	2013/14 F.T.E.
Team Leader	Moncur	C	1.00
ABSO - Reception	Patel	A	0.38
ABSO - Reception	Newson	J	0.50
ABSO - Reception	Ali	F	0.57
ABSO - Business Support	Keating-Rogers	L	1.00
ABSO - Business Support	Loomes	I	1.00
ABSO - Business Support	Collier	E	0.50
ABSO - DAS	Bailey	J	1.00
ABSO - DAS	Ghodawala	A	1.00
ABSO - DAS	Rhodes	R	0.68
ABSO - EDT	Gohil	L	0.46
ABSO - EDT	Scott	M	0.61
Team Leader	Beusnard-Bee	B	1.00
ABSO - LAC	Rebelo	R	1.00
ABSO - LAC	Kaur	S	0.50
ABSO - LAC	Jones	K	0.50
ABSO - LAC	Taylor	H	1.00
ABSO - LAC	Nevins	J	1.00
ABSO - LAC	Clifton	L	0.81
ABSO - CPP Grey Friars	Shah	B	1.00
ABSO - CPP Grey Friars	Surve	G	1.00
ABSO - CPP Grey Friars	Lad	T	1.00
ABSO - CPP Grey Friars	Patel	H	1.00
ABSO - CPP Grey Friars	Brambhatt	R	1.00
Team Leader	Rossi	S	1.00



ABSO - CPP Beaumont Way	Patel	S	0.81
ABSO - CPP Beaumont Way	Langley	S	0.39
ABSO - CPP Beaumont Way	Shah	S	1.00
ABSO - CPP Beaumont Way	Rowbottom	T	1.00
ABSO - CPP Beaumont Way	Aujla	P	1.00
ABSO - CPP Beaumont Way	Nagar	J	0.41
ABSO - CPP Beaumont Way	Blankley	B	1.00
ABSO - HOS	Esmail	N	0.68
ABSO - HOS	Evans	S	1.00
ABSO - Hillview	Cheema	J	0.43
ABSO - Hillview	Nagar	J	0.59
ABSO - Hillview	Jadeja	D	0.81
ABSO - Hillview	Willson	D	0.61
<del>* ABSO - Hillview</del>	<del>Johnson</del>	<del>S</del>	0.50
ABSO - Fostering	Quintiliani	B	1.00
ABSO - Fostering	Chapman	L	0.61
ABSO - Fostering	Mendonca	C	1.00
ABSO - Fostering	Scott	M	1.00
ABSO - Fostering	Mohamed	R	1.00
ABSO - Fostering	Poon	W	1.00
ABSO - Fostering	Kayley	H	0.50
<del>* ABSO - Fostering</del>	<del>Wells</del>	<del>S</del>	0.50
ABSO - Fostering	Finlay	Z	0.50
Team Leader	Waterton	M	1.00
ABSO - Adoption	Glover	L	0.38
ABSO - Adoption	Smith	E	1.00
ABSO - Adoption	Field	J	1.00
ABSO - Adoption	Mehta	N	1.00
ABSO - Residential Homes (Barnes Heath)	Smith	D	1.00
ABSO - Residential Homes (Wigston Lane)	Jones	J	1.00
ABSO - Residential Homes (Netherhall Rd)	Modhvadia	M	1.00
ABSO - Residential Homes (Dunblane Av)	Godfrey	J	1.00
ABSO - CFST	Monaghan	M	0.41
ABSO - CFST	Perez-Estevez	R	0.61
ABSO - CFST	Hissett	S	0.39
Team Leader	Johnson	B	1.00
ABSO - Contact Service	Kapoor	M	1.00
ABSO - Contact Service	Atherton	D	0.81
ABSO - Contact Service	Sattar/Adeel	S	0.41
ABSO & Business Support Team Leader	Dennis	C	1.00
ABSO - Safeguarding Unit	Dance	S	1.00
ABSO - Safeguarding Unit	Jones	S	1.00



ABSO - Safeguarding Unit	Mason	J	0.61
ABSO - Safeguarding Unit	Miles	A	1.00
ABSO - Safeguarding Unit	Mullaji	S	1.00
<del>* ABSO - Safeguarding Unit</del>	<del>Tejpal</del>	<del>B</del>	1.00
ABSO - Safeguarding Unit	Woolley	L	1.00
ABSO - Safeguarding Unit	Kelly	P	0.61
ABSO - Safeguarding Unit	Wakelin	J	0.61
ABSO - Safeguarding Unit	Purewal	A	1.00
ABSO - Safeguarding Unit	Mistry	S	1.00
ABSO - Safeguarding Unit	Leactaly	N	1.00
ABSO & Business Support Team Leader	Bathia	P	1.00
ABSO - Safeguarding Unit	Hurst	A	1.00
ABSO - Safeguarding Unit	Cosgrove	S	1.00
ABSO - Safeguarding Unit	Elliott	S	1.00
ABSO - Safeguarding Unit	Senescall	J	1.00
ABSO - Safeguarding Unit	Yusuf	A	1.00
ABSO - Safeguarding Unit	Rashid	F	0.66
ABSO - Safeguarding Unit	Tailor	U	0.54
ABSO - Safeguarding Unit	Choudhury	N	0.42
ABSO - Safeguarding Unit	Hicklin	L	0.71
ABSO - LSCB	Moorhouse	A	1.00
Post	Numbers in Post		FTE including Vacancies
Team Leader	7		7
ABSO Band B	7		7.16
ABSO Band C	24		20.82
ABSO Band D	50		41.53
Totals	88		76.51

\*Indicates person is no longer employed within Children's social care & safeguarding as at 18<sup>th</sup> December 2013



## **A.2 Organisation Structures**

Existing

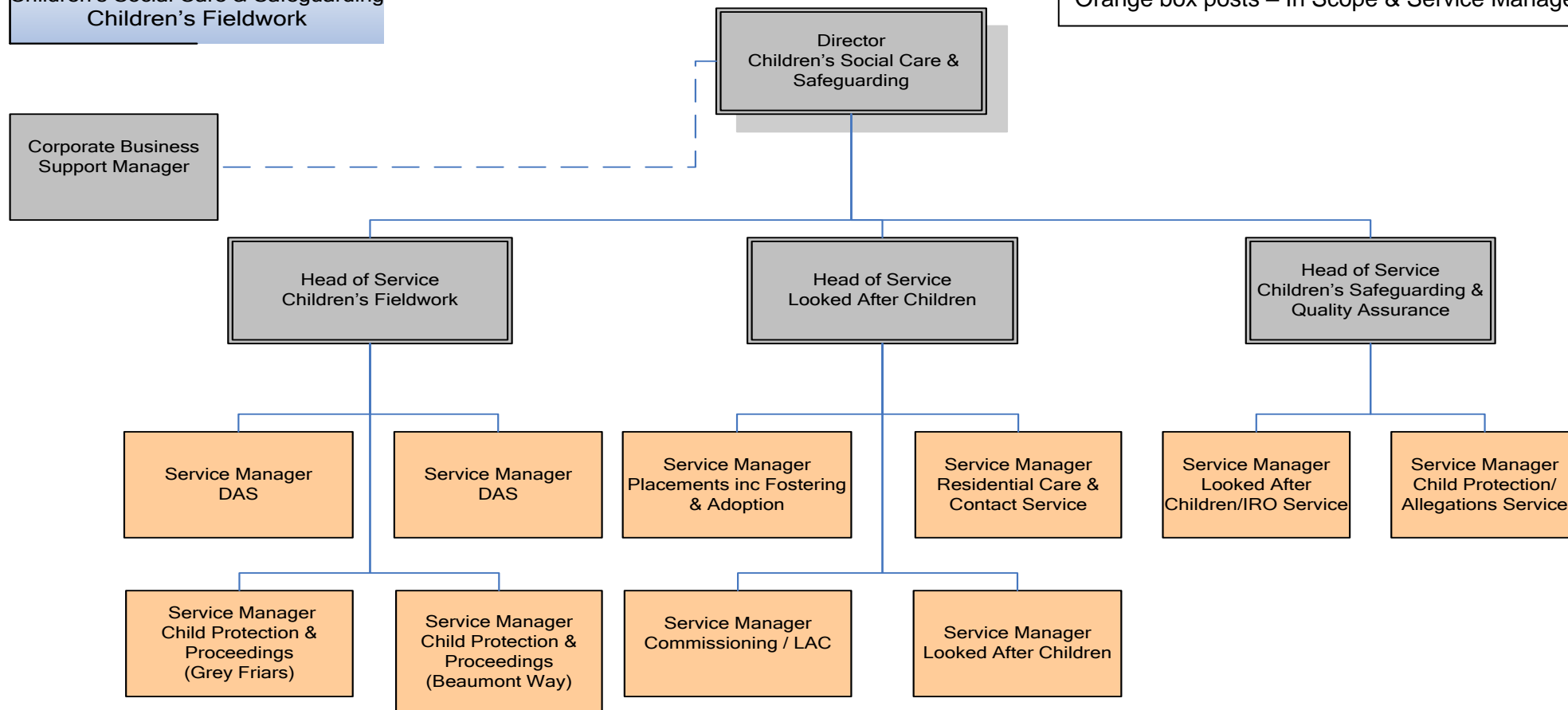
Current Organisation Structure charts of staff in scope

Note: Grey boxes throughout the structure charts indicate that the staff are NOT in scope



Children's Social Care & Safeguarding  
Children's Fieldwork

Key:  
Grey box posts – Not in Scope  
Orange box posts – In Scope & Service Manager level

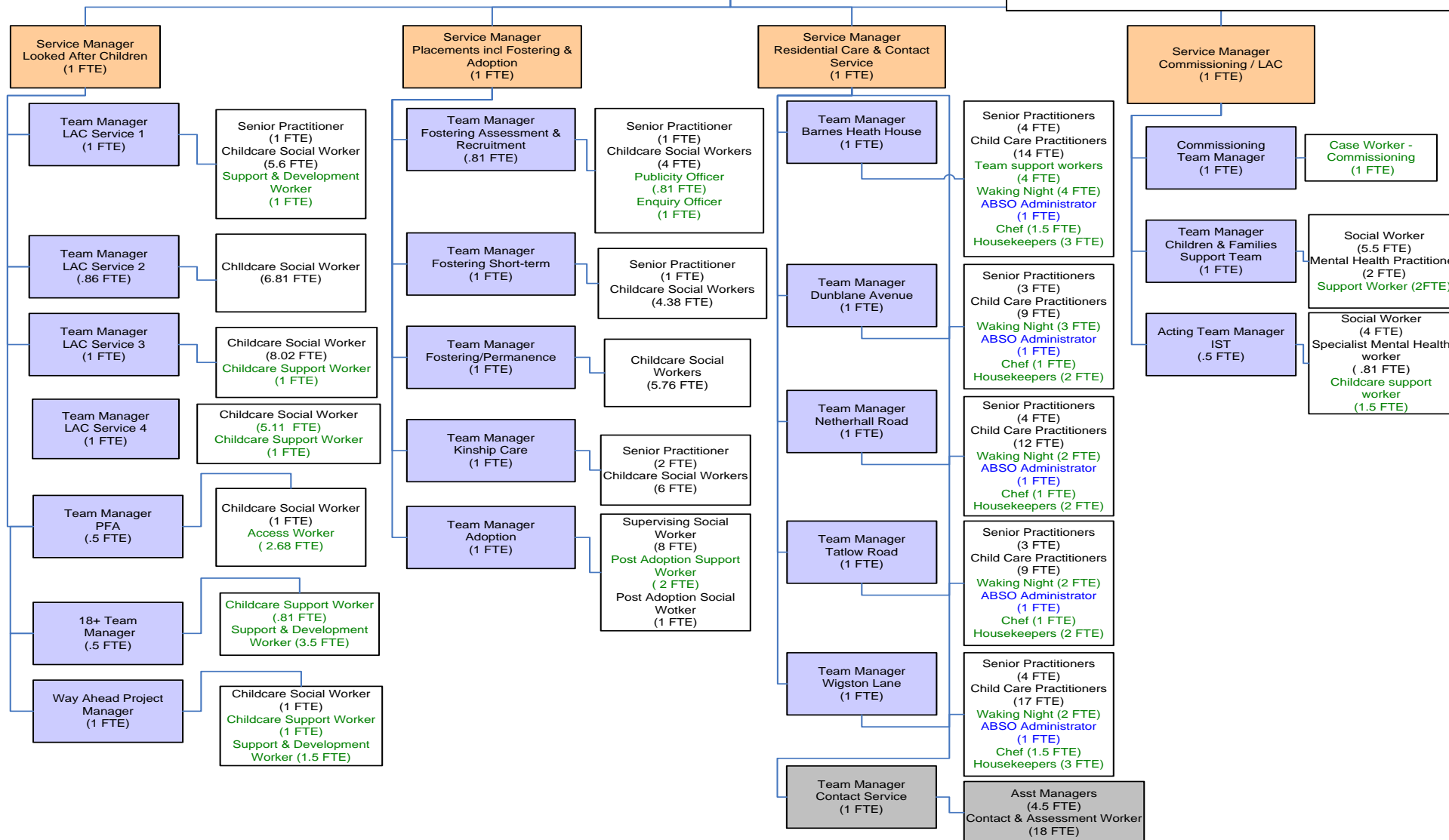




# Children's Social Care & Safeguarding Looked After Children

Head of Service  
Looked After Children

Key:  
Grey box posts – Not in Scope  
Orange box posts – In Scope & Service Manager level  
Blue Box posts – In Scope & Team Manager level  
Green Text – Unqualified workers  
Blue Text – Residential Homes Admin

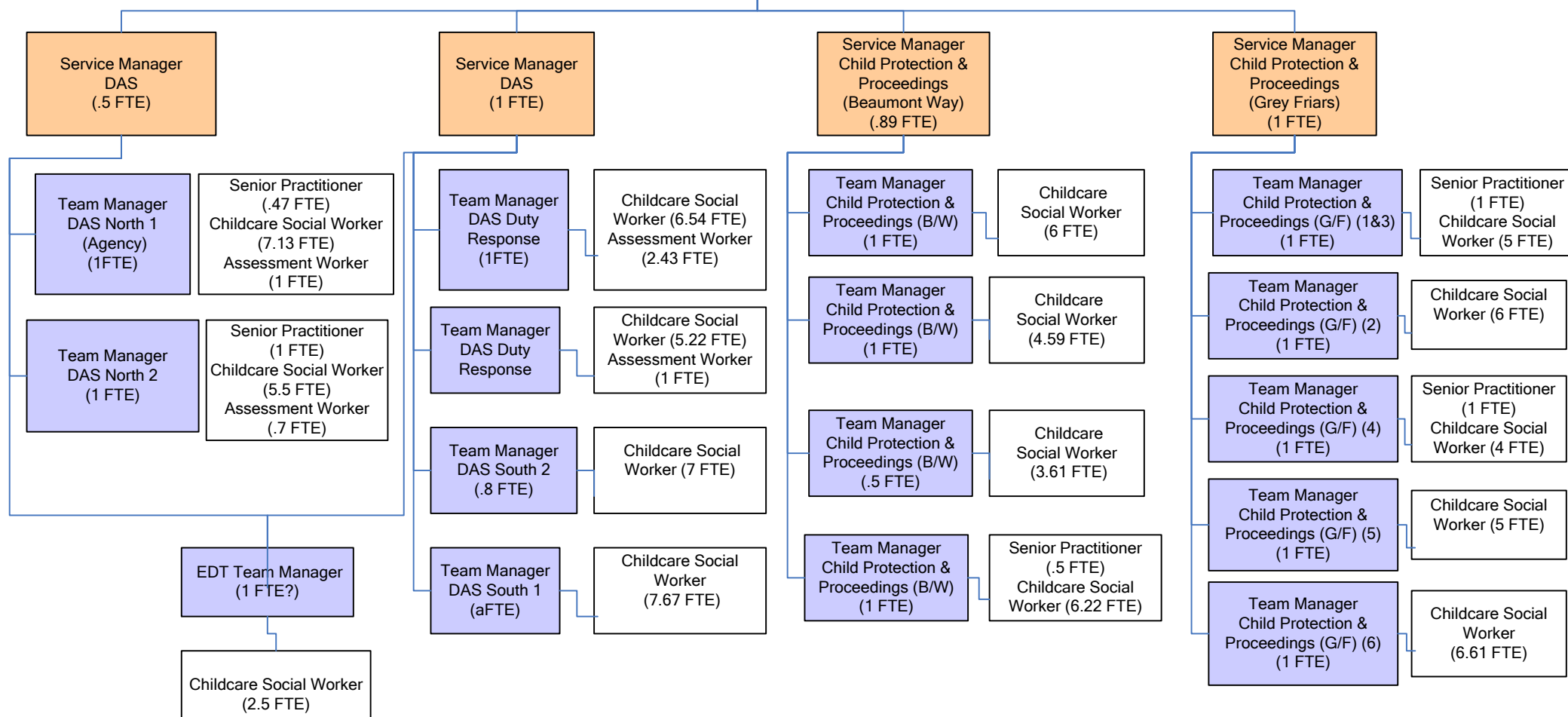




Children's Social Care & Safeguarding  
Children's Fieldwork

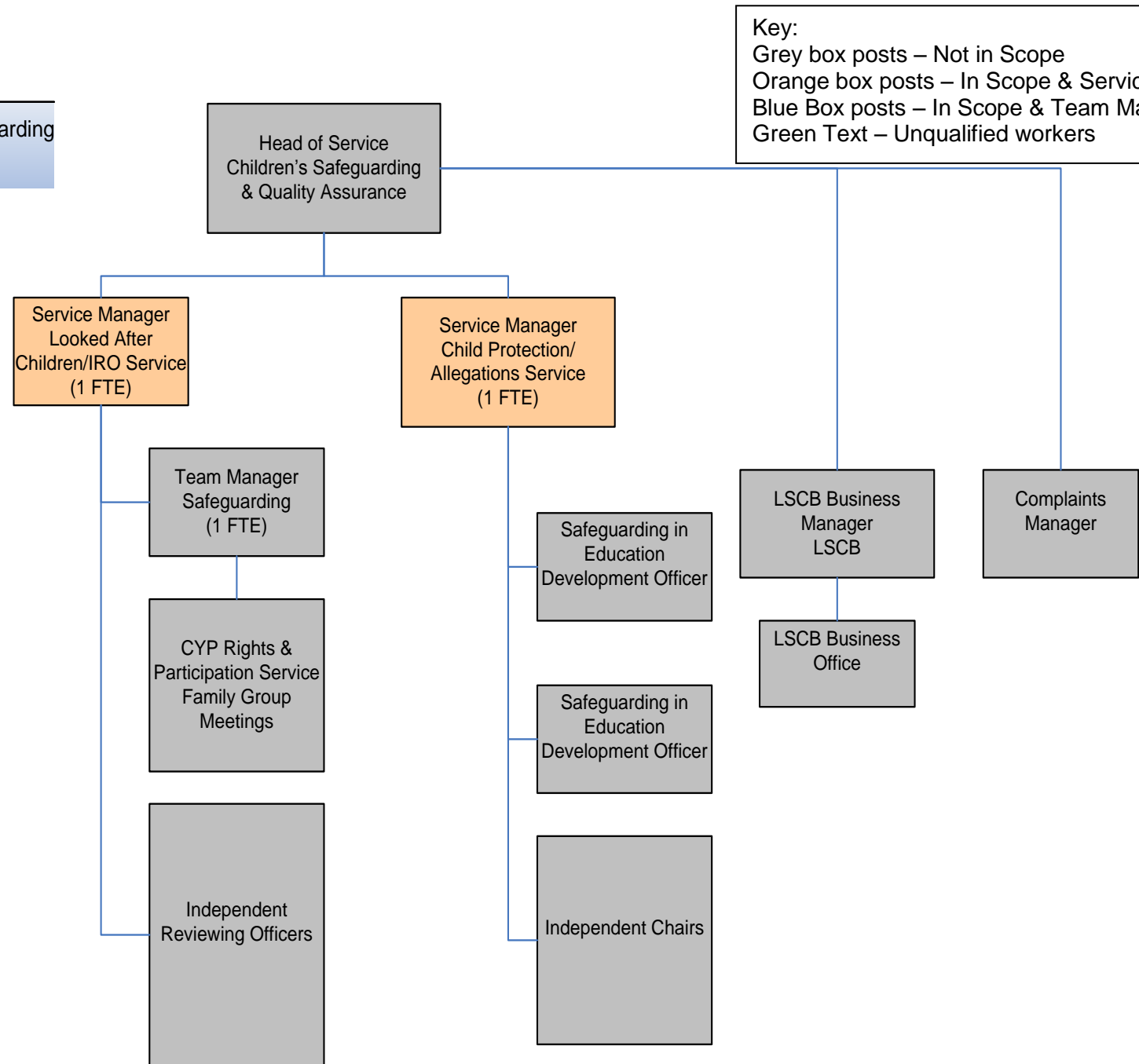
Head of Service  
Children's Fieldwork

Key:  
Grey box posts – Not in Scope  
Orange box posts – In Scope & Service Manager level  
Blue Box posts – In Scope & Team Manager level  
Green Text – Unqualified workers



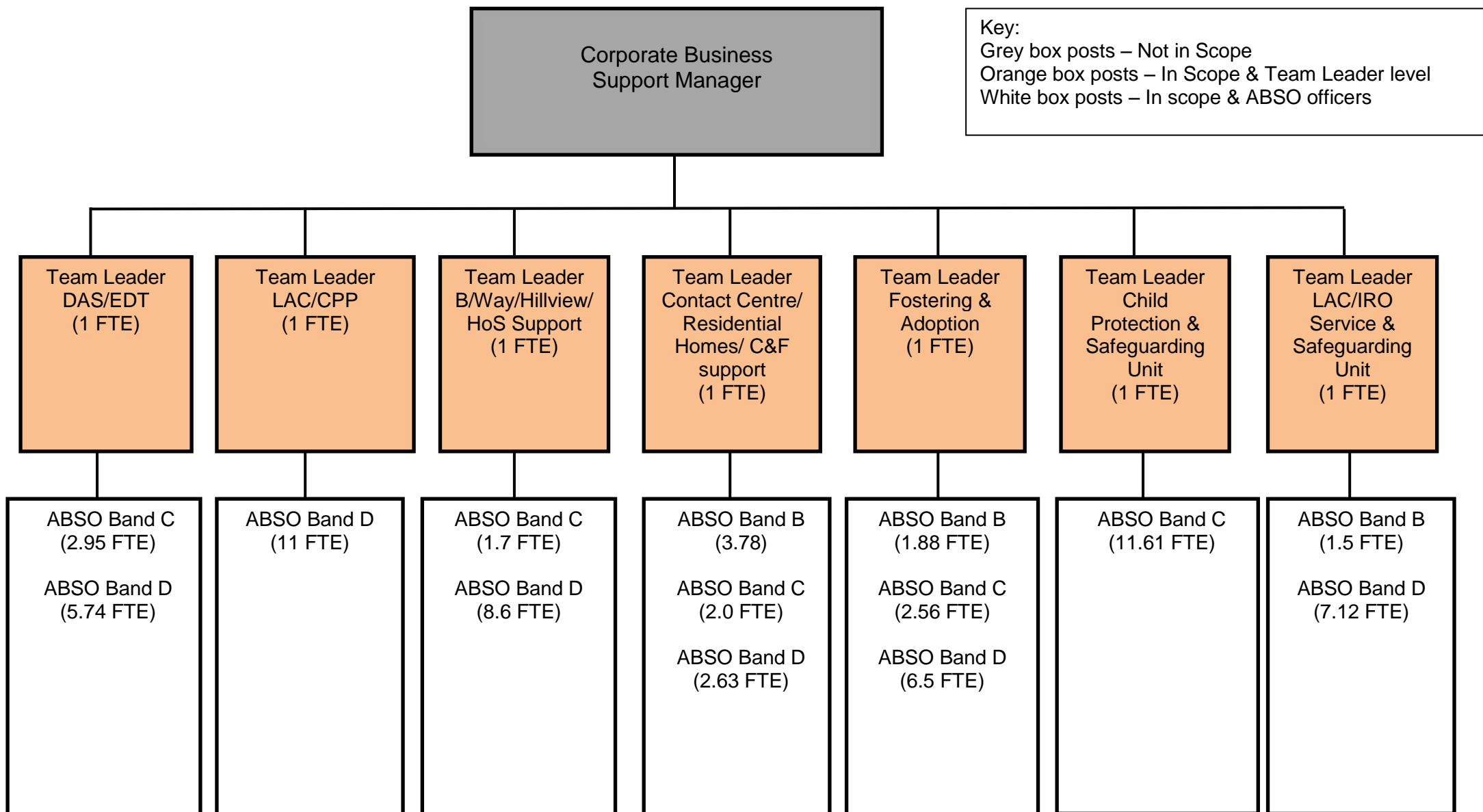


Children's Social Care & Safeguarding  
Children's Safeguarding





## Admin & Business Support – Children’s Social Care and Safeguarding



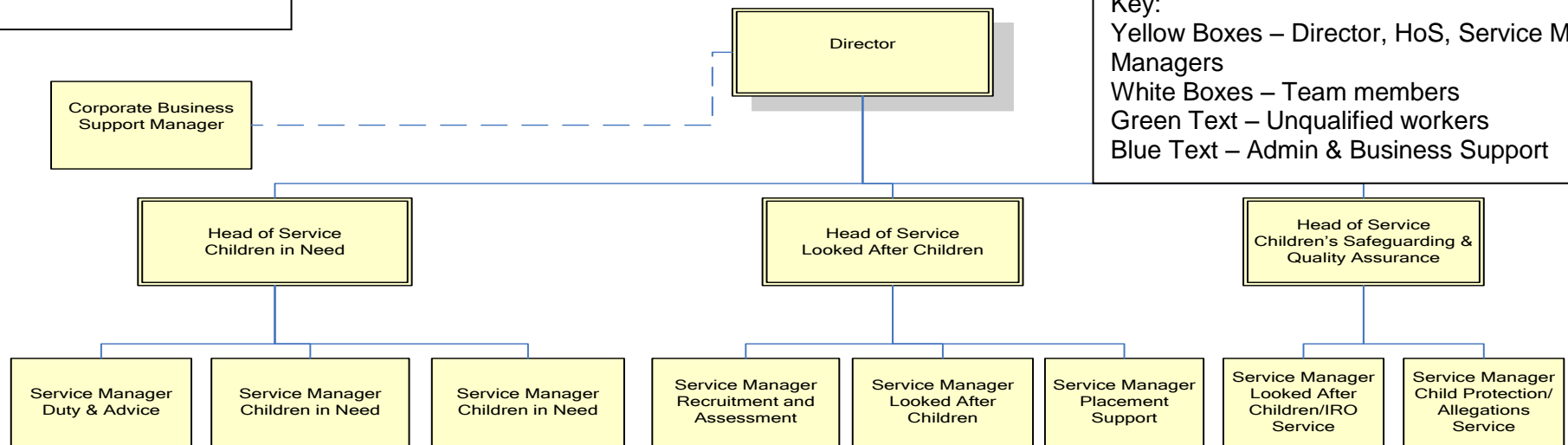


### **A.3 Organisation Structures**

Final Structures



## New Structure





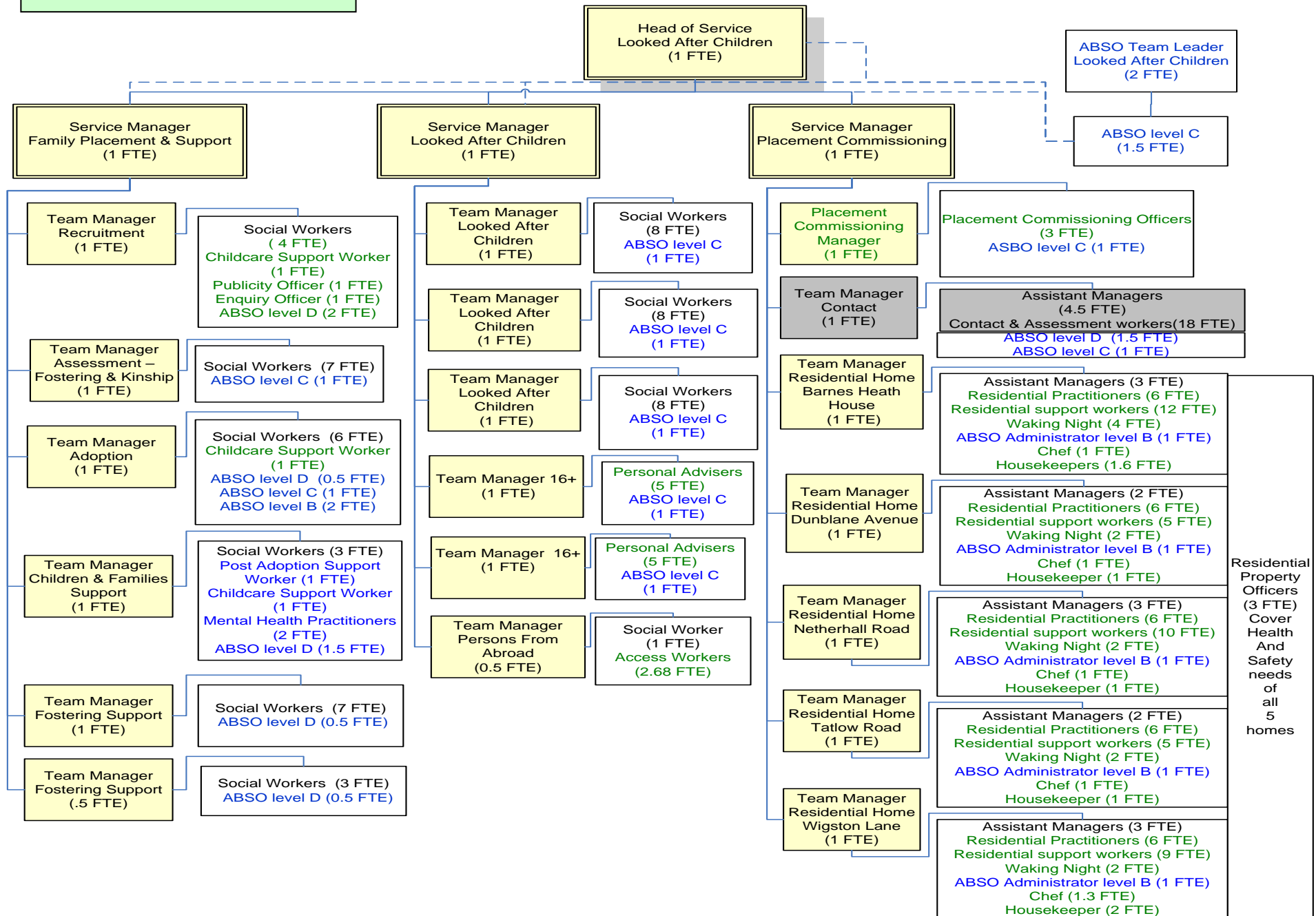
New Structure 17/01/2014



Key:  
Yellow Boxes – HoS, Service Managers and Managers  
White Boxes – Team members  
Green Text – Unqualified workers  
Blue Text – Admin & Business Support



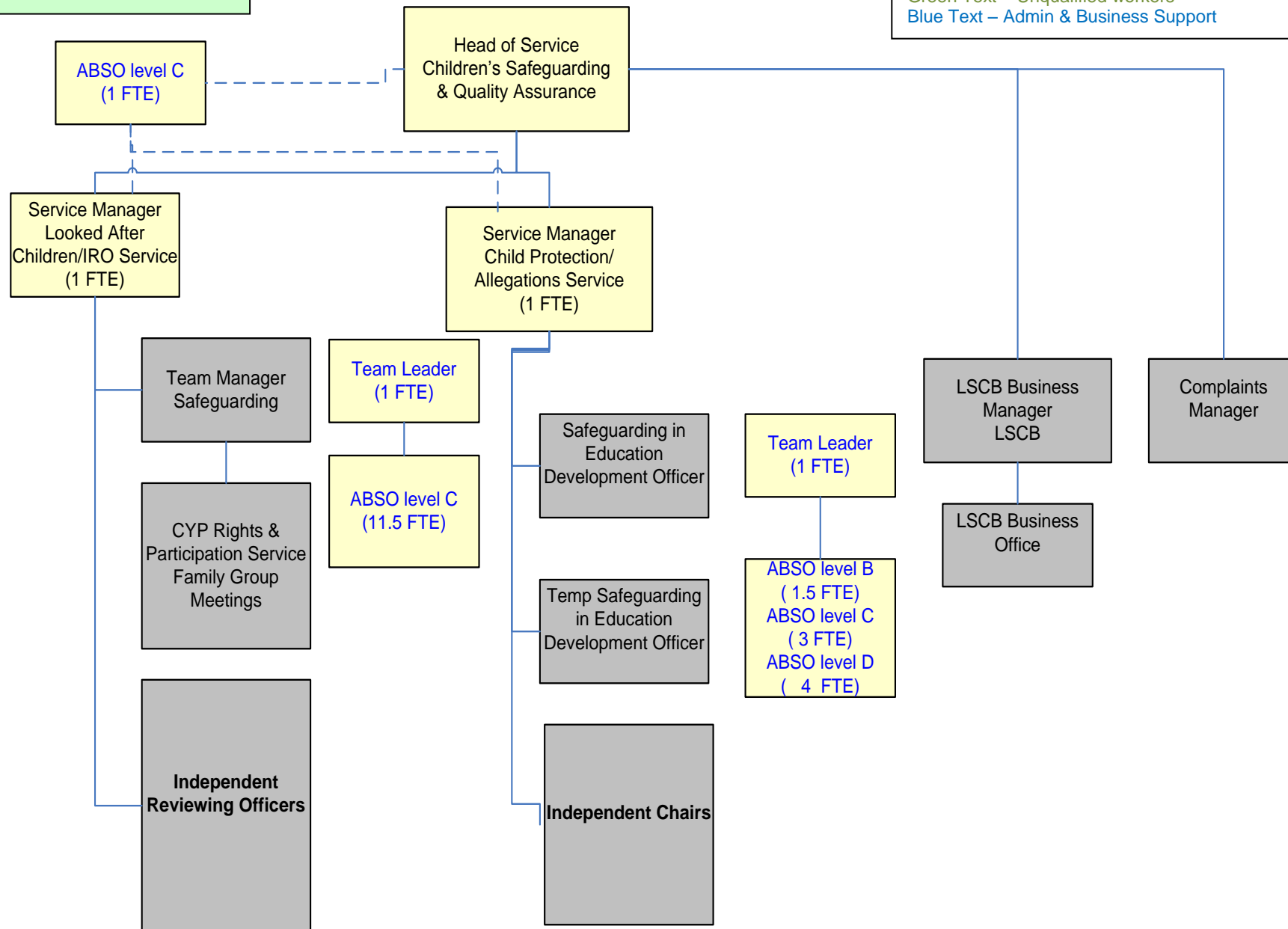
# New Structure 17/01/2014





# New Structure 17/01/2014

Key:  
 Yellow Boxes – Director, HoS, Service Managers and Managers  
 White Boxes – Team members  
 Green Text – Unqualified workers  
 Blue Text – Admin & Business Support

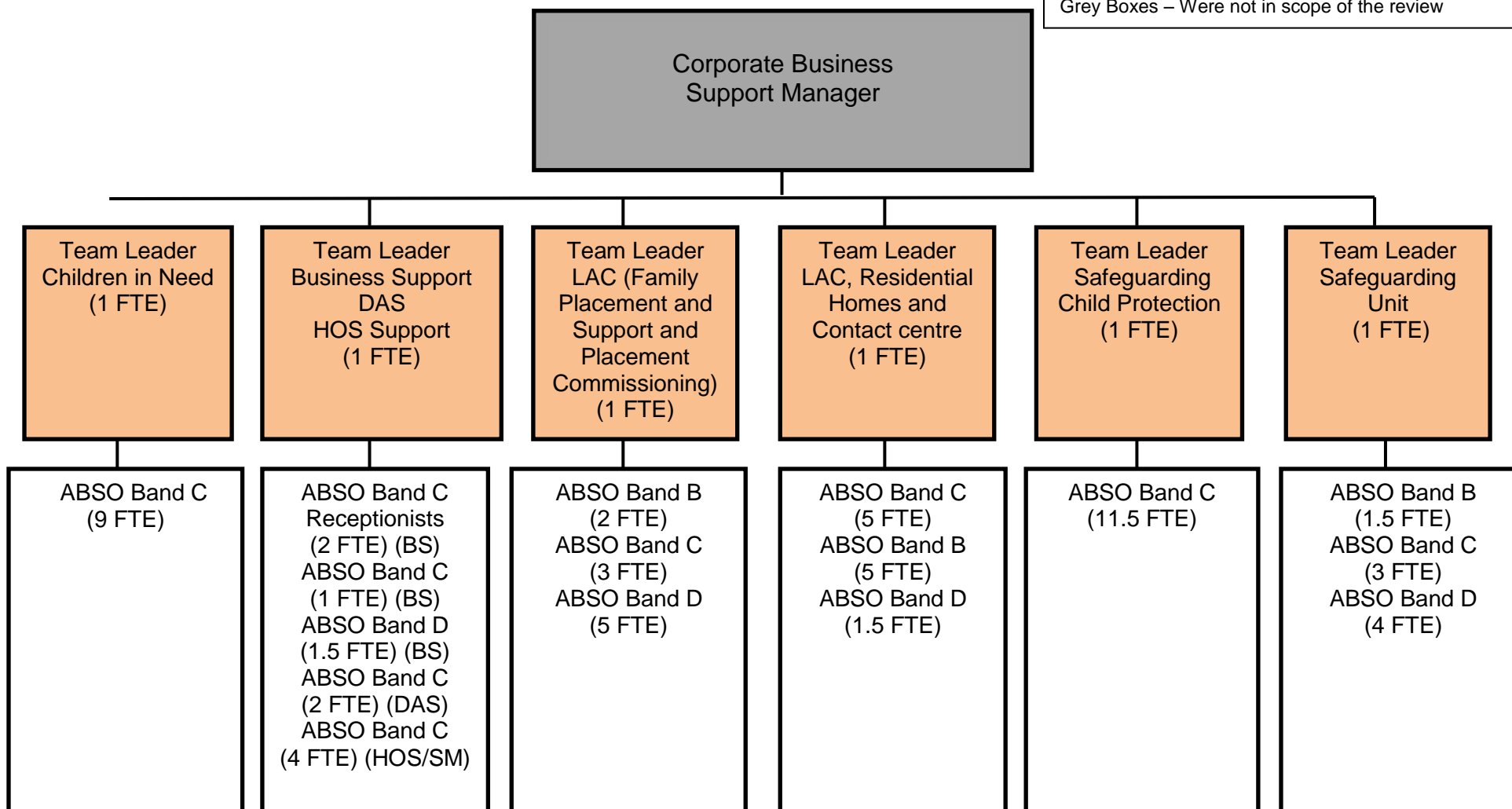




New Structure 17/01/2014

## Admin & Business Support

Key:  
 Orange Boxes – Team Leaders  
 White Boxes – Team members  
 Grey Boxes – Were not in scope of the review



Notes: Posts not shown on the structure

3 Band C posts to support Family Support Services to be allocated to a Team Leader

1 Band C – Directors Support to be managed by the Executive Assistant Team Leader Post. 0.5 B and D – To transfer with the Disabled Children's Team.



## A.4 Job descriptions

Current

<b>Job Titles:</b>	<b>Post Number</b>	<b>Page</b>
<b>Access Worker</b>	SB047	68
<b>Admin &amp; Business Support Career grade matrix</b>		70-74
<b>Admin &amp; Business Support Officer</b>	R7044D to B	75
<b>Admin &amp; Business Support Receptionist</b>	R7052	77
<b>Admin &amp; Business Support Team Leader</b>	R7043	80
<b>Adoption Support Worker (Post Adoption)</b>	SC550	83
<b>Assessment Worker (FSDA)</b>	SC101	86
<b>Case Worker - Commissioning</b>	SC045	89
<b>Chef</b>	SC032	91
<b>Child Care Practitioner</b>	SC088A to E	95
<b>Childcare Social Worker</b>	SB026A to C	98
<b>Childcare Support Worker</b>	SC158	101
<b>Enquiry Officer</b>	SC073	103
<b>Housekeeper</b>	SC043	105
<b>IS Team worker -FSS</b>	SC189	109
<b>IST worker – Mental Health</b>	SC110	112
<b>Practitioner -Mental Health</b>	SC049	116
<b>Publicity Officer</b>	SC069	121
<b>Residential Property Officer</b>	E6500	124
<b>Senior Practitioner</b>	SC087	126
<b>Service Manager</b>	SC022	129
<b>Support &amp; Development Officer</b>	SC036	133
<b>Support &amp; Development Worker</b>	SC041	136
<b>Support Worker</b>	SC046	139
<b>Team Manager</b>	SC611/154	143
<b>Team Manager (Family Support)</b>	SC173	145
<b>Team Manager (Residential)</b>	SC095	150
<b>Team Manager (CFST)</b>	SC051/SC048	152
<b>Team Manager – Placement Support Team</b>	SC051/SC048	152
<b>Team Manager (Adoption)</b>	SC056	155
<b>Team Manager (Fostering)</b>	SC068	158
<b>Team Manager (Commissioning)</b>	SC061	162
<b>Team Support Worker</b>	SC157	165
<b>Waking Nights Staff</b>	SC063	168



# Jobs and Careers



## *Job Description*

<b>JOB TITLE:</b> Access Worker	<b>Post Number:</b> SB032
	<b>Date:</b> 27 <sup>th</sup> July 2006
<b>Department:</b> Children and Families	<b>Division / Branch:</b> Persons from Abroad
<b>Section:</b> Leaving Care and Services	<b>Responsible to (Title &amp; Post Number):</b> Team Manager PFA / UASC Team
<b>Overall Purpose of this Post:</b>  To contribute to a quality social work service for People From abroad in accordance with the policies and objectives of the Department	
<b>Major Objectives:</b> In addition to the job-specific objectives itemised below all employees are required to implement and promote the Council's policies and procedures relating to all areas of employment and service delivery.  <ol style="list-style-type: none"><li>1. To assess the needs of service users for the Department's Services and to make the necessary arrangements for the services to be provided where appropriate and possible.</li><li>2. To pursue actively equality of opportunity in service provision and delivery.</li><li>3. To be pro-active in implementing Leicester City Council's policies on environmental issues.</li></ol>	



**Summary of job tasks:** The tasks listed are, generally, only those taking at least 10% of the jobholder's time.

1. To carry a caseload of both adult and Children and families cases within the PFA team as required.
2. To complete assessments of need for persons from abroad, including asylum seekers, refugees and those not habitually residents in the UK.
3. To arrange and co-ordinate services to support families in need and those newly arrived in the UK, including provision of basic welfare rights advice, advice and guidance re family and relationship issues, etc.
4. To liaise with other agencies and local authority departments in particular agencies dealing with people from abroad: Home Office, Refugee Action, Solicitors.
5. To ensure service provision is appropriate and sensitive to the cultural needs of families
6. To monitor and review service provision
7. To keep written and electronic records on work undertaken and maintain casefiles as required
8. To participate in supervision sessions
9. To attend and contribute to team meetings and training events
10. To participate in the Team Duty cover rota
11. To remain up-to-date with changes in policy and legislation and act as a source of specialist advice to colleagues within the Department
12. To carry out access to records requests

Is this post classified as 'politically restricted', as in the Local Government and Housing Act 1989, either:

a) because of its salary level? No

**OR**

b) because the postholder is required regularly to advise the Council and its Committees, or communicates with the media on behalf of the Council? No

	<b>Job Requirements:</b> Essential (E) or Desirable (D)	<b>E/D</b>
<b>A. Training &amp; Education</b>	♦ One years relevant employment experience involving providing services directly to the public, including children and families.	♦ E
<b>B. Experience</b>	♦ An understanding of the issues faced by Person from Abroad ♦ A keen interest in immigration issues	♦ E ♦ E
<b>C. Equal Opportunity</b>	♦	♦
<b>D. Other Skills</b>	♦ Ability to undertake and work according to legislative and procedural requirements ♦ Ability to make accurate assessments of need	♦ E ♦ E
<b>E. Other Conditions</b> Including any hazardous or environmentally adverse conditions	♦	♦ ...



## Administration Career Progression Scheme - May 2011

**This is a cumulative career grade. Criteria are indicative, not exhaustive, and will be reviewed periodically.**

**Career progression to the next grade is subject to assessment against competencies for that level and agreement by a senior manager. It is also dependant on the availability of work and /or roles at the appropriate level which is dependant on the overall budget.**

Administration and Business Support Officer Level D	Administration and Business Support Officer Level C	Administration and Business Support Officer Level B	Administration and Business Support Officer Level A
Overview of expectations at each level of the career grade			
<p>Typical level D requirements:</p> <p>Typically someone with experience in basic administrative tasks.</p> <p>The person would follow instruction and provide assistance to more skilled staff, working as part of a team. The person would demonstrate basic literacy, numeracy and communication skills.</p>	<p>As level D plus typically:</p> <p>Typically someone with experience in the role and who has demonstrated skills and abilities which enable them to work on their own but still requires some direction by others.</p> <p>The person would be able to produce an acceptable standard of productivity on routine administrative activities. The person would demonstrate a good level of literacy, numeracy and communication skills.</p>	<p>As level C plus typically:</p> <p>Typically someone with comprehensive experience in admin who has demonstrated skills, knowledge and abilities to perform more complex admin tasks with little direction. The person would demonstrate the ability to direct or co-ordinate the tasks of admin staff at the lower levels of the career matrix, where directed.</p> <p>The person would demonstrate very good all round literacy, numeracy and communication skills, and be able to work to a high standard on complex administrative activities.</p>	<p>As level B plus typically:</p> <p>Typically someone who has demonstrated an ability to routinely supervise tasks of admin staff at the lower levels of the career matrix and direct team members' activities to achieve team objectives. This person is not required to line-manage staff.</p> <p>The person would demonstrate an ability to ensure others understand what is expected and to regularly allocate and quality assure work of admin staff at the lower levels of the career matrix.</p>
General			
<p>Typical level D requirements:</p> <ul style="list-style-type: none"> <li>Undertakes basic administrative duties including dealing with incoming/outgoing communications such as post and emails; copying, printing and collating documents; filing and archiving of electronic data or hard copy files, supporting with the upkeep of the office, e.g. ensuring the space is welcoming, organised and well maintained and that faults are reported.</li> <li>Assists in the organisation and administration of meetings including booking rooms.</li> <li>Takes basic notes and logs and tracks actions of routine, low risk, meetings, e.g. team meetings. Types up pre-written (e.g. hand written) minutes and/ or tracks actions only of meetings which include sensitive or confidential information, as required and</li> </ul>	<p>As level D plus typically:</p> <ul style="list-style-type: none"> <li>Takes and types up minutes and tracks meeting actions of general meetings, e.g. wider service/ divisional team meetings.</li> <li>Takes and types up minutes and tracks meeting actions of complex meetings, including those which are highly sensitive or confidential e.g. meetings with vulnerable customers/ service users, child protection conferences, under direction of more senior staff.</li> <li>Under direction, ensures discarded documentation is dealt with.</li> <li>Only where relevant, e.g. in smaller, out of city centre locations, deals with premises matters such as car parking and basic staff security issues, as directed.</li> <li>The person would have a good understanding of the relevant corporate and service level policies and procedures and be able to take</li> </ul>	<p>As level C plus typically:</p> <ul style="list-style-type: none"> <li>When required, assists with the support and monitoring of tasks of staff at the lower levels of the career matrix, where directed.</li> <li>Assists in the implementation of significant new processes or procedures under the guidance of managers, to improve ways of working within service areas.</li> <li>Assists managers within the service in the development of complex service/ divisional reports to required timescales.</li> <li>Administers processes for emergency planning, evacuation and accommodation issues, as required.</li> <li>Reports and monitors the rectification of more faults such as equipment failures.</li> <li>Ensures discarded documentation including confidential documentation is dealt with.</li> <li>Only where relevant, e.g. in smaller, out of city</li> </ul>	<p>As level B plus typically:</p> <ul style="list-style-type: none"> <li>Routinely assists with the induction, support, training and monitoring of Admin staff at the lower level of the career matrix as directed, prioritising and allocating work as appropriate, and monitoring and quality checking output. (Please note, this post is not required to line manage staff).</li> <li>Leads on the implementation of significant new processes or procedures under the guidance of managers, to improve ways of working within service areas.</li> <li>Updates service-level procedures to reflect new policy and best practice.</li> <li>This person would have a sound knowledge of the relevant corporate policies and procedures surrounding staff supervision, and be able to support other admin staff at the lower levels of the career matrix.</li> </ul>



<ul style="list-style-type: none"> <li>under direction of more senior staff.</li> <li>The person would know about and follow corporate and service level policies and procedures.</li> </ul>	<p>responsibility for their actions.</p>	<p>centre locations, deals with premises matters such as car parking and basic staff security issues.</p> <ul style="list-style-type: none"> <li>The person would have developed a comprehensive knowledge and understanding of the relevant corporate and service level policies and procedures.</li> </ul>	
<b>IT</b>			
<p>Typical level D requirements:</p> <ul style="list-style-type: none"> <li>Assists in the production, formatting and layout of basic, non-complex documentation such as letters and simple spreadsheets, as directed. For example, ensures text of a template letter is placed appropriately and looks professional.</li> <li>Supports with basic IT admin tasks, e.g. accurate data entry/ input, or supporting with the maintenance of databases or inventory systems.</li> </ul>	<p>As level D plus typically:</p> <ul style="list-style-type: none"> <li>Produces and formats general letters, reports, spreadsheets, presentations and other documentation, as directed.</li> <li>Maintains inventory and business support systems, service tracking and monitoring databases (to corporate standards).</li> </ul>	<p>As level C plus typically:</p> <ul style="list-style-type: none"> <li>Produces and formats non-standard or more complex reports, presentations, spreadsheets and other documentation, including Mail Merge documents.</li> <li>Uses non-standard IT software regularly, e.g. MS project.</li> <li>When required, supports other staff with IT-based tasks and queries.</li> </ul>	<p>As level B plus typically:</p> <ul style="list-style-type: none"> <li>Routinely supports staff, including admin staff at the lower levels of the career matrix with IT-related admin tasks and queries.</li> </ul>
<b>Finance</b>			
<p>Typical level D requirements:</p> <ul style="list-style-type: none"> <li>Assists in basic processing of financial documentation such as raising invoice requisitions, purchase orders and cheque requests, under guidance of more senior Admin staff and managers.</li> </ul>	<p>As level D plus typically:</p> <ul style="list-style-type: none"> <li>Under direction, processes financial documentation e.g. ordering equipment supplies, placing purchase orders and updating budget monitoring sheets.</li> <li>Assists in compiling and formatting numerical and financial information for reports and statistical analysis, as directed.</li> </ul>	<p>As level C plus typically:</p> <ul style="list-style-type: none"> <li>When required, supports cost centre managers and admin staff at lower levels of the career matrix with finance-related admin tasks and queries, as directed.</li> <li>Processes financial documentation e.g. ordering equipment supplies, placing purchase orders and updating budget monitoring sheets.</li> <li>Where required, monitors (not manages) accounts and cost centres, using the Council's financial monitoring system, and reviews, investigates and reports discrepancies to manager/s and recommends corrective action as needed.</li> <li>Compiles, reviews, analyses and interprets statistical and financial information, as directed to report relevant findings for service, divisional and corporate purposes.</li> <li>Updates and maintains systems for e.g. imprest/ petty cash.</li> </ul>	<p>As level B plus typically:</p> <ul style="list-style-type: none"> <li>Routinely supports cost centre managers and admin staff at lower levels of the career matrix with finance-related admin tasks and queries.</li> </ul>
<b>Communication material</b>			
<p>Typical level D requirements:</p> <ul style="list-style-type: none"> <li>Assists, where directed, in the circulation of communication material, including updates</li> </ul>	<p>As level D plus typically:</p> <ul style="list-style-type: none"> <li>Produces and circulates basic communication material such as updates or notices, under</li> </ul>	<p>As level C plus typically:</p> <ul style="list-style-type: none"> <li>Updates e-communication such as intranet and internet sites.</li> </ul>	<p>As level B plus typically:</p> <ul style="list-style-type: none"> <li>Routinely supports staff, including admin staff at the lower levels of the career matrix</li> </ul>



and notices, publicity and learning materials.	<p>direction.</p> <ul style="list-style-type: none"> <li>Where required, updates e-communication channels such as intranet and internet sites, under direction.</li> </ul>	<ul style="list-style-type: none"> <li>When required, supports staff, including admin staff at the lower levels of the career matrix on producing basic communication materials and updating e-communication channels.</li> </ul>	on producing basic communication materials and updating e-communication channels.
<b>Customer care</b>			
<p>Typical level D requirements:</p> <ul style="list-style-type: none"> <li>Deals with basic customer enquiries e.g. requests around amenities and services provided.</li> <li>With supervision, appropriately handles/ passes on a challenging, abusive or complaint phone call without escalating the situation or compromising the Council's position.</li> </ul>	<p>As level D plus typically:</p> <ul style="list-style-type: none"> <li>Where applicable, provides reception cover, and appropriately deals with customers, including with general enquiries and, under guidance of more senior staff, sensitive/ confidential information.</li> <li>Appropriately decides how to/ whether to process or pass on a challenging, abusive or complaint phone call without escalating the situation or compromising the Council's position.</li> <li>Tailors language or approach to respond to customer's needs.</li> </ul>	<p>As level C plus typically:</p> <p>When required, deals with more complex or more sensitive enquiries/ problems and gives straightforward advice on standard documents, policies and procedures.</p>	<p>As level B plus typically:</p> <p>Routinely leads on and/or supports admin staff at the lower levels of the career matrix on more complex customer enquiries.</p>
<b>Skills, Knowledge &amp; Experience</b>			
<p>Typical level D requirements:</p> <ul style="list-style-type: none"> <li>Ability to work as part of a team and adopt a flexible approach.</li> <li>Ability to understand and work to corporate and service level systems and standards, e.g. Data Protection Act (DPA).</li> <li>Ability to understand and work to service area's specific policies and procedures.</li> <li>Basic IT skills e.g. ability to enter data into an Excel spreadsheet, undertake simple formatting in MS Word and use the Council's email system.</li> <li>Ability to work to deadlines.</li> </ul>	<p>As level D plus typically:</p> <ul style="list-style-type: none"> <li>A good understanding of corporate and service-specific policies and procedures relating to employment and service delivery e.g. competency framework, DPA, code of conduct and EMAS.</li> <li>Substantial experience (i.e. more than one year) of working in an office environment and of using a PC with Microsoft Office.</li> <li>Sound competency with Microsoft Office, e.g. ability to maintain spreadsheets and databases and produce general documentation.</li> <li>Good knowledge of internet sites and insite pages relevant to the service.</li> <li>Ability to handle cash.</li> <li>Experience of dealing with customers at a basic level.</li> </ul>	<p>As level C plus typically:</p> <ul style="list-style-type: none"> <li>Comprehensive knowledge of corporate and service level policies, procedures relating to areas of employment and service delivery.</li> <li>Knowledge or/ training in the Council's financial monitoring system sufficient to monitor budgetary spend, under direction.</li> <li>Ability to monitor budgetary spend, with direction.</li> <li>Demonstrates a good level of analytical skill.</li> <li>Ability to produce and format reports, presentations, spreadsheets and other documentation, including Mail Merge documents.</li> <li>Ability to adapt easily to new systems or non-standard IT software, e.g. MS project.</li> <li>Ability to set up new systems and support other staff to implement new processes, tools, systems.</li> <li>Ability and appropriate knowledge &amp; training to create effective communications including insite/ website pages.</li> <li>Ability to deal with more complex or more sensitive enquiries/ problems.</li> </ul>	<p>As level B plus typically:</p> <ul style="list-style-type: none"> <li>Exercises initiative and judgement to determine solutions to the majority of admin problems.</li> <li>Very good literacy and numeracy skills, sufficient for the job tasks, demonstrated by the production of accurate and complex documentation.</li> <li>Ability to monitor (not manage) budgets.</li> <li>Experience of inducting and providing on the job training and basic task supervision to staff.</li> <li>Knowledge of induction and effective task supervision processes and techniques.</li> <li>Sound knowledge of the relevant HR policies and procedures surrounding task supervision.</li> <li>Ability/ experience of a sufficient level to confidently use and support staff/other users in the use of Council's ICT systems and procedures e.g. MyView, RMS (if monitoring budget), Insite, Groupwise, Microsoft Office.</li> <li>Experience of petty cash handling and management of a system to manage petty cash, if required.</li> <li>Experience of dealing with and/or supporting</li> </ul>



			admin staff at the lower levels of the career grade on more complex customer enquiries or complaints.
Training/ Qualifications			
<p>Typical level D requirements:</p> <ul style="list-style-type: none"> <li>Effective communication skills both verbally and in writing.</li> <li>Literacy and numeracy sufficient for the job tasks.</li> </ul>	<p>As level D plus typically:</p> <ul style="list-style-type: none"> <li>MS Word and Excel Essentials course certificates, or equivalent skills or ability.</li> </ul>	<p>As level C plus typically:</p> <ul style="list-style-type: none"> <li>Good literacy and numeracy skills sufficient for the job tasks, i.e. GCSE level English and Maths or equivalent experience or ability.</li> <li>MS Word and Excel Intermediate course Certificates, or equivalent skills or ability, and basic competency MS PowerPoint.</li> <li>Insite/ LCC website editing training.</li> </ul>	<p>As level B plus typically:</p> <ul style="list-style-type: none"> <li>MS Word and Excel Advanced course certificates, or equivalent skills or ability and intermediate competency in PowerPoint.</li> </ul>
Generic behavioural competencies			
<p>Typical level D requirements:</p> <ul style="list-style-type: none"> <li>Seeks to understand own job role.</li> <li>Works and uses resources efficiently to deliver objectives.</li> <li>Follows instructions from more senior staff.</li> <li>Ensures own work contributes to council objectives.</li> <li>Promotes the One Leicester values in behaviour (see below).</li> <li>Only takes on work within own capability.</li> <li>Uses training &amp; development opportunities to expand knowledge and skills.</li> <li>Seeks advice from more experienced staff as required.</li> <li>Uses feedback constructively to develop self further.</li> <li>Learns from own and other's experience.</li> <li>Does what they say they are going to do.</li> <li>Treats other fairly and with respect.</li> <li>Presents a positive image of the Council to others.</li> <li>Recognises and shows respect for different cultural needs.</li> <li>Networks with others to understand their role and work with them more efficiently.</li> <li>Presents self in a professional manner.</li> </ul>	<p>As level D plus typically:</p> <ul style="list-style-type: none"> <li>Prioritises own work by gathering information and using knowledge and experience.</li> <li>Manages work load to enable space to deal with unexpected demands.</li> <li>Identifies and acts on own training needs to fulfil own job role.</li> <li>Keeps up to date with changing policies and procedures in relation to own job role.</li> <li>Has a positive attitude to change.</li> <li>Takes time to increase awareness of issues relating to own area of the council.</li> <li>Makes time to help others when needed.</li> <li>Deals with service users promptly or directs them to the appropriate resource.</li> <li>Understands the standards of behaviour expected of staff under the Council's Code of Conduct.</li> <li>Challenges inappropriate behaviour.</li> </ul>	<p>As level C plus typically:</p> <ul style="list-style-type: none"> <li>Plans to ensure resources are available to complete tasks.</li> <li>Engages with constructive views and challenges from others to ensure people feel listened to.</li> <li>Encourages others to contribute and share their views.</li> <li>Allows others time to get across their message, listens carefully and checks understanding with them.</li> <li>Builds relationships by sharing issues, information and knowledge.</li> <li>Checks to ensure that key messages have been delivered and understood.</li> <li>Engages with proposals constructively and rigorously to help agree way forward.</li> <li>Ensures customers are given correct information and are kept up to date with regular contact.</li> <li>Shares experience of best practice with others to help with their work.</li> </ul>	<p>As level B plus typically:</p> <ul style="list-style-type: none"> <li>Promotes the Council to others and supports Council objectives.</li> <li>Ensures work is allocated to people with the necessary skills.</li> <li>Helps others understand what is required of them in their role.</li> <li>Gives balanced and constructive feedback in sufficient time for others to act on it.</li> <li>Involves others in decisions affecting them.</li> <li>Keeps others informed of issues that affect them.</li> <li>Communicates clear targets to others and seeks to ensure these are met.</li> <li>Identifies potential problems and takes action to avoid them happening.</li> <li>Promptly addresses causes of problems rather than their symptoms.</li> <li>Explores different options to solve problems using available resources.</li> <li>Identifies and raises poor performance of staff with the appropriate line manager. Where appropriate, offers guidance and training where areas of poor performance in staff have been identified.</li> <li>Gives up or takes on new responsibilities to help meet the needs of the Council.</li> <li>Motivates and positively encourages admin staff at the lower levels of the career grade to embrace change.</li> </ul>



**One Leicester Core Values (and footnotes in bold indicating expectations for staff behaviour in relation to these):**

1. **Driving out inequalities:** We will prioritise those people most in need and those activities that drive out inequalities between communities and individuals. Rather than just addressing the symptoms, we will prioritise the preventative activities that eliminate the root causes of inequality. We will tackle poverty and the causes of poverty in the city. **Staff behaving in ways that help ensure fair access to services and opportunities.**
2. **Delivering quality services:** We will focus on those activities that improve the quality of public services and other aspects of public life that affect the people of Leicester. We will challenge the way things are done so we can deliver better value for money and more effective and efficient services for the people of Leicester. **Staff behaving in ways that help develop them and their work to provide more efficient and more effective services**
3. **Delivering outcomes:** We will concentrate on those activities that deliver the right results for the people of Leicester – the things that will make a real and lasting difference to people's lives. **Staff behaving in ways that help deliver the right outcomes to those who depend on them.**
4. **Having a customer focus:** We will improve the way we respond to the many different needs and concerns of our customers in every part of the city. We will ask the people that use our services how they want us to deliver those services and prioritise how we make our services accessible to all citizens – regardless of their circumstances. We want Leicester to be seen as a city that always tries to help its people. **Staff behaving in ways that help them understand the needs of those who depend on them.**
5. **Joining-up what we do:** We will ensure that the activities of all of the main agencies in the city are well co-ordinated, working to a common strategy and agenda. This will help us to work together more effectively for the benefit of the people of Leicester. At our best, the sum of our achievements will be greater than the parts. **Staff behaving in ways that help ensure their colleagues and themselves contribute to the shared vision of the council.**
6. **Being sustainable in everything we do:** We will prioritise those activities that take into account the social, economic and environmental needs of the people of Leicester and that do not compromise the needs of future generations. **Staff behaving in ways that help them use resources and provide services so that they contribute positively to current and future generations.**



# Jobs and Careers



## Job Description

**Post Title:**  
**Administrative & Business Support Officer**

**Post Number:**  
**R7044**

**Date**

	<b>Division / Branch:</b>
<b>Section:</b>	<b>Responsible to:</b> <b>ADMIN AND BUSINESS SUPPORT TEAM LEADER/ MANAGER IN SERVICE/CBSM in rare cases</b>

### **Overall Purpose of this Post:**

To provide administrative and business support to the Council's services, in accordance with systems, statutory procedures, legislation, corporate standards and policies.

### **Major Objectives:**

These will include, as appropriate, those that reflect key corporate priorities and values.

1. To provide consistent and flexible levels of administration and business support to the Council and service area in line with corporate standards.
2. To implement and promote Leicester City Council's policies and procedures relating to all areas of employment and service delivery.
3. To maintain up to date and accurate records.
4. To ensure that any communication is clear and readily understood by the target audience.
5. To implement new processes, procedures and systems under the guidance and direction of the Administrative and Business Support Team Leader, service leads and/or Corporate Business Support Managers.
6. To be aware of Council processes, relevant changes in legislation and technology and how these affect the work of the service area.

**Summary of job tasks:** The tasks listed are, generally, only those taking at least 10% of the postholder's time.



1. Undertakes more complex administrative duties such as ordering equipment/ stationery supplies, reporting and rectifying faults and enquiries, management of a petty cash system, as required and budget monitoring.
2. Organises and co-ordinates meetings, takes minutes and tracks meeting actions for more complex meetings including those which are sensitive or confidential e.g. child protection cases.
3. Develops, produces and maintains service-specific processes, systems, databases and documents in line with corporate standards, protocols and emerging technology.
4. Compiles, analyses and interprets statistical and financial information. Assists manager/s to administer and monitor allocated financial cost centres, raise and process financial documentation, monitor budgets and report discrepancies.
5. Supports managers within the service and other staff in the co-ordination and production of service reports, presentations, spreadsheets and other documents to required timescales.
6. Assists with the induction, support, training and monitoring of Admin & Business Support Assistants as directed, prioritising and allocating work as appropriate, and monitoring and quality checking output.
7. Where directed, produces and circulates communication material including updates and notices, learning materials and e-communication such as updating intranet and internet sites where relevant.
8. Deals with complex customer enquiries and where applicable, provides reception cover including welcoming and signposting customers.

Is this post classified as "politically restricted", as in the Local Government and Housing Act 1989, either

a) Because of its salary level? , or Yes ☐ No ☒

b) Because the postholder is required regularly to advise the Council and its Committees, or communicates with the media on behalf of the Council? Yes ☐ No ☒

Is this post subject to exemption from The Rehabilitation of Offenders Act 1974? Yes ☐ No ☒

	Job Requirements: Essential (E) or Desirable (D).	E/D
<b>A. Training &amp; Education</b>	See career grade	
<b>B. Experience</b>	See career grade	
<b>C. Equal Opportunity</b>	Must be able to recognise discrimination in its many forms and willing to put the Council's Equality Policies into practice. Must have a positive attitude to all staff, visitors, clients and the public and have an understanding of, and commitment to customer care.	E E
<b>D. Other Skills</b>	Effective communication skills both verbally and in writing Ability to plan and organise own workload Ability to learn and apply corporate systems and standards Ability to take notes/minutes and track actions of meetings Ability to work within a team environment and adopt a flexible approach Ability to work effectively under pressure, to meet tight deadlines Ability to evaluate tasks and implement solutions for improvement	E E E E E E E
<b>E. Other Conditions</b> Including any hazardous or environmentally adverse conditions	Willing and able to work some unsocial hours as required. Willing and able to work at different locations across the city.	D D



# Jobs and Careers



## Job Description

<b>Post Title:</b>  Administration and Business Support Receptionist		<b>Post Number:</b>  R7052
		<b>Date</b>
	<b>Division / Branch:</b>	
<b>Section:</b>	<b>Responsible to:</b> ADMIN AND BUSINESS SUPPORT TEAM LEADER OR MANAGER WITHIN SERVICE	
<b>Overall Purpose of this Post:</b> To provide an efficient and welcoming reception service and administrative and business support to the Council's services, in accordance with systems, statutory procedures, legislation, corporate standards and policies.		
<b>Major Objectives:</b> These will include, as appropriate, those that reflect key corporate priorities and values		
<ul style="list-style-type: none"><li>7. To provide a high quality front of house reception service and welcoming reception area.</li><li>8. To provide consistent and flexible levels of administration and business support to the Council and service area in line with corporate standards.</li><li>9. To implement and promote Leicester City Council's policies and procedures relating to all areas of employment and service delivery.</li><li>10. To implement new processes, procedures and systems under the guidance and direction of the Administrative and Business Support Team Leader, service leads and/or Corporate Business Support Managers.</li><li>11. To develop a wide knowledge of Council services in order to signpost and resolve more complex queries from the public.</li></ul>		

**Summary of job tasks:** The tasks listed are, generally, only those taking at least 10% of the postholder's time.



9. Welcomes, receives and signposts all visitors, customers and service users, including booking in, issuing documentation, tickets and visitor passes and cash handling as required. Deals with complex face to face and phone customer enquiries.
10. Maintains and improves the reception area in line with customer service standards, ensuring the area is welcoming and tidy, including updating notice boards, appropriate information leaflets, and any displays and exhibits in the area.
11. Undertakes general administrative support such as dealing with incoming/outgoing communications and post, emails, disseminating messages, maintaining office/ reception upkeep, including reporting of faults, undertaking stock checks and ordering equipment supplies, under the guidance of more senior staff.
4. Where appropriate, undertakes specific financial duties including cash handling, balancing cash, processing petty cash & invoices and cheque requests.
5. Where appropriate, in areas with lower volume of customers, provides administrative IT support e.g. accurate data entry/ input, compilation of statistics for office/internal use, maintaining data and inventory systems, copying, collating and circulating documents, filing and archiving of electronic data or hard copy files.
6. Assists in the organisation of meetings, sessions & events, including making and monitoring appointments, booking rooms, co-ordinating diaries and tracking meeting actions, where required.
7. Assists in producing and formatting standard, basic reports, presentations, spreadsheets and other documentation, as required.
8. Where directed, produces and circulates communication material including updates and notices and learning materials and e-communication such as updating intranet and internet sites, where required.

Is this post classified as "politically restricted", as in the Local Government and Housing Act 1989, either			
a) Because of Its salary level? , or	Yes	<input type="checkbox"/>	No <input checked="" type="checkbox"/>
b) Because the postholder is required regularly to advise the Council and its Committees, or communicates with the media on behalf of the Council?	Yes	<input type="checkbox"/>	No <input checked="" type="checkbox"/>
Is this post subject to exemption from The Rehabilitation of Offenders Act 1974?			
	Yes	<input type="checkbox"/>	No <input checked="" type="checkbox"/>
	<b>Job Requirements:</b> Essential (E) or Desirable (D).		<b>E/D</b>



<b>A. Training &amp; Education</b>	Literacy and numeracy sufficient for the job tasks IT skills sufficient for the job tasks. NVQ level 2/3 in Customer Care or Administration.	E E D
<b>B. Experience</b>	Experience in providing information and advice to members of the public face to face and over the telephone. Experience of using Microsoft Office software packages including Word, PowerPoint and Excel. Experience of maintaining computerised records.	E  E E
<b>C. Equal Opportunity</b>	Must be able to recognise discrimination in its many forms and willing to put the Council's Equality Policies into practice. Must demonstrate a positive attitude to all staff, visitors, clients and the public and have an understanding of, and commitment to customer care.	E  E
<b>D. Other Skills</b>	Good level of face to face and telephone skills, including ability to deal with complex customer enquiries. Ability to plan and organise own workload. Ability to deal with distressed/vulnerable/ abusive service users/public in a sensitive and efficient manner. Good knowledge of H&S. Ability to work effectively under pressure, to meet tight deadlines. Ability to work within a team environment and adopt a flexible approach.	E  E E  D E E
<b>E. Other Conditions</b> Including any hazardous or environmentally adverse conditions	Willing and able to work some unsocial hours as required. Willing and Able to work at different locations across the city.	E E



# Jobs and Careers



## Job Description

<b>Post Title:</b>  <b>ADMINISTRATIVE &amp; BUSINESS SUPPORT TEAM LEADER</b>		<b>Post Number: R7043</b>
		<b>Date</b>
	<b>Division / Branch:</b>	
<b>Section:</b>	<b>Responsible to:</b> <b>CORPORATE BUSINESS SUPPORT MANAGER or</b> <b>MANAGER WITHIN SERVICE</b>	

### Overall Purpose of this Post:

To manage and actively contribute towards the effective delivery of administrative and business support to the Council's services, in accordance with systems, statutory procedures, legislation, corporate standards and policies.

### Major Objectives:

These will include, as appropriate, those that reflect key corporate priorities and values

12. To ensure delivery of on-going efficient and effective administration and business support to the Council's services, within a corporate framework and within budget.
13. To ensure allocated teams and individuals adopt new or existing corporate information systems and administrative processes within local service areas as appropriate and as directed by managers in order to provide consistent and flexible levels of support to Council services.
14. To ensure that business processes are implemented consistently and effectively and all allocated teams are adhering to changes in corporate policies, standards and/or regulations.
15. To support service managers in the co-ordination and production of service reports, to required timescales.
16. To ensure compliance with changing legislation, statutory requirements, laws relating to data and information storage, management and access/provision pertaining to the services supported.
17. To contribute to the delivery of accurate reports and/or information, as directed by managers within the service area.



18. To ensure the administrative support to teams is effectively managed.
19. To implement and promote Leicester City Council's policies and procedures relating to all areas of employment and service delivery.

**Summary of job tasks:** The tasks listed are, generally, only those taking at least 10% of the post holder's time.

1. Works with and reports to a Corporate Business Support Manager/ Manager within service area, as designated, with respect to admin and business support staffing needs, issues and resourcing requirements within the allocated service/s. Assists in planning resources for specific tasks/ responsibilities, and in preventing gaps in service.
2. Liaises with managers both within and outside of the immediate service area to flexibly and creatively manage, deploy and share admin and business support resources.
3. Manages allocated human, material and financial resources.
4. Develops, produces and maintains service level systems and frameworks in line with corporate standards and emerging technology. Supports service managers and other staff in the co-ordination and production of service reports, presentations, spreadsheets and other documentation to required timescales. Translates corporate standards and protocols into service-specific processes, documents and databases.
5. Co-ordinates, monitors and manages service level information, business support systems and administrative or financial processes, including service tracking and monitoring databases, imprest/ petty cash. service structure charts, insite and web pages, the filing and archiving of records, and procedures for issues such as health and safety, business continuity and accommodation/ premises issues. Monitors the accuracy of data and information input from staff in the service/s.
6. Takes a lead role in specific administrative and business support assignments, as directed by the Corporate Business Support Manager.
7. Processes general and complex customer enquiries and where applicable, provides reception cover including welcoming and signposting customers.
8. Deputises for the Corporate Business Support Manager/ line manager in service in their absence as required.

Is this post classified as "politically restricted", as in the Local Government and Housing Act 1989, either

a) Because of Its salary level? , or	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
b) Because the postholder is required regularly to advise the Council and its Committees, or communicates with the media on behalf of the Council?	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

Is this post subject to exemption from The Rehabilitation of Offenders Act 1974? Yes ☐ No ☒

	<b>Job Requirements:</b> Essential (E) or Desirable (D).	<b>E/D</b>
<b>A. Training &amp; Education</b>	Relevant training in admin/ business support/ management or equivalent knowledge, experience or ability.	E



	Degree-level qualification or equivalent knowledge, experience or ability. ECDL Basic module 3, 4 and 5 or equivalent knowledge, experience or ability.	D E
<b>B. Experience</b>	Experience of supervision/management of staff and application of performance management principles. Experience of managing/monitoring budgets. Proven track record of providing administrative or business support service Experience of using Microsoft Office software packages including Word, PowerPoint and Excel. Report writing experience and ability. Experience of maintaining computerised records. Ability to translate new procedures and ways of working into practice.	E  E E E  E E E
<b>C. Equal Opportunity</b>	Must be able to recognise discrimination in its many forms and willing to put the Council's Equality Policies into practice. Must have a positive attitude to all staff, visitors, clients and the public and have an understanding of, and commitment to customer care.	E  E
<b>D. Other Skills</b>	High level of interpersonal skills, including ability to gain co-operation of staff at all levels and deal effectively, diplomatically, sensitively and confidentially with a wide range of customers. High level of IT and technical skills (MS Office software, diary management, e-communication, report production, electronic file management) and able to adapt quickly to Corporate technology used. Ability to work effectively under pressure, to meet deadlines. Ability to deal with distressed/emotional service users/public in a sensitive and efficient manner.	E  E  E E
<b>E. Other Conditions</b> Including any hazardous or environmentally adverse conditions	Willing and able to work some unsocial hours as required. Willing and able to work at different locations across the city.	D D



# Jobs and Careers



## Job Description (JD)

<b>Post Title:</b>		<b>Post No</b> SC550
ADOPTION SUPPORT WORKER		<b>Date:</b> 24-08-12
<b>Department:</b> EDUCATION AND SAFEGUARDING	<b>Division / Branch:</b> CHILDREN'S RESOURCES	
<b>Section:</b> ADOPTION TEAM	<b>Responsible to:</b> Team Manager	
<b>Overall Purpose of this Post:</b> To contribute to a range of adoption support service to adoptive families and adopted children, birth families and adopted adults		
<b>Major Objectives: These will include, as appropriate, those that reflect key corporate priorities.</b> <ol style="list-style-type: none"> <li>1. To contribute to the provision of adoption support services to adoptive families and adopted adults.</li> <li>2. To assist in the recruitment and counselling of prospective adoptive parents</li> <li>3. To ensure service provision is appropriate and sensitive to the needs of children, families and adults requiring adoption services.</li> <li>4. To be responsible for the provision and monitoring of the Adoption Box scheme and direct contact arrangements</li> <li>5. To contribute to Nationwide family finding for Looked After Children who have a plan for adoption</li> <li>6. To ensure that case records are kept up to date</li> <li>7. To contribute to the provision of specialised group work/training for adopters, children and other relevant groups including departmental staff on adoption issues.</li> <li>8. To utilize supervision sessions with the Team Manager to ensure that work remains focussed and effective</li> <li>9. To implement and promote Leicester City Council's policies and procedures relating to all areas of employment and service delivery</li> </ol>		



<b>Summary of job tasks:</b> The tasks listed are, generally, only those taking <u>at least 10%</u> of the postholder's time.		
<ol style="list-style-type: none"> <li>1. Implements and monitors the Adoption Post Box system, overseeing the work of 2 admin staff who enter data, set up agreements and send out reminder letters.</li> <li>2. Facilitates and organises direct contact services for adopted children/birth relatives</li> <li>3. Holds a case load within the team providing adoption support services to adoptive families, children and adopted adults including birth records counselling.</li> <li>4. Undertakes Duty at least once a week giving advice to the general public and departmental staff and other agencies and professionals on all matters concerned with adoption.</li> <li>5. Implements family finding for children needing adoption, including advertising nationally and referrals to the National Adoption Register and the East Midlands Consortium and liaison with other adoption agencies.</li> <li>6. Undertakes Initial assessment visits to prospective adoptive parents</li> <li>7. Implements and co-ordinates services to support families in need by working with the department and referrals and signposting to other agencies</li> <li>8. Implements group work and training for adopters, staff members and other professionals eg schools on issues to do with adoption including producing and delivering presentations on Attachment, Life-Story Work, and Post Adoption Support Services.</li> <li>9. Produces a range of leaflets, flyers on the work of the team including input to the adoption team website.</li> </ol>		
Is this post classified as "politically restricted", as in the Local Government and Housing Act 1989, either		
a) because of its salary level? or	Yes	No✓
b) because the postholder is required regularly to advise the Council and its Committees, or communicates with the media on behalf of the Council?	Yes	No✓

Is this post subject to exemption from The Rehabilitation of Offenders Act 1974?	Yes	No✓
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	<b>Job Requirements: Essential (E) or Desirable (D).</b>	<b>E/D</b>
<b>A. Training &amp; Education</b>	Literacy and numeracy and oral skills sufficient to perform the job tasks including the ability to produce accurate reports, case recording and detailed chronologies	E
	Recognised qualification in Child Care and or training in child development and attachment theory	E
	GCSE's or equivalent. Qualification/Formal Training in Word Processing and digital media or in a related field or equivalent knowledge gained through practical experience.	E
	Some detailed knowledge of Adoption legislation/guidelines/policy sufficient to give advice to/support colleagues/staff/the public/external agencies.	E
	Awareness of issues affecting prospective adopters and children being placed for adoption.	



<b>B. Experience</b>	<b>Substantial relevant employment experience of providing services directly to children and families including Looked After children.</b>	E
	<b>Experience of facilitating contact between children and their parents</b>	E
	Experience of delivering training/therapy/counselling sessions/presentations on Adoption issues to/with children/young people/staff/the public/colleagues at a variety of/senior/professional levels.	E
	Experience of using/updating/developing Word Processing/Spreadsheet/Presentation/E-Mail/Internet/Database/ video applications for own/manager's/other colleagues'/public/external use	E
	Ability to demonstrate initiative to resolve problems/work under pressure and to deal sensitively with difficult service users.	E

<b>C. Equal Opportunity</b>	<b>Must be able to recognise discrimination in its many forms and be willing to put the Council's Equality policies into practice</b>	E
	Willing and able to deal with people professionally at all levels and from a variety of backgrounds.	E
<b>D. Other Skills</b>	.Able to prioritise own workload and to work unsupervised if necessary. Willing and able to keep up-to-date with legislation/guidelines/new/best techniques/ as they change and undertake study/ training for further skills and qualifications need for the role eg Dan Hughes attachment training, NORCAP Birth Records Counselling, ASI interview training. Knowledge and application of welfare rights legislation in respect of DLA applications Knowledge of the education system especially special needs educational provision and school exclusion policies	E E D
<b>E. Other Conditions</b> Including any hazardous or environmentally adverse conditions	Must satisfy relevant pre-employment checks Willing and able to travel to and/or work anywhere/at other locations within the county/city/community areas and occasionally further a-field. Willing and able to work occasionally outside normal office/ hours eg adoption annual party at the weekend. Willing and able to visit people in their homes and other locations in the county/city/local community. NOTE: This post will involve contact with vulnerable groups (children, young people and/or adults) and is therefore exempt from the Rehabilitation of Offenders Act 1974 and subject to an Enhanced Criminal Records Bureau (CRB) Disclosure check. This exemption means that applicants for this post are required to declare all criminal convictions, cautions, reprimands and bind-overs both spent and unspent in their application, regardless of the passage of time.	E E E E



# Jobs and Careers



## Job Description

<b>Post Title:</b> <b>ASSESSMENT WORKER</b>		<b>Post Number:</b> <b>SC101</b>
		<b>Date:</b>
<b>Department:</b> <b>CHILDREN AND YOUNG PEOPLE'S SERVICES</b>	<b>Division / Branch:</b> <b>DAS</b>	
<b>Section:</b> <b>CHILDREN &amp; FAMILIES</b>	<b>Responsible to:</b> <b>TEAM MANAGER</b>	

### Overall Purpose of this Post:

To provide an informed and responsive information and advice service to all those making contact with the Department who do not already have an allocated worker, including direct work with children and families.

**Major Objectives:** These will include, as appropriate, those that reflect key corporate priorities for example, Cultural Diversity, Social Justice, Environmental Quality and Economic Prosperity.

1. To screen new referrals for both C&YPS and Adult services giving appropriate advice, information and assistance when necessary, signposting to other agencies / services and to identify appropriate referrals.
2. To identify when a referral will require or is likely to require a specialist assessment or ongoing social work involvement.
3. To undertake direct work with Service Users and their families.
4. To undertake initial assessment of service users needs for Childcare referrals, and progress these assessments appropriately.
5. To arrange for services to be provided for adults, children and their families.
6. To liaise with other Departmental staff and professionals from other agencies.



7. To provide a service sensitive and appropriate to the needs of users who will include people from a range of racial and cultural groups.
8. To monitor and review service provision.
9. To keep written records on work undertaken.
10. To work within, and contribute to the training events.
11. To participate in supervision and Appraisal meetings.

**Summary of job tasks:** The tasks listed are, generally, only those taking at least 10% of the postholder's time.

1. To provide a face to face service which is sensitive and takes into account the individual needs of a service user.
2. Assessments of need for persons from abroad, including asylum seekers, refugees and those not habitually residents in the UK.
3. The provision of basic welfare rights advice.
4. Initial assessments for OT and Red Cross Services.
5. Advocacy re: housing and benefit issues.
6. Advice and guidance re: family and relationship problems.
7. Regular liaison with other agencies and local authority departments.
8. To arrange and co-ordinate services to support families in need, including home visit initial assessments.
9. To work on a 6 month rotation basis between assessment team and telephone/reception team.

Is this post classified as politically restricted, as in the Local Government and Housing Act 1989, either

- |  |    |
|--|----|
| a) because of its salary level ? , or  | No |
| b) because the postholder is required regularly to advise the Council and its Committees, or communicates with the media on behalf of the Council? | No |



Is this post subject to exemption from The Rehabilitation of Offenders Act 1974? Yes

<b>Job Requirements: Essential (E) or Desirable (D).</b>		<b>E/ D</b>
<b>A. Training &amp; Education</b>	5 GCSE's or equivalent, including GCSE English.	<b>D</b>
	Full driving licence.	<b>E</b>
<b>B. Experience</b>	Two years relevant employment experience involving providing services directly to the public, including children and families.	<b>E</b>
	Experience of having undertaken assessment of need.	<b>D</b>
	Practical knowledge of services – within the Department and available from other agencies – which can be commissioned to meet the needs of service users.	<b>D</b>
	A practical knowledge of some of the different cultures represented in Leicester.	<b>D</b>
<b>C. Equal Opportunity</b>	Must be able to recognise discrimination in its many forms and willing to put the Council's Equality Policies into practice	<b>E</b>
<b>D. Other Skills</b>	Oral and written communication skills including the ability to	
	(i) converse fluently	<b>E</b>
	(ii) Write reports/letters on a variety of subjects	
	Good interpersonal skills.	<b>E</b>
	Ability to make accurate assessment of need.	<b>E</b>
	Ability to undertake and work according to legislative and procedural requirements.	<b>E</b>
	Ability to work under pressure.	<b>E</b>
	Ability to motivate and organise self	<b>E</b>
<b>E. Other Conditions Including any hazardous or environmentally adverse conditions</b>	A problem-solving approach.	
	Ability to work out of office hours	<b>D</b>
	Ability to travel to and from office bases.	<b>D</b>



# Jobs and Careers



## Job Description

<b>Post Title: Casework Officer – Commissioning</b>		<b>Post Number: SC045</b>
		<b>Date: 03.07.2008</b>
<b>Department:</b> Children & Young People's Services	<b>Division / Branch:</b> Resources	
<b>Section:</b> Looked After Children Service	<b>Responsible to:</b> <i>Team Manager - Commissioning</i>	

### Overall Purpose of this Post:

To support the commissioning arrangements of placements for children and young people's needs, within the independent/private sector.

**Major Objectives:** These will include, as appropriate, those that reflect key corporate priorities, for example, >Cultural Diversity=, =Social Justice=, >Environmental Quality= and >Economic Prosperity= to enable joint assessment and funding of such placements.

1. Identify placements for individual children & young people that will meet their identified needs and care plans.
2. **Visit service provision across the country to assess the quality of care, ensuring young people's needs are met as required by legislation and regulations**
3. **Maintain high quality, effective information and reporting systems in relation to service providers, outcomes for children placed, including evaluating the effectiveness of the commissioned resources.**
4. Ensure a high profile to anti-discriminatory practice and to the provision of services appropriate to the user's particular need, including their age, gender, sexuality, physical vulnerability, race, language, religion and cultural heritage.



**Summary of job tasks:** The tasks listed are, generally, only those taking at least 10% of the post holder's time.

1.	Under the supervision of your line manager co-ordinate the assessments of children/young people to make referrals to relevant provider services/other resources
2.	Liaise with social workers, carers and other professionals to ensure that care plans, are implemented and ongoing assessments/individual care packages are delivered to a high quality whilst ensuring best value.
3.	Liaising closely with child care, duty and assessment teams and other parts of the Look After Children service. Maintaining effective working relationships and partnerships with service users, community networks, colleagues in the department, the council and other agencies.
4.	To liaise with relevant regulatory bodies responsible for the inspection and monitoring of placements, ensuring that the service provision meets the standards required and acts in the best interests of the children placed there at all times.
5.	Visit service provision to ensure placements meet the required standards. Ensure the health and welfare of children is given paramount consideration and take responsibility for acting on matters of concern.
6.	To record and monitor the quality of service provision delivered and maintain accurate records on all case work.
7.	To receive referrals of children/young people via the placements Duty Desk and provide packages of care appropriate to the assessed needs of children / young people.
8.	To undertake any other duties commensurate with the level of the post as required by the Team Manager.

Is this post classified as Apolitically restricted, as in the Local Government and Housing Act 1989, either

a) because of its salary level ? , or No

b) because the postholder is required regularly to advise the Council and its Committees, or communicates with the media on behalf of the Council? No

Is this post subject to exemption from The Rehabilitation of Offenders Act 1974? Yes

	<b>Job Requirements:</b> Essential (E) or Desirable (D).	<b>E/D</b>
<b>A. Training &amp; Education</b>	<i>A professional qualification in health, social care or education</i> 4 GCSE's or NVQ equivalent	D E
<b>B. Experience</b>	2 years experience of working with Looked After Children and Young People.	E
<b>C. Equal Opportunity</b>	Must be able to recognise discrimination in its many forms and willing to put the Council's equality policies into practice.  Must be proactive in ensuring that the needs of disadvantaged groups are satisfied in the provision of social care services.  Working knowledge, appreciation and acceptance of all cultures in Leicester	E  E  E
<b>D. Other Skills</b>		
<b>E. Other Conditions</b> Including any hazardous or environmentally adverse conditions	Must be willing to work irregular hours. Including ability to travel across the country.	E



# Jobs and Careers



## Job Description

<b>Post Title:</b> CHEF		<b>Post Number:</b> SC032
		<b>Date:</b> 21/01/14
<b>Department:</b> CHILDREN AND YOUNG PEOPLES' SERVICES	<b>Division / Branch:</b> <i>LOOKED AFTER CHILDREN'S SERVICES</i>	
<b>Section:</b> LOOKED AFTER CHILDREN'S SERVICE  <i>RESIDENTIAL HOMES</i>	<b>Responsible to:</b>  <i>TEAM MANAGER</i>	

### Overall Purpose of this Post:

To prepare menus in consultation with Team Manager (any changes to be agreed with Senior on duty), to include cultural needs – Asian, Caribbean, Vegetarian, Traditional English cuisine and special diets, offering a varied, nutritious, balanced healthy diet to our young people.

**Major Objectives:** These will include, as appropriate, those that reflect key corporate priorities, for example, Cultural Diversity, Social Justice, Environmental Quality and Economic Prosperity.

1. To prepare, cook and serve all meals at lunch time for between ten to twenty people (young people and staff on duty).
2. To ensure quantity, high quality and appearance of food.
3. To ensure a safe working environment in accordance with Health and Safety regulations and Environmental Health regulations set out by the Leicester City Council.
4. Work alongside and accept young people who present challenging behaviours.
5. To maintain an awareness of current instructions circulated by staff meetings, departmental



bulletins, circulars, letters or by verbal or written information given by the Senior on duty.

6. To respect the confidential nature of personal information.

**P.T.O**

7. To recognise and promote the Leicester City Council Equal Opportunity Policy Code of Practice and the Department's Racial Equality Police Statement.

8. To be aware of the Child Protection, Complaints and other procedures set down by the Department.

**Summary of job tasks:** The tasks listed are, generally, only those taking at least 10% of the postholder's time.

- |     |   |
|-----|---|
| 1.  | To order all provisions and keep rotating stocks in store rooms and to ensure quantity, high quality and appearance of food.  |
| 2.  | Support young people in developing their independence skills, including food preparation, cooking, kitchen hygiene and basic nutritional advice.  |
| 3.  |   |
| 4.  | To clean all areas and equipment in the kitchen, ensuring a high standard of cleanliness and hygiene is maintained at all times, while ensuring COSHH practices are adhered to.   |
| 5.  | To prepare packed lunches for outings and to make and serve refreshments for meetings when required.  |
| 6.  | To wash, dry and store all kitchen equipment, crockery and utensils. To ensure stock rooms are hygienic, clean and tidy at all times.   |
| 7.  | To order all stores requiring replenishment in consultation with the Team Manager/Administrator and to receive, check and sign delivery notes and distribute stores and maintain appropriate stock control system, keeping within agreed budgets. |
| 8.  |   |
| 9.  | To ensure sharp objects, e.g. knives, are kept safely in locked drawer when not in use, adhering to Health and Safety regulations at all times.   |
| 10. | To inform the Senior on duty/Team Manager/Administrator of any fault defect with kitchen equipment or unsafe practices.   |
| .   | To liaise with the Home's Health and Safety Officer on a monthly basis. To attend Fire Drills.  |
|     | To attend necessary training as identified within supervision, appraisals, staff meetings and team development opportunities as appropriate.  |



Is this post classified as 'politically restricted', as in the Local Government and Housing Act 1989, either	
a) because of its salary level ? , or	No
b) because the postholder is required regularly to advise the Council and its Committees, or communicates with the media on behalf of the Council?	No
Is this post subject to exemption from The Rehabilitation of Offenders Act 1974 ?	Yes

	<b>Job Requirements:</b> Essential (E) or Desirable (D)	<b>E/D</b>
<b>A. Training &amp; Education</b>	Catering qualification.	D
	Basic/Advanced Food Hygiene Course.	D
<b>B. Experience</b>	Previous catering experience.	E
	To provide range of dishes as requested, i.e. Vegetarian, Caribbean, Asian and traditional English cuisine	E
	To hold basic food hygiene certificate or be willing to attend training.	E
	To be able to perform domestic duties within the kitchen to a high standard of cleanliness and use appropriate equipment.	E
	To be able to order store foods, ensure stock rotation and menu planning.	E
	Creative menu planning to cater for different tastes, dietary requirements and cultures and to provide variety	E
<b>C. Equal Opportunity</b>	Must be able to recognise discrimination in its many forms and willing to put the Council's Equality Policies into practice.	E
<b>D. Other Skills</b>	To possess a positive and approachable attitude, respond to requests and ability to use own initiative and work alone.	E
	Respect the views and wishes of the young people and communicate and consult with them sensitively and appropriately	E



<b>E. Other Conditions</b> Including any hazardous or environmentally adverse conditions	Able to assist with moving and handling of heavy equipment  Able to work a flexible rota that covers mornings, evenings, weekends and bank holidays  Should be able to utilise local retail outlets to obtain food for the Young Peoples' Residential Homes	E  E  E
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## Job Description

<b>Post Title:</b>  <b>CHILD CARE PRACTITIONER</b>		<b>Post Number:</b> SC088
		<b>Date:</b> Nov 2010
<b>Department:</b> Children and Young People's Services	<b>Division / Branch:</b> Children & Families	
<b>Section:</b> Looked After Children's Service	<b>Responsible to:</b> Team Manager & Senior Child Care Practitioner/Social Worker	

### Overall Purpose of this Post:

1. To provide an effective service to young people within the context of the Council's Children's Service Strategy.
2. To work within the agreed function of the Young People's Residential Home and as a member of a team. To provide care, guidance, control and support to the young people resident, and in appropriate cases, to work with their own or substitute families.

**Major Objectives:** These will include, as appropriate, those that reflect key corporate priorities, for example, ☺Cultural Diversity☺, ☺Social Justice☺, ☺Environmental Quality☺ and ☺Economic Prosperity☺.

- 1 To work under the direction of the Team Manager and Senior Child Care Practitioner/ Social Worker, contributing to the day-to-day work of the Home, ensuring its operation in an effective way by providing a safe environment that:-
  - a) offers care and a structure that encourages appropriate social boundaries.
  - b) is warm, accepting and stimulating.
  - c) is conducive to the total care of the individual in which emotional, social, spiritual, educational and physical needs are met.
2. To take responsibility for participating in assessing needs, planning, implementing, monitoring and evaluating individual programmes of work that will contribute to young people's overall care plans.
3. To be responsible for giving advice and guidance to student social workers and other professionals and visitors on placement with the Home.
4. To provide services in accordance with the Children Act 1989, Care Standards Act 2000 and other appropriate legislation; Departmental child-care policies and the Service's procedures and practice guidance.
5. To provide a service which takes into account the young person's:
  - a) cultural, racial, linguistic background, sexuality, religious persuasion, gender, disability, age and understanding.
  - b) legal status.
  - c) views and wishes, as well as those of their families and other people of importance to them.
  - d) health, developmental and spiritual needs.

P.T.O.



6. To promote corporate and inter-agency responsibility for young people looked after by the Council.
7. To be committed to self-development and continuing professional expertise.
8. To be committed to a team approach to work in the Home and across the Department.

**Summary of job tasks:** The tasks listed are, generally, only those taking at least 10% of the postholder's time.

1. To manage challenging and violent behaviours safely and in a way that protects and maintains the rights of children and young people, the post holder and their colleagues.
2. To employ a variety of social work skills and methods to achieve specific objectives, as agreed with the Team Manager/Senior Child Care Practitioner/Social Worker and other professionals as appropriate, and as far as possible with service users.
3. To act in the capacity of "key" or "support worker" to individual young people and to provide services to young people that are relevant to their needs.
4. To work jointly with other individuals, agencies and community resources to provide an effective and holistic approach to young people and their families.
5. To maintain accurate and up-to-date case records and to provide written and verbal reports within the Department or to other agencies as required.
6. To develop practice by keeping up-to-date with professional developments and by making use of training opportunities provided by the Council.
7. To foster good relations with the outside community.
8. To attend meetings, supervision and training sessions as agreed with line managers.
9. To participate in monitoring procedures designed to evaluate the impact of the postholder's own work and that of the Department.
10. To provide basic care and domestic support to the young people as appropriate, eg cooking, cleaning, personal hygiene support and to take responsibility for any health and safety issues that arise within the Home.

Is this post classified as "politically restricted", as in the Local Government and Housing Act 1989, either

- |  |    |
|--|----|
| a) because of its salary level ? , or  | No |
| b) because the postholder is required regularly to advise the Council and its Committees, or communicates with the media on behalf of the Council? | No |

Is this post subject to exemption from The Rehabilitation of Offenders Act 1974 ?	Yes
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<b>Job Requirements:</b> Essential (E) or Desirable (D).		<b>E/ D</b>
<b>A. Training &amp; Education</b>	At least 2 GCSE (A-C) or equivalent, one in English.	E
<b>B. Experience</b>	Minimum of 6 months full time equivalent, experience of working with service users with low self-esteem and challenging behaviour.	E
<b>C. Equal Opportunity</b>	Must be able to recognise discrimination in its many forms and willing to put the Council's Equality Policies into practice.	E
<b>D. Other Skills</b>	Ability to communicate, challenge and persuade clearly and confidently, taking into account the needs of the audience.	E
<b>E. Other Conditions</b> Including any hazardous or environmentally adverse conditions	Must be able to work shifts, including bank holidays, weekends, evenings, sleeping-in and waking nights as required.	E



# Jobs and Careers



## Job Description

<b>Post Title:</b> SOCIAL WORKER CHILD CARE		<b>Post Number:</b> SB026
		<b>Date:</b>
<b>Department:</b> CHILDREN AND YOUNG PEOPLE'S SERVICES	<b>Division / Branch:</b> CHILDREN & FAMILIES DIVISION	
<b>Section:</b> CHILD CARE OPERATIONS	<b>Responsible to:</b> SERVICE MANAGER AND TEAM MANAGER	
<b>Overall Purpose of this Post:</b>  To provide quality social worker services to Children and their families based on the policies and objectives of the Social Care and Health Directorate.		
<b>Major Objectives:</b> These will include, as appropriate, those that reflect key corporate priorities, for example, Cultural Diversity, Social Justice, Environmental Quality and Economic Prosperity.		
<ol style="list-style-type: none"><li>1. To assess the needs of children and their families for the Department's Services and to make the necessary arrangements for the services to be provided where appropriate and possible.</li><li>2. To pursue actively equality of opportunity in service provision and delivery.</li><li>3. To be pro-active in implementing Leicester City Council's policies on environmental issues.</li></ol> <p style="text-align: right;"><b>P.T.O.</b></p>		



**Summary of job tasks:** The tasks listed are, generally, only those taking at least 10% of the postholder's time.

- |    |   |
|----|---|
| 1. | To employ a variety of social work skills and methods in order to achieve specific objectives as agreed with Team Manager and as far as possible, with service users. |
| 2. | To work with cases in accordance with the Department's child care policies and the principles of Children Act.  |
| 3. | To take account of a child's and her/his family's culture, racial and linguistic background and religious persuasion in providing services.                           |
| 4. | To be responsible for efficient caseload management.  |
| 5. | To maintain efficient and reliable liaison with other agencies.   |
| 6. | To maintain up to date case records and to provide reports for the Department and other agencies as required.   |
| 7. | To contribute when required to do so by a Team Manager or Service Manager to the maintenance of Child Care Operations services across the Department.                 |
| 8. | To participate in monitoring procedures designed to evaluate the impact of own work and the work of the Department.   |
| 9. | To attend team meetings and to participate in team development.   |

Is this post classified as politically restricted, as in the Local Government and Housing Act 1989, either

- a) because of its salary level ? , or No
- b) because the postholder is required regularly to advise the Council and its Committees, or communicates with the media on behalf of the Council? No

Is this post subject to exemption from The Rehabilitation of Offenders Act 1974 ? Yes

	Job Requirements: Essential (E) or Desirable (D)	E/D
<b>A. Training &amp; Education</b>	<ul style="list-style-type: none"> <li>DipSW or CQSW or CSS (must include appropriate Child Care Modules)</li> <li>Registration with the General Social Care Council (GSCC)</li> <li>Demonstrate knowledge of practical application of social work skills either in paid employment or during training.</li> <li></li> </ul>	<ul style="list-style-type: none"> <li>E</li> <li>E</li> <li>E</li> </ul>



<b>B. Experience</b>	<ul style="list-style-type: none"> <li>• Experience of Child Care Work</li> <li>• Knowledge of Child Development</li> <li>• Knowledge of Social Work methodologies and relevant legislation, regulations and procedures and ability to use them.</li> </ul>	<ul style="list-style-type: none"> <li>• E</li> <li>• E</li> <li>• E</li> </ul>
<b>C. Equal Opportunity</b>	<ul style="list-style-type: none"> <li>• Must be able to recognise discrimination in its many forms and willing to put the Council's Equality Policies into practice</li> <li>• Demonstrate commitment to addressing race, gender, sexuality and disability issues.</li> <li>• Knowledge and ability to ensure the provision of high quality services that are appropriate and sensitive to the needs of a multi-racial and multi-lingual population.</li> </ul>	<ul style="list-style-type: none"> <li>• E</li> <li>• E</li> <li>• E</li> </ul>
<b>D. Other Skills</b>	<ul style="list-style-type: none"> <li>• Communication (written and verbal.) Presentation skills sufficient to convey a clear and convincing argument.</li> <li>• Ability to form and maintain constructive/co-operative working relationships with colleagues within the Department and in other organisations.</li> <li>• Ensuring that good communication is the key to good practice.</li> <li>• A commitment to putting the needs of service users first</li> <li>• A commitment to working in a statutory child care service</li> <li>• A commitment to working in partnership with service users and carers.</li> <li>• Positive attitude to multi-agency working.</li> </ul>	<ul style="list-style-type: none"> <li>• E</li> <li>• E</li> <li>• E</li> <li>• E</li> <li>• E</li> <li>• E</li> <li>• E</li> </ul>
<b>E. Other Conditions</b> Including any hazardous or environmentally adverse conditions	<ul style="list-style-type: none"> <li>• Driving Licence and access to a car</li> <li>• Ability to work under sustained pressure and outside 'normal' office hours when necessary.</li> <li>• Appointment will be subject to satisfactory references, medical and police checks.</li> </ul>	<ul style="list-style-type: none"> <li>• E</li> <li>• E</li> <li>• E</li> </ul>



# Jobs and Careers



## Job Description

<b>JOB TITLE:</b>  <p style="text-align: center;"><b>CHILD CARE SUPPORT WORKER</b></p>	<b>Post Number:</b> SC158  <b>Date:</b> 15 <sup>th</sup> January 2007
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<b>Department:</b> Children and Young People's Services	<b>Division / Branch:</b> Family Support & Safeguarding Services
<b>Section:</b> Child Care Operations	<b>Responsible to:</b> Team Manager

### Overall Purpose of this Post:

To work within the overall commitment of the Department to maintain children in their families by co-ordinating support services and working directly with families towards resolution of presenting problems. Also working with Looked After Children as agreed with the Team manager.

### Major Objectives:

In addition to the job-specific objectives itemised below all employees are required to implement and promote the Council's policies and procedures relating to all areas of employment and service delivery.

- a) General:
- b) Specific to Equality of Opportunity

**Summary of job tasks:** The tasks listed are, generally, only those taking at least 10% of the jobholder's time.

1. To carry a case-load within a Child Care Team focussing upon providing services for Children in Need, Children Looked After where family support plan has been identified and set up with family.
2. To carry out identified tasks within family support plan as agreed with Team Manager.
3. To progress interventions with family according to methods and time-scales agreed with Team Manager. To review cases with Team Manager and agree appropriate changes or closure.
4. To arrange and co-ordinate services to support families in need.
5. To maintain appropriate liaison with involved agencies in order to retain focus of work and agree future involvement of different agencies.
6. To carry out Access to Records requests.
7. To ensure service provision is appropriate and sensitive to the cultural needs of families.
8. To utilise supervision sessions with the Team Manager to ensure that work remains focused and effective.
9. To keep written records on work undertaken and maintain case-files as required.
10. To assist social workers in the team where identified as appropriate by the Team Manager.
11. To take part in Team Duty Cover Rota but with support from qualified colleagues as deemed appropriate by Team Manager.

Is this post classified as 'politically restricted', as in the Local Government and Housing Act 1989, either:

- a) because of its salary level? No
- OR**
- b) because the postholder is required regularly to advise the Council and its Committees, or communicates with the media on behalf of the Council? No



	<b>Job Requirements: Essential (E) or Desirable (D)</b>	<b>All E</b>
<b>A. Training &amp; Education</b>	Full driving licence.	
<b>B. Experience</b>	One year's relevant employment experience involving providing services directly to children and/or families.	
<b>C. Equal Opportunity</b>	Must be able to recognise discrimination in its many forms and willing to put the Council's Equality Policy into practice.	
<b>D. Other Skills</b>	<p>Oral and written communication skills with both children and adults.</p> <p>Knowledge of development and needs of children/young people.</p> <p>Knowledge of and ability to understand and work within legislative and procedural requirements.</p> <p>Ability to work constructively with other agencies, both statutory and voluntary, in order to progress intervention with families.</p> <p>Mature and calm approach to serious family problems.</p> <p>Ability to motivate change with individuals and within family groups.</p> <p>Ability to work as part of a team.</p>	
<b>E. Other Conditions</b> Including any hazardous or environmentally adverse conditions	<p>Commitment to maintain children within their families where appropriate rather than remove them.</p> <p>A problem – solving approach.</p> <p>Ability to work under pressure.</p> <p>Enthusiasm for working in a newly created post that will be challenging but innovative.</p> <p>Available to work some unsocial hours when required.</p>	



# Jobs and Careers



## Job Description

<b>Post Title:</b> Enquiry Officer		<b>Post Number:</b> SC073
		<b>Date:</b>
<b>Department:</b> Children and Young People's Services	<b>Division / Branch:</b> Children & Family Services	
<b>Section:</b> Fostering	<b>Responsible to:</b> Team Manager	

### Overall Purpose of this Post:

To provide information and advice to the general public who enquire about becoming a Foster Carer or Independent Visitor. Including outreach work in the Leicester's diverse communities to recruit and pass information about fostering and independent visiting.

To administer the enquiry process, following the procedures and ensuring appropriate and timely response.

**Major Objectives:** These will include, as appropriate, those that reflect key corporate priorities, for example, >Cultural Diversity=, =Social Justice=, >Environmental Quality= and >Economic Prosperity=.

1. To ensure that enquiries by the public for fostering and independent visitors are dealt with in line with the enquiry policy and procedures.
2. To ensure that the reception and display areas are suitably stocked with publicity materials and literature, creating a welcoming environment.
3. To ensure that all enquiries are collated, using IT and that a variety of reports are available to inform the recruitment strategy, team targets and identify work in communities that are not being reached, in Leicester and the surrounding area.
4. To ensure that responses to enquiries and information and advice given, are accessible and sensitive to the needs of the diverse population of Leicester.
5. To ensure the consent form for checks is returned and signed. All requests for checks (excluding CRB, or personal references), are processed.
6. To take information about fostering and independent visiting out into the diverse communities of Leicester. Information is produced in a range of appropriate media. Make links and network with various groups and leaders to inform them of the need for foster carers.

**P.T.O.**



**Summary of job tasks:** The tasks listed are, generally, only those taking at least 10% of the postholder's time.

1. Dealing with enquiries and advice and giving relevant information and recruitment literature.
2. Development and maintenance of system to log enquiries and team allocations.
3. Collate and prepare statistical reports on enquiries.
4. Administer the paperwork to support applications to foster, including monitoring, checks.
5. Maintenance of publicity materials and reception area and updating and improving as necessary.
6. Contribute to promotional activities of the team.
7. Assist in promotion of fostering opportunities.
8. To support the team and manager in terms of training materials needing collating or updating.
9. Development of outreach work to Leicester's diverse communities to encourage recruitment from these communities.

Is this post classified as Apolitically restricted≡, as in the Local Government and Housing Act 1989, either

- |  |       |    |
|--|-------|----|
| a) because of its salary level ? , or  | Yes ~ | No |
|  |       | ~  |
| b) because the postholder is required regularly to advise the Council and its Committees, or communicates with the media on behalf of the Council? | Yes ~ | No |
|  |       | ~  |

Is this post subject to exemption from The Rehabilitation of Offenders Act 1974 ?	Yes ~
	No
	~

**Job Requirements:** Essential (E) or Desirable (D).

**A. Training & Education**

IT literate sufficient to develop and maintain a database

**E/  
D**

**E**



<b>B. Experience</b>	Understanding of the services provided by Children & Young People's Services.	E
	Ability to develop and maintain a database, Microsoft Office, Excel, E-Mail, Powerpoint.	E
	Oral skills sufficient to both give and elicit information.	E
	Written skills sufficient to maintain accurate records.	E
	Ability to screen enquiries for suitability, using guidelines.	E
	Ability to create an outreach strategy for the year, to Leicester's diverse communities.	E
<b>C. Equal Opportunity</b>	Must be able to recognise discrimination in its many forms and willing to put the Council's Equality Policies into practice.	E
<b>D. Other Skills</b>	Ability to use own initiative	E
<b>E. Other Conditions</b> Including any hazardous or environmentally adverse conditions		



# Jobs and Careers



## Job Description

<b>Post Title:</b> Housekeeper		<b>Post Number:</b> SC043
		<b>Date:</b>
<b>Department:</b> Children and Young People's Services	<b>Division / Branch:</b> Children & Families	
<b>Section:</b> Looked After Children's Service	<b>Responsible to:</b> Senior Officer on duty	

### Overall Purpose of this Post:

To ensure a high standard of cleanliness & hygiene is maintained, and to assume responsibility for the operation of laundry equipment.

**Major Objectives:** These will include, as appropriate, those that reflect key corporate priorities, for example, Cultural Diversity, Social Justice, Environmental Quality and Economic Prosperity.

- To provide a clean and tidy living and working environment within the Residential Homes
- To ensure a safe working environment in accordance with Health & Safety regulations
- To work alongside and accept young people who present challenging behaviours
- To operate and maintain mechanical cleaning aids, e.g. vacuum and cleaning machines, in accordance with safety instructions
- To assist with the moving and handling of furniture and heavy equipment
- To support in basic food preparation
- To be pro-active in implementing Leicester City Council's policies on environmental issues.

**Summary of job tasks:** The tasks listed are, generally, only those taking at least 10% of the postholder's time.

1. To maintain and clean all workplace surfaces, fixtures and fittings and to empty and clean waste bins in all areas



2. To replenish supplies as necessary and report any fault or defect with equipment.
3. To operate and maintain mechanical cleaning aids e.g. vacuum and cleaning machines, in accordance with operating instructions.
4. To sort, wash, iron and distribute linen and operate laundry equipment. To ensure equipment and laundry room are left clean and safe when not in use.
5. To assist with the moving and handling of furniture and heavy equipment.
6. Basic sewing to make minor repairs to clothing, etc
7. Supporting Young People in developing their independence skills
8. To report all accidents involving Service Users as soon as practicable following their occurrence to the Senior Officer on duty.
9. To cover for absent Housekeepers and perform any or all of their duties when necessary.
10. To maintain an awareness of current instructions circulated by staff meetings, departmental and divisional bulletins, circular letters or by verbal and written information given by the Senior Officer by duty and to attend fire drills, staff meetings and training events, as required.

Is this post classified as Apolitically restricted≡, as in the Local Government and Housing Act 1989, either

- a) because of Its salary level ? , or No
- b) because the postholder is required regularly to advise the Council and its Committees, or communicates with the media on behalf of the Council? No

Is this post subject to exemption from The Rehabilitation of Offenders Act 1974 ? Yes

Job Requirements: Essential (E) or Desirable (D).		E/ D
<b>A. Training &amp; Education</b>		
<b>B. Experience</b>	Previous experience of using domestic cleaning apparatus e.g. carpet shampooer, vacuum cleaner.	E
	Literacy skills sufficient to understanding cleaning schedules and COSHH Health and Safety regulations.	E



	Able to operate laundry equipment.	E
	Experience of sorting, washing, drying and distributing linen.	E
	Basis sewing skills.	E
<b>C. Equal Opportunity</b>	Must be able to recognise discrimination in its many forms and willing to put the Council's Equality Policies into practice.	E
<b>D. Other Skills</b>	To possess a positive and approachable attitude, respond to requests and ability to use own initiative and work alone.	E
	Must be able to respond positively to Service Users' cleaning/domestic requests	E
	Must be able to communicate with Service Users in a sensitive manner.	E
	To organise own workload with minimum direction	E
	Willingness to participate in training	E
<b>E. Other Conditions</b> Including any hazardous or environmentally adverse conditions	Able to assist with moving and handling of heavy equipment.	E
	Able to work a flexible rota that covers mornings, afternoons, evenings, weekends and bank holidays.	E
	To work on a flexible working pattern	
	Sufficient mobility to work in all areas around the home and to assist with load moving	E
	Able to cover at other Residential Homes as and when necessary	E
	Must demonstrate an awareness of environmental issues	E



# Jobs and Careers



## Job Description

<b>Post Title:</b> Intensive Support Team Worker		<b>Post Number:</b> SC189
		<b>Date:</b> 1 <sup>ST</sup> November 2006
<b>Department:</b> <i>Children and Young People's Services</i>	<b>Division / Branch:</b> <i>Children &amp; Family Services</i>	
<b>Section: CAMHS &amp; Family Support Services</b> Intensive Support Team	<b>Responsible to: Team Manager</b>	

<b>Overall Purpose of this Post:</b> 1. To support the upbringing of children and young people within their own families and communities. To reduce the need for statutory intervention in their lives, such as becoming/remaining 'Looked After' by the Local Authority or entering/remaining in the Child Protection arena.
<b>Major Objectives:</b> These will include, as appropriate, those that reflect key corporate priorities, for example, >Cultural Diversity=, =Social Justice=, >Environmental Quality= and >Economic Prosperity=.  1. To support and maintain children and young people in need within their own families and communities in accordance with the Children and Young peoples' Services Plan.  2. To promote the life chances of children and young people in need/'Looked After' in accordance with key Departmental objectives. To promote the social inclusion and protection of children and young people at all times.  3. To act as a resource which can be provided rapidly to families in crisis in order to encourage them to persevere in the parenting task.  4. To contribute to the delivery of a range of individual and group work services to meet identified needs.  5. To contribute and make effective use of a network of statutory and voluntary resources aims at supporting children and families.  6. To ensure that the service provided to children and families is appropriate to their particular needs and takes account of their racial and cultural heritage as well as any disability.  7. To be proactive in implementing Leicester City Council's Policy in Environmental issues.



**Summary of job tasks:** The tasks listed are, generally, only those taking at least 10% of the postholder's time.

1. Under guidance of the Team Manager devise and implement strategies designed to maintain children in their home, family or community environment.
2. To undertake and contribute to the assessment of parenting capacity.
3. Liaising closely and co-working with child care and duty and assessment teams and maintaining effective working relationships with colleagues in the Department, the Council and other agencies.
4. Participating in a duty system for requests for services from children and family resources.
5. On a rota basis, to be immediately available to become involved with a family, which may mean providing support outside normal office hours.
6. Developing and maintaining an up to date knowledge of community resources available to children and their families.
7. Promoting and providing, in conjunction with other team members, an anti discriminatory social work service within the Division.
8. Keeping up to date case records and providing reports as required.
9. Positively promoting the service and the Children's Services Strategy and contributing to induction and information events.
10. Promoting partnership working with families, other agencies and community networks.

Is this post classified as politically restricted, as in the Local Government and Housing Act 1989, either

a) because of its salary level ? , or Yes ~ No ~

b) because the postholder is required regularly to advise the Council and its Committees, or communicates with the media on behalf of the Council? Yes ~ No ~

Is this post subject to exemption from The Rehabilitation of Offenders Act 1974 ? Yes ~ No ~

	<b>Job Requirements:</b> Essential (E) or Desirable (D)	<b>E/D</b>
<b>A. Training &amp; Education</b>		



<b>B. Experience</b>	Minimum of one year experience of direct work with children & young people and families in crisis.	<b>E</b>
	Knowledge of relevant legislation and procedures and awareness of the implications of these in practice.	<b>E</b>
	Awareness of current issues recent research in the area of work with adolescents and their families.	<b>E</b>
<b>C. Equal Opportunity</b>	Must be able to recognise discrimination in its many forms and willing to put the Council's Equality Policies into practice.	<b>E</b>
	Commitment to anti-discrimination.	<b>E</b>
	Working knowledge, appreciation and acceptance of all cultures in Leicester.	<b>E</b>
<b>D. Other Skills</b>	Communication skills	<b>E</b>
	Assessment skills	<b>E</b>
	Report writing skills	<b>E</b>
	Skills in crisis intervention, family work, behavioural work or other appropriate methods of achieving change in families and young people.	<b>E</b>
	Ability to think on one's feet and come up with creative solutions to apparently intractable situations.	<b>E</b>
	Positive and Optimistic approach, able to motivate oneself and others.	<b>E</b>
	Commitment to maintaining children within their families, homes and communities, and ability to be firm with families and colleagues in challenging their requests for accommodation.	<b>E</b>
<b>E. Other Conditions</b> Including any hazardous or environmentally adverse conditions	Ability to travel to different locations including service users' homes.	<b>E</b>
	Ability to work flexible and unsociable hours including weekends and bank holidays.	<b>E</b>



# Jobs and Careers



## Job Description

<b>Post Title:</b> Intensive Support Team Worker – Mental Health		<b>Post Number:</b> SC110
		<b>Date:</b> 21-09-2006
<b>Department:</b> <i>Social Care &amp; Health</i>	<b>Division / Branch:</b> <i>Children &amp; Family Resources</i>	
<b>Section:</b> <i>Children &amp; Family Resources</i>	<b>Responsible to:</b> <i>Team Manager</i>	
<b>Overall Purpose of this Post:</b>  1. To support the upbringing of children and young people within their own families and communities. To reduce the need for statutory intervention in their lives, such as becoming/remaining 'Looked After' by the Local Authority or entering/remaining in the Child Protection Arena.  2. To develop and support the effectiveness of Intensive Support Team in providing appropriate interventions to families where mental health impacts on parenting capacity or the wellbeing of children and young people.		
<b>Major Objectives:</b> These will include, as appropriate, those that reflect key corporate priorities, for example, >Cultural Diversity=, =Social Justice=, >Environmental Quality= and >Economic Prosperity=.		



1. To support and maintain children and young people in need within their own families and communities in accordance with the Children and Young People's Services Plan.
2. To promote the life chances of children and young people in need/'Looked After' in accordance with key Departmental objectives. To promote the social inclusion and protection of children and young people at all times.
3. To act as a resource which can be provided rapidly to families in crisis in order to encourage them to persevere in the parenting task.
4. To develop and deliver a range of individual and group work services to meet identified needs.
5. To fulfil a gate-keeping role in relation to the admission of children to accommodation, by challenging and questioning requests for such admission.
6. To contribute and make effective use of a network of statutory and voluntary resources aims at supporting children and families.
7. To ensure that the service provided to children and families is appropriate to their particular needs and takes account of their racial and cultural heritage as well as any disability.
8. To be proactive in implementing Leicester City Council's Policy in Environmental issues.

**Summary of job tasks:** The tasks listed are, generally, only those taking at least 10% of the postholder's time.

1. Devising and implementing strategies in partnership with families designed to maintain children in their home, family or community environment.
2. To develop links with mental health services (statutory and individual) to ensure up to date knowledge within Intensive Support Team is established and maintained and to provide interventions to families where there are mental health issues, for either the adults or children.
3. To act in a consultant role for other Intensive Support Team workers on issues of mental health within their case work.
4. To undertake and contribute to the assessment of parenting capacity.
5. Liaising closely and co-working with child care and duty and assessment teams and maintaining effective working relationships with colleagues in the Department, the Council and other agencies.
6. Participating in a duty system for requests for services from children and family resources and immediate requests for accommodation panels.
7. On a rota basis, to be immediately available to become involved with a family, which may mean providing ongoing support beyond normal office hours.
8. Promoting and providing, in conjunction with other team members, an anti discriminatory social work service within the Division.
9. Keeping up to date case records and providing reports as required.
10. Positively promoting the service and the Children's Services Strategy and contributing to induction and information events.



Is this post classified as politically restricted, as in the Local Government and Housing Act 1989, either			
a)	because of its salary level ? , or	Yes	~ No ~
b)	because the postholder is required regularly to advise the Council and its Committees, or communicates with the media on behalf of the Council?	Yes	~ No ~
Is this post subject to exemption from The Rehabilitation of Offenders Act 1974 ?		Yes	~ No ~
<b>Job Requirements: Essential (E) or Desirable (D)</b>		<b>E/D</b>	
<b>A. Training &amp; Education</b>	Dip S/W (or equivalent recognised by GSCC or RMN / CPN.	<b>E</b>	
<b>B. Experience</b>	Minimum of two years experience of direct work with children and young families in crisis.	<b>E</b>	
	Experience of working with adults experiencing mental health issues.	<b>E</b>	
<b>C. Equal Opportunity</b>	Must be able to recognise discrimination in its many forms and willing to put the Council's Equality Policies into practice.	<b>E</b>	
	Commitment to anti-discrimination.	<b>E</b>	
	Working knowledge, appreciation and acceptance of all cultures in Leicester.	<b>E</b>	
<b>D. Other Skills</b>	Communication skills	<b>E</b>	
	Assessment skills	<b>E</b>	
	Report writing skills	<b>E</b>	
	Skills in crisis intervention, family work, behavioural work or other appropriate methods of achieving change in families and young people.	<b>E</b>	
	Awareness of current issues recent research in the area of work with adolescents and their families.	<b>E</b>	
	Knowledge of relevant legislation and procedures and awareness of the implications of these in practice.	<b>E</b>	
	Ability to think on one's feet and come up with creative solutions to apparently intractable situations.	<b>E</b>	
	Knowledge of mental health and its impact on children, young people and their families.	<b>E</b>	
	Knowledge of statutory and voluntary mental health services.	<b>E</b>	
	Positive and Optimistic approach, able to motivate oneself and others.	<b>E</b>	
Commitment to maintaining children within their families, homes and communities, and ability to be firm with families and colleagues in challenging their requests for accommodation.	<b>E</b>		



<b>E. Other Conditions</b> Including any hazardous or environmentally adverse conditions	Ability to travel to different locations including service users' homes.	<b>E</b>
	Ability to work flexible and unsociable hours including weekends and Bank Holidays	<b>E</b>



# Jobs and Careers



## Job Description

<b>Post Title:</b> Practitioner (Mental Health)		<b>Post Number:</b> SC049
		<b>Date:</b>
<b>Department:</b> Children and Young People's Services	<b>Division / Branch:</b> <i>Children &amp; Family Resources</i>	
<b>Section:</b> <i>Placement Support Team</i>	<b>Responsible to:</b> <i>Team Manager</i>	
<b>Overall Purpose of this Post:</b>  1. To work creatively with Looked After children/young people and to support families/carers so that placement stability is improved and permanency plans progressed.  2. To take particular responsibility for ensuring that the mental health and the emotional needs of children and young people are recognised within the team and creative solutions/interventions are applied in order to reduce the need for a child to be Looked After or for placement stability to be maintained.		
<b>Major Objectives:</b> These will include, as appropriate, those that reflect key corporate priorities, for example, Cultural Diversity, Social Justice, Environmental Quality and Economic Prosperity.		



1. To assist families and carers to maintain children/young people's placements by providing support planned interventions and information and assistance.
2. To work to enable children and young people to develop secure attachments to their carers.
3. To manage children and young people's behaviour that can be challenging within the community they live.
4. To ensure that the service provided to children and families is appropriate to their particular needs and takes account of their racial and cultural heritage as well as any disability,
5. To be proactive in implementing Leicester City Council's Policy in Environmental issues.
6. To act as a resource which can be provided to families/carers in order to encourage them to persevere in caring for the child/young person.
7. To contribute and make effective use of statutory and voluntary resources aimed at supporting children and carers.
8. To contribute to the delivery of a wide range of individual services to meet identified needs.

**Summary of job tasks:** The tasks listed are, generally, only those taking at least 10% of the postholder's time.



1. Devise and implement creative strategies designed to maintain children/ young people in their placement and progress permanency plans, which will include carrying out a diverse range of activities within placements and the community.
2. To act in an advisory role for other Support Team workers on issues of mental health within their casework, keep up to date on research and practice by developing links with mental health and community resources and contribute towards training and development events.
3. Liaising closely and co-working with child care and duty and assessment teams, and other parts of the LAC Service, and maintaining effective working relationships and partnerships with service users, community networks, colleagues in the Department, the Council and other agencies.
4. Keeping up to date case records and providing reports as required.
5. Positively promoting the service and the Children and Young Person's Plan and contributing to induction and information events.
6. To undertake and contribute to the assessment of children, young people and their families.
7. To be committed to self-development and continuing professional expertise.
8. To be available to become involved with a family or other placements, which may mean providing some ongoing support beyond normal office hours.
9. To work to enable children and young people to develop secure attachments to their carers, maintain their emotional well-being and manage their behaviour that can be challenging in the community they live.
10. Promoting and providing, in conjunction with other team members, an anti-discriminatory service.

Is this post classified as politically restricted, as in the Local Government and Housing Act 1989, either

- |  |       |            |
|--|-------|------------|
| a) because of its salary level ? , or  | Yes ~ | <b>No</b>  |
|  |       | ~          |
| b) because the postholder is required regularly to advise the Council and its Committees, or communicates with the media on behalf of the Council? | Yes ~ | <b>No~</b> |

Is this post subject to exemption from The Rehabilitation of Offenders Act 1974 ? **Yes ~**



No
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	<b>Job Requirements:</b> Essential (E) or Desirable (D)	<b>E/D</b>
<b>A. Training &amp; Education</b>	Dip S/W (or equivalent recognised by GSCC or RMN / CPN.)	E

<b>B. Experience</b>	<p><b>Minimum of two years experience of direct work with children, young people and their carers.</b></p> <p>Excellent communication and interpersonal skills, sufficient to establish effective relationships and present information at all levels across a variety of organisations.</p> <p>The ability to assess risks and develop appropriate strategies.</p> <p>Strong written skills to compose own correspondence and prepare reports for internal and external purposes.</p> <p>Skills in family work, behavioural work or other appropriate methods of achieving change in children, young people and their carers.</p> <p>Awareness of current issues recent research in the area of work with adolescents and their families.</p> <p>Knowledge of relevant legislation and social work methodologies and awareness of the implications of these in practice.</p> <p>Ability to think on one's feet and come up with creative solutions to apparently intractable situations.</p> <p>Knowledge of mental health and its impact on children, young people and their carers.</p> <p>Knowledge of statutory and voluntary mental health services.</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>
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<b>C. Equal Opportunity</b>	<p>Must be able to recognise discrimination in its many forms and willing to put the Council's Equality Policies into practice.</p> <p>Commitment to anti-discrimination.</p> <p>Working knowledge, appreciation and acceptance of all cultures in Leicester.</p>	<p>E</p> <p>E</p> <p>E</p>
<b>D. Other Skills</b>	<p><b>Positive and Optimistic approach, able to motivate oneself and others.</b></p> <p>Commitment to maintaining children within their placements and progressing permanency plans.</p> <p>The ability to engage with children/young people who may exhibit behaviour that is challenging.</p>	<p>E</p> <p>E</p> <p>E</p>
<b>E. Other Conditions</b> Including any hazardous or environmentally adverse conditions	<p>Registration with the General Social Care Council (GSCC) if social work qualified.</p> <p>Use of own car and willingness to use own transport to travel to different locations including service users' homes.</p> <p>Ability to work flexible and unsociable hours including weekends as required</p>	<p>E</p> <p>E</p> <p>E</p>



## Job Description

<b>Post Title:</b> Publicity Officer Fostering ( and Adoption )		<b>Post Number:</b> SC069
		<b>Date:</b>
<b>Department:</b> Children & Young Persons Services	<b>Division / Branch:</b> Looked After Children's Services	
<b>Section:</b> Fostering	<b>Responsible to:</b> Teresa Selby	

### Overall Purpose of this Post:

To raise public awareness of fostering and adoption using relevant publicity and marketing strategies. To assist Looked After Children Service with its publicity and marketing.

**Major Objectives:** These will include, as appropriate, those that reflect key corporate priorities, for example, >Cultural Diversity=, =Social Justice=, >Environmental Quality= and >Economic Prosperity=.

7. To undertake ongoing review, development and implementation of marketing campaigns for Fostering and Adoption with respect to acquisition and retention of foster carers and adopters.
8. To develop an annual marketing plan for fostering and adoption to include:
  - Acquisition and retention programmes
  - Rationalising, Co-ordination and management of Foster Carer communications
  - Relationship marketing
  - Promotional literature/media
  - Foster Carer and Adopter literature/media (including training and development)
9. To produce, book, and place advertisements in relevant local and national media, liaising directly with the media.
10. Working within a limited budget, investigate and develop a range of strategies (including eg sponsorship, free publicity and joint initiatives) for marketing Fostering and Adoption.
11. To produce promotional and training materials/literature for fostering and adoption.
12. To develop an outreach programme to tap into the diverse communities in Leicester.
13. To produce material in multimedia formats for the Director and the Department for Conferences and other briefing/training events (with the explicit agreement of the Service Manager).
14. To research current national recruitment policies with respect to competitors and other Local Authorities.
15. To manage relationship marketing with existing carers, developing retention and "member-get-member" strategies.
16. Adhere to the Council Policies on Customer Care, Equal opportunities, the



environment and Health & Safety.

**P.T.O.**

**Summary of job tasks:** The tasks listed are, generally, only those taking at least 10% of the post holder's time.

1. Create, develop and manage recruitment campaigns for Foster Carers and adopters.
2. Local and National media liaison
3. Marketing Fostering and Adoption and raising public awareness of both.
4. Produce informational literature (including multimedia), training material, guides and handbooks for fostering and adoption, working in partnership with colleagues across the Department and staff in other agencies.

Is this post classified as Apolitically restricted≡, as in the Local Government and Housing Act 1989, either

- a) because of Its salary level ? , or Yes ~ No  
~
- b) because the post holder is required regularly to advise the Council and its Committees, or communicates with the media on behalf of the Council? Yes ~ No  
~

Is this post subject to exemption from The Rehabilitation of Offenders Act 1974 ? Yes ~  
No

<b>Job Requirements:</b> Essential (E) or Desirable (D).		<b>E/ D</b>
<b>A. Training &amp; Education</b>	Market Training Qualification in Marketing	E
<b>B. Experience</b>	At least 2 years marketing and publicity for a local authority,	E



	voluntary or private fostering agency.	
<b>C. Equal Opportunity</b>	Must be able to recognise discrimination in its many forms and willing to put the Council's Equality Policies into practice.	E
<b>D. Other Skills</b>	Good communication, verbal and written skills. People skills, IT and Marketing skills.	E
<b>E. Other Conditions</b> Including any hazardous or environmentally adverse conditions		



# Jobs and Careers



## Job Description

<b>Post Title: RESIDENTIAL PROPERTY OFFICER</b>		<b>Post Number:</b> E.6500
		<b>Date:</b>
<b>Department:</b> Education and Children's Services	<b>Division</b> <b>Social Care and Safeguarding</b>	
<b>Section:</b> Looked After Children		

### Overall Purpose of this Post:

To monitor, maintain, repair and care for the properties used by the Looked After Children section of Leicester City Council and to assist in the delivery of high quality care to young people accommodated by the Council.

**Major Objectives: to ensure the provision of high quality property maintenance and monitoring under Health and safety rules and guidelines.**

### Tasks:

- 1). All H&S checks to include water hygiene, Fire Safety, Asbestos Awareness etc
- 2) Maintenance of manual and electronic records regarding the above
- 3) Design, development and adherence to a work schedule
- 4) Repair, redecoration and outsourcing to contractors where necessary; oversight and Monitoring of contractors work systems
- 5) Emergency repairs
- 6) Project work
- 7) Provide DIY training to young people
- 8) Risk Assess



9) Carry out maintenance work in order to obtain best Value
10) Actively promote the Council's Equal Opportunities and Practices
11) Promote Health and Safety to ensure safe working environments

**Summary of job tasks:** The tasks listed are, generally, only those taking at least 10% of the post holder's time.

1.	Repair and construct office and other furniture, ensure shelves are suitable and safe for use intended, fit notice boards, signs and other related tasks.
2.	Liaise with and monitor contractors attending the homes and centres
3.	Carry out property repairs for example un-blocking sinks/drains, attending to leaks, re-securing doors and windows, floor/wall tiling, changing light bulbs, fluorescent tubes and internal decorations. Liaise with Health and Safety Officers regarding other essential repairs or maintenance. Emergency repairs and project work as and when required
4.	Provide training in basic DIY tasks to young people leaving care
5.	Liaise with team managers, residential staff and contractors to ensure safe working practices.
6.	Carry out regular essential Health & Safety checks to ensure continued safe working environment and compliance with current legislation, British Standards and other relevant regulations.
7.	Carry out regular monitoring of other essential systems, record findings and keep records accordingly.
8.	Collect and deliver materials to site, respond to urgent property maintenance breakdowns, rectify or report as necessary.

Is this post classified as politically restricted, as in the Local Government and Housing Act 1989, either	
a) because of its salary level ? , or	No
b) because the postholder is required regularly to advise the Council and its Committees, or communicates with the media on behalf of the Council?	No
Is this post subject to exemption from The Rehabilitation of Offenders Act 1974 ?	Yes



# Jobs and Careers



## Job Description

<b>Post Title:</b> Senior Practitioner		<b>Post Number:</b> SC087
		<b>Date:</b> 9/04/03
<b>Department:</b> Children and Young People's Services	<b>Division / Branch:</b> Looked After Children's Services	
<b>Section:</b> Residential Care	<b>Responsible to:</b> Team Manager	
<b>Overall Purpose of this Post:</b> To assist the Team Manager to develop and maintain effective, high quality residential services for children and young people through the supervision of staff and management of the working shifts.		
<b>Major Objectives:</b> These will include, as appropriate, those that reflect key corporate priorities for example, Cultural Diversity, Social Justice, Environmental Quality and Economic prosperity.		
<ol style="list-style-type: none"><li>1. To ensure that young people living in the Residential Homes are being appropriately cared for in accordance with the aims and objectives of the Children Acts 1989 and 2004, Every Child Matters: Care Standards Act 2000: Children's Homes Regulations: and all other appropriate legislation, departmental child care policies and the Service's procedures and practice guidance.</li><li>2. To be a member of the Home's management team and to contribute to the overall tasks of managing the resources and the work of the Home.</li><li>3. To assist in the process of allocation of placements, attend LAC Reviews and Progress Meetings and all other meetings, such as those relating to Health and Education, contribute to assessing needs, planning, implementing and monitoring individual programmes of work that will contribute to young people's overall care plans.</li><li>4. To contribute to the development of procedures, policy and practice in respect of Child Care Services.</li><li>5. To ensure that equality of opportunity is actively pursued in both recruitment and service delivery.</li><li>6. To assist the Team Manager in the monitoring and evaluation of standards of care, practice and effectiveness.</li><li>7. To manage the Home in the absence of the Team Manager and to take on Level One management responsibilities for the service during on-call periods.</li></ol>		



**Summary of job tasks:** The tasks listed are, generally, only those taking at least 10% of the postholder's time.

1.	To manage a number of Child Care Practitioners and ancillary staff, giving support and guidance where necessary, both by example and by the use of good management practice, including delegation, consultation, regular supervision, managing rotas, providing staff cover for other Homes' as requested and also level one on-call support to other homes at all times.
2.	To manage challenging behaviours safely and in a way that protects and maintains the rights of children and young people, the post holder and their colleagues.
3.	To employ a variety of social work skills and methods to achieve specific objectives, as agreed with the Team Manager and other professionals as appropriate, and as far as possible with service users.
4.	To act in the capacity of "case manager" or "support worker" to individual young people and to provide services to young people that are relevant to their needs.
5.	To work jointly with other individuals, agencies and community resources to provide an effective and holistic approach to young people and their families, including carrying out responsibilities in relation to Safeguarding of Children and Young People.
6.	To maintain accurate and up-to-date case records and to provide reports as required, developing and maintaining appropriate administrative, recording, statistical and budgetary systems (within delegated limits).
7.	To contribute to the development of the Service by: - a) developing own practice, keeping up-to-date with professional developments and making use of training opportunities provided by the Council. b) fostering good relations with the outside community. c) attending meetings, supervision and training sessions as agreed with line managers.
8.	To participate in monitoring procedures designed to evaluate the impact of the post holder's own work and that of the Department. Provide all new staff members with support whilst undertaking their Induction / Foundation programme. Provide guidance and advice to those who undertake the NVQ level 3 - Working with Children and Young People
9.	To participate in the recruitment, deployment, supervision and development of staff and the application of personnel procedures, which includes the setting of and monitoring of some disciplinary procedures.
10.	To maintain, in conjunction with other staff, good physical standards within the Home, including health and safety requirements and essential household tasks.
11.	To undertake, oversee and monitor all complex medical procedures used in the Home: oversee and monitor the handling and administration of all medicines used in the Home, including controlled drugs and 'homely' remedies.

Is this post classified as politically restricted, as in the Local Government and Housing Act 1989, either

- |  |    |
|--|----|
| a) because of its salary level ? , or  | No |
| b) because the postholder is required regularly to advise the Council and its Committees, or communicates with the media on behalf of the Council? | No |



	<b>Job Requirements:</b> Essential (E) or Desirable (D)	<b>E/D</b>
<b>A. Training &amp; Education</b>	<p>CQSW, DipSW or equivalent or NVQ Level 3 Caring for Children and Young People.</p> <p>A commitment to complete NVQ Level 4 in care and train as an Assessor for Level 3 in care.</p> <p>Registration with the General Social Care Council (GSCC) (if GSCC recognised qualification is held).</p>	<p>E</p> <p>E</p> <p>E</p>
<b>B. Experience</b>	<p>Minimum 3 years' experience of working with service users with low self-esteem and challenging behaviour.</p> <p>Experience of working in Residential Care.</p> <p>Experience of working with service users from black communities.</p>	<p>E</p> <p>E</p> <p>E</p>
<b>C. Equal Opportunity</b>	<p>Must be able to recognise discrimination in its many forms and willing to put the Council's Equal Opportunity Policy into practice.</p> <p>Ability to demonstrate commitment to addressing race, gender, sexuality and disability issues within the management and delivery of the service.</p> <p>Knowledge and ability to ensure the provision of a high quality service that takes into account the diverse needs of young people and staff.</p>	<p>E</p> <p>E</p> <p>E</p>
<b>D. Other Skills</b>	<p>Ability to prioritise and organise own work and that of the team (including rotas), to set standards and work to clear objectives, showing a flexible approach to work; evaluating and revising plans as appropriate.</p> <p>Knowledge of relevant legislation, regulations and good practice in terms of procedures and their application.</p> <p>Ability to support, manage, supervise, motivate and develop staff effectively, ensuring that team meets agreed objectives.</p> <p>Ability to employ a variety of social work skills, knowledge and methods to achieve specific objectives, having a clear understanding of appropriate social work theory.</p> <p>Ability to investigate and analyse situations, identifying problems and their solutions, weighing up risk factors.</p> <p>Communication and presentation skills sufficient to convey a clear and convincing argument, both orally and in the form of written reports.</p> <p>Ability to work as a team member – working to achieve agreed objectives and providing developmental and emotional support to other team members.</p> <p>Ability to show emotional restraint and to identify ways of managing appropriately their own feelings and those of colleagues and young people.</p> <p>Ability to form and maintain constructive working relationships with colleagues throughout the Council and in other organisations, demonstrating a positive attitude to multi-agency working.</p> <p>Ability to demonstrate a positive attitude to the contribution the Service can bring to young people.</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>
<b>E. Other Conditions</b> Including any hazardous or environmentally adverse conditions	<p>Ability to visit locations other than the immediate workplace on a regular basis.</p> <p>Ability to work to a shift rota, 365 days per year, recognising that rotas may need to be altered to reflect the needs of the service.</p>	<p>E</p> <p>E</p>



# Jobs and Careers



## Job Description

<b>Post Title:</b> SERVICE MANAGER		<b>Post Number:</b> SC022
		<b>Date:</b>
<b>Department:</b> EDUCATION AND CHILDREN'S SERVICES	<b>Division / Branch:</b> CHILDREN'S SOCIAL CARE & SAFEGUARDING	
<b>Section:</b>	<b>Responsible to:</b> HEAD OF SERVICE	
<b>Overall Purpose of this Post:</b> <b>To lead the development and management of (<i>insert relevant service area</i>). To contribute positively to the achievement of Departmental and organisational objectives.</b>		
<b>Major Objectives:</b> These will include, as appropriate, those that reflect key corporate priorities, for example, Cultural diversity, Social Justice, Environmental Quality and Economic Prosperity.		
<ol style="list-style-type: none"> <li>1. Understanding and influencing the external environment affecting the Council.</li> <li>2. Assessing the Council's strengths and weaknesses, identifying the improvements needed to meet future challenges.</li> <li>3. Identifying those individuals, groups and organisations who have an interest in the business of the Council and assessing their likely impact.</li> <li>4. Contributing to the strategy and gaining commitment to this strategy from your team.</li> <li>5. Deciding on and putting into place the various programmes, projects and plans to meet the organisations strategic objectives.</li> <li>6. Delegating work to teams and individuals both inside and outside the Council to ensure your objectives are met.</li> <li>7. Encouraging a diversity of working styles, establishing co-operative working and providing guidance on corporate values.</li> <li>8. Using techniques to measure, review and improve performance both for yourself and your team, relevant others.</li> <li>9. Evaluating the overall performance of the Council in the achievement of its principles/ objectives.</li> <li>10. Management of a wide range of Children's Services and Managers, and of resources and budgets ensuring these services deliver timely, effective and high quality performance within available budgets.</li> </ol>		
<b>P.T.O.</b>		



**General Competencies:**

1. Being able to evaluate situations/people and develop the appropriate plans or approaches for action.
2. Takes the leading role in initiating action and making decisions. Acts with confidence and is able to work under pressure.
3. Maintain a strategic perspective and is able to place immediate goals in a strategic context.
4. Be concerned with achieving results, setting goals and objectives for self and others.
5. Communicate clearly and concisely with a wide range of circumstances.
6. Seek facts and information from the information sources in order to understand situations and make decisions.
7. Work effectively with others through team building, encouraging co-operative working, and creating an environment in which staff feel, and are, empowered.
8. Be able to persuade others to provide support and other resources.
9. Anticipating and interpreting changing requirements in a political context.

**Key Priorities (These indicators are intended to supplement the information above)**

1. Securing the implementation of principles of equality of opportunity in relation to service delivery and employment issues (ensuring compliance with corporate and departmental policies).
2. Contributing to establishing, developing and maintaining service strategies and policies for Social Care services to children and their families, ensuring the provision of services to children is within the design and objectives of the Children's Services Strategy.
3. Ensure management systems and procedures are established and maintained within the services for which the postholder is responsible, including effective staff deployment, supervising, appropriate appointments and maintenance of budgetary control.
4. To lead on service development within own function within a clear equality framework.
5. To ensure policy and practice adheres with the requirements of the Children Act 1989, other relevant legislation and Ofsted/DCSF guidance, including LSCB.
6. To establish and maintain effective partnerships with other agencies (statutory, voluntary and other bodies) ensuring high standards of inter-agency practice are achieved.
7. To be customer orientated, ensuring that the rights and welfare of children and their families are at the centre of service planning and performance management.
8. To ensure internal review and complaint processes are implemented.
9. To be effective, economic and efficient in the use of all resources.
10. To ensure the effective and efficient collection and storage maintenance of management information.
11. To be responsible for the operational and performance management of Child Care services within own function.
12. To support the Service Director in providing leadership and overall management of the service.



Is this post classified as politically restricted, as in the Local Government and Housing Act 1989, either a) because of its salary level ? , or <b>Yes</b> b) because the postholder is required regularly to advise the Council and its Committees, or communicates with the media on behalf of the Council? <b>Yes</b>		
Is this post subject to exemption from The Rehabilitation of Offenders Act 1974 ? Yes		
	<b>Job Requirements:</b> Essential (E) or Desirable (D)	<b>E</b>
<b>A. Training &amp; Education</b>	Relevant professional Social Work qualification (Degree, DipSW, CQSW or equivalent). Registration with the GSCC	
<b>B. Experience</b>	<p>Experience of managing human and other resources for at least 3 years at middle management level.</p> <p>Excellent oral, written communication skills:  <b>ORAL:</b> sufficient to impart understanding and gain acceptance of new concepts and proposals.  <b>WRITTEN:</b> To prepare complex reports, guidelines/procedures for senior managers or elected members and correspondence to stakeholders, service users and complainants.</p> <p>Sufficient IT skills to use a range of Council IT applications</p> <p>Demonstrable presentation skills.</p> <p>Organisational skills sufficient to plan effectively and ensure targets are met.</p> <p>Ability to develop innovative solutions to complex business problems (business acumen)</p> <p>Ability to work as part of a strategic decision making team.</p> <p>Ability to recruit, manage, motivate, retain and develop staff effectively.</p> <p>Ability to work under pressure.</p> <p>Demonstrate experience of working with other agencies and services to develop and deliver effective services.</p> <p>In-depth knowledge of relevant legislation, regulations and best practice and DoH/SS/Guidance.</p> <p>Negotiation skills to ensure the Department's best interests are accounted for.</p> <p>Substantial experience (at least 3 years, in a qualified capacity), of working at a middle management level providing statutory Child Care services and establishing and controlling budgets.</p> <p>Experience managing service delivery through objective based performance management.</p> <p>Ability to manage change in a political environment.</p>	



<b>C. Equal Opportunity</b>	<p>Must be able to recognise discrimination in its many forms and willing to put the Council's Equality Policies into practice.</p> <p>Must be proactive in satisfying the needs of disadvantaged groups and individuals in the provision of social care services.</p> <p>Demonstrable experience of delivering services sensitive to diverse multi racial/multi ethnic communities.</p> <p>Must demonstrate personal commitment to the development of Equal Opportunities.</p>	
<b>D. Other Skills</b>	<p>Team player, able to bring teams together and promote teamwork.</p> <p>Must demonstrate ability to be innovative and be a proven problem solver.</p> <p>Must be self-motivated and able to prioritise a demanding workload working effectively and competently under pressure.</p> <p>Must be flexible and prepared to support the work of the Directorate.</p> <p>Must have the ability to deal effectively with Elected Members and officers at all levels in the Council.</p> <p>Demonstrable negotiation skills sufficient to engender collaborative working and secure co-operation.</p> <p>Sensitivity to the complex and conflicting interests of children, siblings, carers, alleged abuser's and involved professionals where an allegation of abuse is made relating to carer/professional, as well as the difficult issues re confidentiality/disclosure of information and the care/knowledge required when advising other service/professionals regarding such matters.</p>	
<b>E. Other Conditions</b> Including any hazardous or environmentally adverse conditions	<p>Must be willing to work irregular hours</p> <p>Appointment will be subject to satisfactory references and police check.</p>	



# Jobs and Careers



## *Job Description*

<b>JOB TITLE:</b>	<b>SUPPORT AND DEVELOPMENT OFFICER</b>	<b>Post Number: SC036</b>
		<b>Date: 30<sup>th</sup> August 2006</b>
<b>Department: Family Support and Safe Services</b>		<b>Division / Branch: 16+ Team</b>
<b>Section: Leaving Care and Services</b>		<b>Responsible to (Title &amp; Post Number): Team Manager 16+ Team</b>
<b>Overall Purpose of this Post:</b> To contribute to a quality service for 16+ Looked After Children and care leavers that promotes positive outcomes for young people in accordance with the policies and objectives of the Social Care and Health Directorate		
<b>Major Objectives:</b> In addition to the job-specific objectives itemised below all employees are required to implement and promote the Council's policies and procedures relating to all areas of employment and service delivery.  <ol style="list-style-type: none"><li>1. To contribute to raising social, economic and health outcomes for young people leaving care, with particular reference to the needs of black young people.</li><li>2. To be proactive in implementing Leicester City Council's equal opportunities policy and practice</li></ol>		



**Summary of job tasks:** The tasks listed are, generally, only those taking at least 10% of the jobholder's time.

1. To manage a case-load of young people allocated within the 16+ Team in accordance with agreed policies and procedures.
2. To arrange and co-ordinate services to 16+ young people as identified in their Pathway Plans
3. To carry out identified tasks within Pathway Plans and progress interventions with young people according to methods and time-scales agreed with the Team Manager.
4. To monitor and review progress of agreed interventions
5. To establish and maintain appropriate liaison with involved agencies in order to retain the focus of work and agree future involvement of different agencies.
6. To ensure service provision is appropriate and sensitive to the cultural needs of families.
7. To utilise supervision sessions with the Team Manager to ensure work remains focused and effective.
8. To participate in team meetings and other service meetings.
9. To keep written and electronic records on work undertaken and maintain case files as required.
10. To assist other professionals in the team, the department and in other agencies where identified as appropriate by the Team Manager.
11. To participate in the 16+ Team Duty service with support from qualified colleagues as deemed appropriate by the Team Manager.
12. To contribute to the development of the 16+ Service. With management guidance, to initiate and develop service proposals and partnerships to improve outcomes for young people.

Is this post classified as 'politically restricted', as in the Local Government and Housing Act 1989, either:

c) because of its salary level? No

**OR**

d) because the postholder is required regularly to advise the Council and its Committees, or communicates with the media on behalf of the Council? No

	<b>Job Requirements:</b> Essential (E) or Desirable (D)	<b>E/D</b>
<b>A. Training &amp; Education</b>	<ul style="list-style-type: none"> <li>♦ Knowledge of relevant legislation, regulations and procedures and ability to use them, particularly in relation to care leavers.</li> <li>♦ Ability to write reports, maintain records and prepare and present information, including computerised information, as requested.</li> <li>♦ 4 GSCE's or equivalent</li> </ul>	<ul style="list-style-type: none"> <li>♦ E</li> <li>♦ E</li> <li>♦ E</li> </ul>



<b>B. Experience</b>	<ul style="list-style-type: none"> <li>♦ Minimum 2 years experience working with adolescents, and/or young adults</li> <li>♦ Experience of work with black communities, including service users</li> <li>♦ ...</li> </ul>	<ul style="list-style-type: none"> <li>♦ E</li> <li>♦ E</li> <li>♦ ...</li> </ul>
<b>C. Equal Opportunity</b>	<ul style="list-style-type: none"> <li>♦ Must be able to recognise discrimination in its many forms, and be willing to put the Council's Equality Policy into practice</li> <li>♦ Able to initiate and develop services, systems and partnerships to meet the needs of young black people</li> <li>♦ ...</li> </ul>	<ul style="list-style-type: none"> <li>♦ E</li> <li>♦ E</li> <li>♦ ...</li> </ul>
<b>D. Other Skills</b>	<ul style="list-style-type: none"> <li>♦ Ability to work constructively and flexibly with other agencies, both statutory and voluntary</li> <li>♦ Ability to use communication skills and strategies appropriate to young people.</li> <li>♦ Ability to monitor cost development proposals and monitor allocated budget</li> <li>♦ Ability to prioritise and organise work, set and work to clear objectives.</li> <li>♦ Ability to develop / apply monitoring / evaluation in relation to service initiatives</li> <li>♦ Ability to work outside of normal office hours</li> <li>♦ Ability to visit locations, including service user homes, other than immediate locations</li> </ul>	<ul style="list-style-type: none"> <li>♦ E</li> <li>♦ E</li> <li>♦ E</li> <li>♦ E</li> <li>♦ E</li> <li>♦ E</li> <li>♦ E</li> </ul>
<b>E. Other Conditions</b> Including any hazardous or environmentally adverse conditions	<ul style="list-style-type: none"> <li>♦ ...</li> <li>♦ ...</li> <li>♦ ...</li> </ul>	<ul style="list-style-type: none"> <li>♦ ...</li> <li>♦ ...</li> <li>♦ ...</li> </ul>



# Jobs and Careers



## *Job Description*

<b>JOB TITLE:</b> SUPPORT AND DEVELOPMENT WORKER 16+ TEAM		<b>Post Number:</b> SC041 <b>Date:</b> 15 <sup>th</sup> September 2006
<b>Department:</b> Children and Young Peoples Services	<b>Division / Branch:</b> 16+ Team	
<b>Section:</b> Leaving Care and Children's Services	<b>Responsible to (Title &amp; Post Number):</b> Team Manager (SC034)	
<b>Overall Purpose of this Post:</b>  To contribute to a quality social work service for 16+ Looked After Children and care leavers that promotes positive outcomes for young people in accordance with the policies and objectives of the Social Care and Health Directorate		
<b>Major Objectives:</b> In addition to the job-specific objectives itemised below all employees are required to implement and promote the Council's policies and procedures relating to all areas of employment and service delivery.  <ol style="list-style-type: none"><li>1. General:</li><li>2. Specific to Equality of Opportunity</li></ol>		



**Summary of job tasks:** The tasks listed are, generally, only those taking at least 10% of the jobholder's time.

1. To manage a case-load of young people allocated within the 16+ Team in accordance with agreed policies and procedures.
2. To arrange and co-ordinate services to 16+ young people as identified in their Pathway Plans
3. To carry out identified tasks within Pathway plans and progress interventions with young people according to methods and time-scales as agreed with Team Manager.
4. To monitor and review progress of agreed interventions
5. To maintain appropriate liaison with involved agencies in order to retain focus of work and agree future involvement of different agencies.
6. To ensure service provision is appropriate and sensitive to the cultural needs of families.
7. To utilise supervision sessions with the Team Manager to ensure that work remains focused and effective.
8. To participate in team meetings and to contribute to team development
9. To keep written and electronic records on work undertaken and maintain case-files as required.
10. To assist other professionals in the team, the department and in other agencies where identified as appropriate by the Team Manager.
11. To participate in the 16+ Team Duty service with support from qualified colleagues as deemed appropriate by Team Manager.

Is this post classified as 'politically restricted', as in the Local Government and Housing Act 1989, either:

e) because of its salary level? No

**OR**

f) because the postholder is required regularly to advise the Council and its Committees, or communicates with the media on behalf of the Council? No

	<b>Job Requirements:</b> Essential (E) or Desirable (D)	<b>E/D</b>
<b>A. Training &amp; Education</b>	<ul style="list-style-type: none"> <li>♦ Knowledge of welfare rights, employment, education and training opportunities in relation to young people</li> <li>♦ Knowledge of and ability to understand and work within legislative and procedural requirements, particularly in relation to young people leaving care.</li> <li>♦ Effective oral and written communication skills with children, young people and adults.</li> </ul>	<ul style="list-style-type: none"> <li>♦ E</li> <li>♦ E</li> <li>♦ E</li> </ul>



<b>B. Experience</b>	<ul style="list-style-type: none"> <li>♦ Minimum one year's experience working with adolescents and/or young adults</li> <li>♦ Ability to use communication skills and strategies appropriate to young people</li> <li>♦ Understanding, enthusiastic and pragmatic approach to working with young people</li> </ul>	<ul style="list-style-type: none"> <li>♦ E</li> <li>♦ E</li> <li>♦ E</li> </ul>
<b>C. Equal Opportunity</b>	<ul style="list-style-type: none"> <li>♦ ... Must be able to recognise discrimination in its many forms and willing to put the Council's Equality Policy into practice.</li> </ul>	<ul style="list-style-type: none"> <li>♦ E</li> </ul>
<b>D. Other Skills</b>	<ul style="list-style-type: none"> <li>♦ Ability to work outside normal office hours and to visit locations, including service users homes, other than immediate workbase</li> <li>♦ Commitment to working in partnership with service users, carers, colleagues and other agencies to promote positive outcomes for young people</li> <li>♦ Ability to work under pressure and to respond calmly to crisis and conflict.</li> </ul>	<ul style="list-style-type: none"> <li>♦ E</li> <li>♦ E</li> <li>♦ E</li> </ul>
<b>E. Other Conditions</b> Including any hazardous or environmentally adverse conditions	<ul style="list-style-type: none"> <li>♦ Ability to work constructively with other agencies, both statutory and voluntary</li> <li>♦ Ability to motivate change with individuals</li> <li>♦ Ability to work as part of a team and use individual initiative</li> </ul>	<ul style="list-style-type: none"> <li>♦ E</li> <li>♦ E</li> <li>♦ E</li> </ul>



# Jobs and Careers



## Job Description

<b>Post Title:</b> Support Worker		<b>Post Number:</b> SC046
		<b>Date:</b>
<b>Department:</b>  <i><b>Children and Young People's Services</b></i>	<b>Division / Branch:</b>  <i><b>Children And Family Resources</b></i>	
<b>Section:</b>  <i><b>Placement Support Team</b></i>	<b>Responsible to:</b>  <i><b>Team Manager</b></i>	

### Overall Purpose of this Post:

3. To work creatively with Looked After children/young people and to support families/carers so that placement stability is improved and permanency plans progressed.

**Major Objectives:** These will include, as appropriate, those that reflect key corporate priorities, for example, Cultural Diversity, Social Justice, Environmental Quality and Economic Prosperity.

8. To assist families and carers to maintain children/young people's placements and progress permanency plans by providing support planned interventions, information and assistance.
9. To work to enable children and young people to develop secure attachments to their carers.
10. To manage children and young people's behaviour that can be challenging within the community they live.
11. To ensure that the service provided to children and families is appropriate to their particular needs and takes account of their racial and cultural heritage as well as any disability,
12. To be proactive in implementing Leicester City Council's Policy in Environmental issues.
13. To act as a resource which can be provided to families/carers in order to encourage them



to persevere in caring for the child/young person.

14.To contribute and make effective use of statutory and voluntary resources aimed at supporting children and carers.

15.To contribute to the delivery of a wide range of individual services to meet identified needs.

**Summary of job tasks:** The tasks listed are, generally, only those taking at least 10% of the postholder's time.

11.Under guidance of the Team Manager devise and implement strategies designed to maintain children/young people in their placement and progress permanency plans.

12. To work to enable children and young people to develop secure attachments to their carers.

13.To manage children and young people's behaviour that can be challenging within the community they live.

14.Liasing closely and co-working with child care, duty and assessment teams, and other parts of the LAC Service, and maintaining effective working relationships with colleagues in the Department, the Council and other agencies.

15.To be available to become involved with a family or other placements, which may mean providing ongoing support beyond normal office hours.

16.Developing and maintaining an up to date knowledge of community resources available to children and their families.

17.Promoting and providing, in conjunction with other team members, an anti discriminatory service.

18.Keeping up to date case records and providing reports as required.

19.Positively promoting the service and the Children's Services Strategy and contributing to induction and information events.

20.Promoting partnership working with families, other agencies and community networks.

21.To be committed to self-development and continuing professional expertise.

22.To undertake and contribute to the assessment of children, young people and their families.

23.To contribute and make effective use of a network of statutory and voluntary resources aimed at supporting children and families.



Is this post classified as politically restricted, as in the Local Government and Housing Act 1989, either

- a) because of its salary level ? , or Yes ~ **No~**  
b) because the post holder is required regularly to advise the Council and its Committees, or communicates with the media on behalf of the Council? Yes ~ **No**

Is this post subject to exemption from The Rehabilitation of Offenders Act 1974 ? **Yes** ~No

	<b>Job Requirements:</b> Essential (E) or Desirable (D)	<b>E/D</b>
<b>A. Training &amp; Education</b>	4 GCSE's or equivalent	D
	Relevant job related / vocational training	D
	Recognised child care qualification or youth work	D
<b>B. Experience</b>	Two years experience of direct work with children & young people and their families.	E
	Experience of working directly with children and young people in a variety of settings e.g. residential care, foster care, family centres, community settings	D
	Excellent communication and interpersonal skills, sufficient to establish effective relationships and present information at all levels across a variety of organisations.	E
	The ability to assess risks and develop appropriate strategies.	E
	Strong written skills to compose own correspondence and prepare reports for internal and external purposes.	E
	Skills in family work, behavioural work or other appropriate methods of achieving change in families and young people.	E
	Knowledge of relevant legislation such as the Children Acts and Every Child Matters, policies and procedures and awareness of the implications of these in practice.	E
	Ability to think on one's feet and come up with creative solutions to apparently intractable situations	E



<b>C. Equal Opportunity</b>	Must be able to recognise discrimination in its many forms and willing to put the Council's Equality Policies into practice.	E
	Commitment to anti-discriminatory practice.	E
	Working knowledge, appreciation and acceptance of all cultures in Leicester.	E
<b>D. Other Skills</b>	<ul style="list-style-type: none"> <li>♦ ...</li> <li>♦ ...</li> <li>♦ ...</li> </ul>	<ul style="list-style-type: none"> <li>♦ ...</li> <li>♦ ...</li> <li>♦ ...</li> </ul>
<b>E. Other Conditions</b> Including any hazardous or environmentally adverse conditions	<p>Use of own car and willingness to use own transport to travel to different locations including service users' homes.</p> <p>Ability to work flexible and unsociable hours including weekends as required.</p>	<p>E</p> <p>E</p>



# Jobs and Careers



## Job Description

<b>Post Title: TEAM MANAGER</b>		<b>Post Number: SC154</b>
		<b>Date:</b>
<b>Department:</b> <b>CHILDREN AND YOUNG PEOPLE'S SERVICES</b>	<b>Division / Branch:</b> <b>CHILDREN AND FAMILY ASSESSMENT AND STRATEGY</b>	
<b>Section:</b> <b>CHILD CARE</b>	<b>Responsible to:</b> <b>SERVICE MANAGER</b>	
<b>Overall Purpose of this Post:</b>  Under the direction of the Service Manager to manage and develop high quality Child Care services within the aims and objectives of the Child Care Strategy.		
<b>Major Objectives:</b> These will include, as appropriate, those that reflect key corporate priorities, for example, >Cultural Diversity=, =Social Justice=, >Environmental Quality= and >Economic Prosperity=.		
<ol style="list-style-type: none"><li>1. To manage a number of Social Workers.</li><li>2. To ensure that cases allocated to team members are being appropriately dealt within accordance with the aims and objectives of the Children's Services Strategy.</li><li>3. To be pro-active in implementing the Council's Policy on the environment.</li></ol>		
<b>P.T.O.</b>		
<b>Summary of job tasks:</b> The tasks listed are, generally, only those taking at least 10% of the postholder's time.		



1. To chair certain Child Care Planning meetings (not Child Protection Case Conferences).
2. To contribute to the development of divisional and departmental policy and practice in respect of  
Child Care Services
3. To ensure that quality of opportunity is actively pursued in both recruitment and services delivery.
4. To participate in the recruitment, deployment and development of staff and the application of grievance and disciplinary procedures.
5. To maintain appropriate administrative systems and to collect and interpret statistical data.
6. To contribute to the production of procedures, both divisional and departmental, in respect of Child Care Services.
7. To carry out responsibilities under the Department's Complaints Procedure, including the investigation of complaints.
8. To exercise control of delegated budgets.

To take responsibilities of premises (designated Team Manager's posts only)

Is this post classified as Apolitically restricted≡, as in the Local Government and Housing Act 1989, either

- a) because of its salary level ? , or No
- b) because the postholder is required regularly to advise the Council and its Committees, or communicates with the media on behalf of the Council? No

Is this post subject to exemption from The Rehabilitation of Offenders Act 1974 ? Yes



# Jobs and Careers



## Job Description

<b>Post Title:</b> <p style="text-align: center;"><b>TEAM MANAGER</b>  <b>Specialist Family Support Services</b></p>		<b>Post Number:</b> <p style="text-align: center;"><b>SC173</b></p>
		<b>Date:</b> <p style="text-align: center;"><b>25/01/07</b></p>
<b>Department:</b> Children & Young Peoples Service	<b>Division / Branch:</b> Social Care and Safeguarding	
<b>Section:</b> <p style="text-align: center;"><b>Specialist Family Support Services</b></p>	<b>Responsible to:</b> <p style="text-align: center;"><b>SERVICE MANAGER</b></p>	

### Overall Purpose of this Post:

To manage the delivery of services which support the upbringing of children within their own families and communities, and reduce the need for statutory intervention in their lives. To contribute to a Children and Young Peoples Services Plan by targeting resources at the children and families most at risk of accommodation, care, social exclusion and custody.

**Major Objectives:** These will include, as appropriate, those that reflect key corporate priorities, for example, Cultural Diversity, Social Justice, Environmental Quality and Economic Prosperity.

Delivering services, which are of high quality and appropriate to the needs of the children/young people and families who receive them, and which encourage and help families to look after their children/young people safely and appropriately in accordance with departmental objectives.

To contribute to systems within the service to ensure that children and young people are not removed inappropriately from their families and communities.

Developing and using effective monitoring information to evaluate the effectiveness of the service.

Recruiting and retaining a staff group which represents the diverse communities and cultures of Leicester.

Developing and maintaining an inter-agency approach to children/young people, which recognises a corporate responsibility for the provision of family support.

To ensure there is equality of service provision and practice to meet individual needs of children/young people and their families. This includes their age, gender, sexuality, any disability, race, language, religion and cultural heritage.



**Summary of job tasks:** The tasks listed are, generally, only those taking at least 10% of the postholder's time.

1. To manage a team of Social Care Workers and ensure the provision of appropriate support, supervision, appraisal, training and development.
2. To take responsibility for the recruitment and retention of staff, including implementation of the Authority's grievance, disciplinary, incapability and Equal Opportunities policies.
3. To chair Multi Agency Family Support Meetings.
4. To maintain an awareness of relevant research, legislation and other developments in the area.
5. To develop co-operative working relationships with colleagues in the Authority and in other agencies and to encourage effective inter-agency working.
6. To collate and use statistical information in order to monitor trends and evaluate the effectiveness of the Service, and to produce reports for senior managers or committees as required.
7. To participate as an active member of Specialist Family Support, attending management meetings, contributing to developmental projects, and providing cover for colleagues, where necessary.
8. To ensure that resources, including budgets, are monitored and used efficiently and effectively.
9. To ensure that user feedback is sought and acted on, including the investigation of complaints as part of the Service Complaints Procedure.
10. To ensure a safe working environment, including carrying out health and safety provisions, fire drills, etc. and maintaining a workplace safety plan.
11. To take responsibility for the security of office bases and units, as appropriate, including acting as keyholder in some circumstances.

Is this post classified as politically restricted, as in the Local Government and Housing Act 1989, either

a) because of its salary level ? , or No

b) because the postholder is required regularly to advise the Council and its Committees, or communicates with the media on behalf of the Council? No

Is this post subject to exemption from The Rehabilitation of Offenders Act 1974 ? Yes



	<b>Job Requirements: Essential (E) or Desirable (D)</b>	<b>E/D</b>
<b>A. Training &amp; Education</b>	Dip SW or CQSW or CSS.	<b>E</b>
<b>B. Experience</b>	Minimum 3 years post qualification experience.	<b>E</b>
	Experience of working with black communities	<b>E</b>
<b>C. Equal Opportunity</b>	Must be able to recognise discrimination in its many forms and willing to put the Council's Equality Policies into practice.	<b>E</b>
	Demonstrable commitment to addressing race, gender, sexuality and disability issues.	<b>E</b>
	Knowledge of Government agenda for CAMHS services e.g. NSF	<b>E</b>
	Knowledge and ability to ensure the provision of high quality services that are appropriate and sensitive to the needs of a multi-racial, multi-cultural and multi-lingual population.	<b>E</b>
<b>D. Other Skills</b>	Ability to prioritise and organise work, to set standards and work to clear objectives.	<b>E</b>
	Knowledge of relevant legislation, regulations and procedures.	<b>E</b>
	Ability to manage, supervise, motivate and develop staff effectively.	<b>E</b>
	Ability to manage change.	<b>E</b>
	Ability to confront challenges, balance risk and make appropriate decisions.	<b>E</b>
	Communication and presentation skills sufficient to convey a clear and convincing argument, both orally and in the form of written reports.	<b>E</b>
	Ability to form and maintain constructive working relationships with colleagues within the Department and in other organisations.	<b>E</b>
	Ability to understand, interpret and manage budgets.	<b>E</b>
	Assertiveness and tenacity in holding to a strategic line.	<b>E</b>
	A commitment to putting the needs of service users first.	<b>E</b>
	A commitment to working in partnership with service users and carers.	<b>E</b>
	Positive attitude to multi-agency working.	<b>E</b>
	Ability to manage change effectively.	<b>E</b>
<b>E. Other Conditions</b>	Registration with the General Social Care Council (GSCC)	<b>E</b>
Including any hazardous or environmentally adverse conditions	Ability to work outside 'normal' office hours when necessary, including management support to staff at weekends and bank holidays as necessary.	<b>E</b>
	Ability to visit locations other than the immediate workplace on a regular basis.	<b>E</b>



# Jobs and Careers



## Person Specification

<b>Post Title:</b> Team Manager	<b>Post Number:</b> SC173
<b>Section:</b> Social Care and Safeguarding	<b>Department:</b> Children & Young People's Services
<b>Salary Range:</b> £32,487- £34,986 (includes 2 market increments)	<b>Grade:</b> PO3 + 2MI

**Note:** This form sets the standard for the person needed for this job on this occasion, and also suggests the questions to be asked at shortlisting and interview stages. The requirements are job-related and described using appropriate words and marked E (essential) or D (desirable) as appropriate. There will not necessarily be an entry in every box. Contra-indicators, i.e., criteria that will prevent consideration for appointment, if any, will be clearly shown.

	<b>Requirements:</b> E = Essential or D = Desirable	<b>E/D</b>	<b>Measurement</b> Please see below
<b>Skills, Knowledge &amp; Experience</b>	Minimum 3 years post qualification experience.	E	2,4
	Experience of working with black communities.	E	2,4
Previous experience - consider type, absolute minimum period, depth	Previous experience of staff/student supervision.	D	2
	The ability and skills to chair complex meetings.	E	2,4
	Ability to prioritise and organise work, to set standards and work to clear objectives.	E	4
Do not forget to consider evidence from outside interests and voluntary work	Knowledge of relevant legislation, regulations and procedures.	E	2,4
	Ability to manage, supervise, motivate and develop staff effectively.	E	4
Level and type of e.g., oral, written, or number skills or other job-related skills, such as driving	Ability to manage change.	E	4
	Ability to confront challenges, balance risk and make appropriate decisions.	E	3,4
	Good oral and written communication skills;	E	3,4
What creative or original thought is necessary for the job?	<u>Oral:</u> to summarise clearly and concisely To articulate concepts and proposals. <u>Written:</u> to produce concise and complex reports.		
	Ability to speak one of the major Asian languages found in Leicester.	D	2,4
Are there any language skills required?	Ability to form and maintain constructive working relationships with colleagues within the Department and in other organisations.	E	4
	Ability to understand, interpret and manage budgets.	E	2,4
	Assertiveness and tenacity in holding to a strategic line.	E	2,4

**Measurement:** 1. Test prior to shortlisting (i.e. all applicants). 2. From application form.. 3. Test after shortlisting. 4. Probing at interview. 5. Documentary Evidence. 6. OTHER (Please specify)



	<b>Requirements:</b> E = Essential or D = Desirable	<b>E/D</b>	<b>Measurement</b> Please see below
<b>Equal Opportunity</b>			
Minimum requirement	Must be able to recognise discrimination in its many forms and willing to put the Council's Equality Policies into practice.	E	4
Particular E.O. requirements for this post (e.g., specialist knowledge)	Demonstrable commitment to addressing race, gender, sexuality and disability issues.	E	4
	Knowledge and ability to ensure the provision of high quality services that are appropriate and sensitive to the needs of a multi-racial, multi-cultural and multi-lingual population.	E	2,4
<b>Qualifications, Training</b>			
Academic	Dip SW or CQSW or CSS.	E	2,5
Professional	Relevant post qualification training.	D	2,5
Job-Related Training	Training in anti-discriminatory practice.	E	2,4
Vocational Training	Registration with the General Social Care Council (GSCC)	E	2,5
<b>Attitude &amp; Motivation</b>			
In working with other people and serving members of the public, what characteristics are required? What stress or pressure will this job entail?	Self motivated and able to prioritise a demanding workload.	E	4
	Assertive, clear thinking and able to negotiate and challenge effectively	E	4
	Able to operate as part of a team.	E	4
	Interest/ability in creative development of services as well as maintaining current standards.	E	4
	Able to recognise the positives of diversity	E	4
<b>Other</b>			
Unusual hours	Ability to work outside 'normal' office hours when necessary, including management support to staff at weekends and bank holidays as necessary.	E	2,4
Travel to and from work / Uniform requirements	Ability to visit locations other than the immediate workplace on a regular basis.	E	4
Housing (if residential post)			

Total number of essential criteria measurable from application form = 9  
Total number of desirable criteria measurable from application form = 4

#### Notes:

Details of desirable requirements that are 'weighted' (i.e. those that will be given more importance than other desirable requirements), are given here.

Other:

**Author Reference:**

**Date:** 20/08/13

9:19AM

Published by the Human Resources Unit, Chief Executive's Office, April 1997. Reference: H:\AJ\RECFORMS\PSPEC.DOC

**Measurement:** 1. Test prior to shortlisting (i.e. all applicants). 2. From application form.. 3. Test after shortlisting.  
4. Probing at interview. 5. Documentary Evidence. 6. OTHER (Please specify)



# Jobs and Careers



## Job Description

<b>Post Title:</b> Team Manager		<b>Post Number:</b> SC095
		<b>Date:</b> 29/11/10
<b>Department:</b> Social Care & Safeguarding	<b>Division</b> Looked After Children's Services	
<b>Section:</b> Residential Care	<b>Responsible to:</b> Service Manager (Young People's Residential Homes)	
<b>Overall Purpose of this Post:</b> To develop and maintain effective management of high quality residential services for children and young people.		
<b>Major Objectives:</b> These will include, as appropriate, those that reflect key corporate priorities, for example, Cultural Diversity, Social Justice, Environmental Quality and Economic Prosperity.		
<ol style="list-style-type: none"><li>1. To ensure that young people living in the Young People's Residential Homes are being appropriately cared for in accordance with the aims and objectives of the Children Acts 1989 &amp; 2004, Care Standards Act 2000 and other appropriate legislation, corporate child care policies and the Service's procedures and practice guidance.</li><li>2. To assist in the process of child care planning meetings eg LAC Reviews, Statutory Meetings, Professionals' Meetings, MAPPA, Child Protection Conferences.</li><li>3. To contribute to the development of divisional and corporate procedures, policy and practice guidelines, in respect of Children &amp; Young People's Services.</li><li>4. To ensure that anti-discriminatory practices and issues of diversity are actively pursued in both recruitment and service delivery.</li><li>5. To contribute to the effective management of the whole Service through provision of out of hours support and covering for other Team Managers and Homes as needed.</li><li>6. To facilitate appropriate communication between staff members and management teams.</li></ol>		



Summary of job tasks: The tasks listed are, generally, only those taking at least 10% of the postholder's time.	
1.	To manage a number of Child Care and Senior Practitioners and support staff, giving support and guidance where necessary, both by example and by the use of good management practice, including delegation, consultation, regular supervision and other meetings. To oversee the work of other professionals working in the Home.
2.	To ensure that safe working practices are used in the Homes in caring for young people, including safeguarding policies, procedures; health needs, supporting emotional needs and challenging behaviours, moving and handling and hoisting, safe handling and distribution of medications and medical procedure.
3.	To participate in the recruitment, deployment and development of staff and the application of relevant Human Resources procedures, eg disciplining, capability, AMP, Annual Leave etc.
4.	To develop and maintain appropriate administrative systems, to collect and interpret statistical data and to participate in the Home's and service's monitoring processes.
5.	To ensure that responsibilities under the Division's Complaints & Safeguarding Procedures are fulfilled, including the investigation of complaints.
6.	To manage delegated budgets, in line with the Authority's financial regulations.
7.	To take responsibility for the premises of a Young People's Residential Home, maintaining high physical standards within the Home, including Health & Safety requirements.
8.	To develop one's own practice by keeping up-to-date with professional developments and by making use of learning and training opportunities provided by the Council, in line with appraisals and GSCC requirements.

Is this post classified as politically restricted, as in the Local Government and Housing Act 1989, either	
a) because of its salary level ? , or	No
b) because the postholder is required regularly to advise the Council and its Committees, or communicates with the media on behalf of the Council?	No



## Job Description

<b>Post Title:</b> <b>TEAM MANAGER – Placement Support Team</b>		<b>Post Number: SC048</b>
		<b>Date:</b> <b>16/01/06</b>
<b>Department:</b> <b>CHILDREN AND YOUNG PEOPLE'S SERVICES</b>	<b>Division / Branch:</b> <b>CHILDREN &amp; FAMILIES</b>	
<b>Section:</b> <b>COMMISSIONING/LAC</b>	<b>Responsible to:</b> <b>SERVICE MANAGER</b>	

### Overall Purpose of this Post:

To manage the delivery of a team targeted at supporting young people who are Looked After or at risk of being Looked After.

The primary functions of this team will be to;

- ☐ Minimise placement breakdown by supporting carers and young people to maintain secure attachments and promote stability, therefore preventing the need for more intensive or intrusive provision.
- ☐ Appropriately and safely reduce the number of Looked After Children by supporting permanency plans.

**Major Objectives:** These will include, as appropriate, those that reflect key corporate priorities, for example, Cultural Diversity, Social Justice, Environmental Quality and Economic Prosperity.

1. Designing and delivering services, which are of a high quality and appropriate to the needs of children, young people and their carers.
2. Developing and using effective monitoring and evaluation systems to inform practice and monitor outcomes.
3. Giving a high profile to anti-discriminatory practice and to the provision of services appropriate to the user's particular needs, including their age, gender, sexuality, physical and mental ability, race, religion and cultural heritage.
4. Developing inter-agency partnerships that promote the inclusion of socially excluded children and young people.

**P.T.O.**



**Summary of job tasks:** The tasks listed are, generally, only those taking at least 10% of the postholders' time.

1. Manage a multi- disciplinary team including producing the associated protocols and procedures.
2. Developing relationships with partner agencies including the voluntary sector and community groups
3. Provide appropriate support, supervision and appraisals to a multi disciplinary team.
4. Taking responsibility for recruitment and retention of a staff group that reflects the diverse population of Leicester.
5. Ensuring that social inclusion has a high priority and that anti- discrimination legislation is put into practice.
6. Collating and using statistical information in order to evaluate effectiveness of the service, and producing reports as requested.
7. Ensuring that service user feedback is sought, collated and acted upon, including the investigation of complaints as part of the departmental complaints procedure.
8. Ensuring that evidenced based outcomes are measured which demonstrate the team's effectiveness in achieving placement stability and their contribution to delivering on permanence plans
9. To produce reports, statistical and budgetary information.
10. Provide cover for other managers within the service.

Is this post classified as politically restricted, as in the Local Government and Housing Act 1989, either

a) because of its salary level ? , or Yes

b) because the postholder is required regularly to advise the Council and its Committees, or communicates with the media on behalf of the Council? No

Is this post subject to exemption from The Rehabilitation of Offenders Act 1974 ? Yes

	<b>Job Requirements:</b> Essential (E) or Desirable (D)	<b>E/D</b>
<b>A. Training &amp; Education</b>	DIPSW (or equivalent) Which must include the appropriate child care modules	E
	Registration with the GSCC	E



<b>B. Experience</b>	Minimum 3 years post qualification experience.	E
	Experience of working with black communities.	E
	Ability to prioritise and organise work, to set standards and work to clear objectives.	E
	In depth knowledge of the issues affecting LAC and their families/carers	E
	Knowledge of relevant legislation, regulations and procedures.	E
	Ability to manage, supervises, motivate and develop staff effectively.	E
	Ability to manage change.	E
	Ability to confront challenges, balance risk and make appropriate decisions.	E
	Communication and presentation skills sufficient to convey a clear and convincing argument, both orally and in the form of written reports.	E
	Ability to form and maintain constructive working relationships with colleagues within the Department and in other organisations.	E
	Ability to understand, interpret and manage budgets.	E
	Assertiveness and tenacity in holding to a strategic line.	E
<b>C. Equal Opportunity</b>	Must be able to recognise discrimination in its many forms and willing to put the Council's Equality Policies into practice.	E
	Demonstrable commitment to addressing race, gender, sexuality and disability issues.	E
	Knowledge and ability to ensure the provision of high quality services that are appropriate and sensitive to the needs of a multi-racial, multi-cultural and multi-lingual population.	E
<b>D. Other Skills</b>	A commitment to putting the needs of service users first.	E
	A commitment to working in partnership with service users and carers.	E
	Positive attitude to multi-agency working.	E
<b>E. Other Conditions</b> Including any hazardous or environmentally adverse conditions	Ability to work outside 'normal' office hours when necessary.	E
	Ability to visit locations other than the immediate workplace on a regular basis.	E



# Jobs and Careers



## Job Description

<b>Post Title:</b> Team Manager (Adoption)		<b>Post Number:</b> SC056
		<b>Date:</b>
<b>Department:</b> Children and Young People's Services	<b>Division / Branch:</b> Family Support & Safeguarding Services	
<b>Section:</b> Adoption	<b>Responsible to:</b> Service Manager - Placements	
<b>Overall Purpose of this Post:</b> To manage and develop a high quality Adoption Service for City children to ensure other routes to permanence we progressed, within the aims of the Children Services Strategy.		
<b>Major Objectives:</b> These will include, as appropriate, those that reflect key corporate priorities, for example, Cultural Diversity, Social Justice, Environmental Quality and Economic Prosperity. <ol style="list-style-type: none"> <li>To manage the City social work staff who recruit and prepare prospective adopters, advise on matching and provide post placement support to children and families throughout Leicestershire and Rutland under the Joint Arrangement.</li> <li>To share in the overall day-to-day management of the Adoption Service under the Joint Arrangement, ensuring cover as necessary.</li> <li>To contribute to the monitoring and evaluation of the Adoption Service and ensure that it is provided within the children's Services Strategy.</li> <li>To ensure that permanence plans for children looked after are progressed via a Permanence Panel, and that such plans are monitored and evaluated.</li> <li>To maintain a specialist knowledge of legislation, research and developments relating to adoption and family placement. To provide expert advice and consultation to other Department staff, elected members, other agencies and the general public.</li> <li>To provide expert advice to the Adoption Panel.</li> <li>To provide briefing notes, Committee Reports etc in connection with the service, as required by the Service Manager.</li> <li>To develop and maintain appropriate administrative systems and to collect and interpret statistical data - management information, including the production of an annual report.</li> <li>To take responsibility for admin staff and premises.</li> </ol>		



<b>Summary of job tasks:</b> The tasks listed are, generally, only those taking at least 10% of the postholder's time.	
1.	Management + supervision of staff
2.	Attending + chairing meetings
3.	Provision of specialist information + advice
4.	Report preparation
5.	Manipulating statistical + financial information
6.	Liaison with other staff and agencies involved in adoption and family placement.

Is this post classified as A politically restricted=, as in the Local Government and Housing Act 1989, either	
a) because of its salary level ? , or	No
b) because the postholder is required regularly to advise the Council and its Committees, or communicates with the media on behalf of the Council?	No

	<b>Job Requirements:</b> Essential (E) or Desirable (D)	<b>E/D</b>
<b>A. Training &amp; Education</b>	CQSW, DIP SW or CSS	E
	Registration with the General Social Care Council (GSCC)	E
<b>B. Experience</b>	Minimum 3 years post-qualifying work in a childcare post including supervision of placement needs of children looked after.	E
	Experience of working with black communities.	E
	Ability to prioritise + organise work, set standards and work to clear objectives.	E
	Knowledge of adoption legislation, regulations + procedures	E
	Ability to manage, supervise, motivate and develop staff effectively.	E
	Ability to manage change	E
	Ability to confront challenges, balance risk and make appropriate decisions.	E
	Communication + presentation skills sufficient to convey a clear and convincing argument, both orally and in the form of written reports	E
	Ability to form + maintain constructive working relationships with colleagues within the Department, in other Council Departments and in other agencies and organisations.	E
	Ability to understand, interpret and manage budgets	E
	Assertiveness and tenacity in holding to strategic line.	E



<b>C. Equal Opportunity</b>	Must be able to recognise discrimination in its many forms and willing to put the Council's Equality Policies into practice	E
	Demonstrate commitment to addressing race, gender, sexuality and disability issues.	E
	Knowledge + ability to ensure the provision of high quality services appropriate and sensitive to the needs of a multi-racial, multi-cultural and multi-lingual population	E
<b>D. Other Skills</b>	A commitment to putting the needs of service user first and working in partnership with them.	E
	Commitment to working in partnership with other agencies.	E
	Commitment to prioritise the needs of children looked after.	E
<b>E. Other Conditions</b> Including any hazardous or environmentally adverse conditions	Ability to work outside 'normal' office hours when necessary.	E
	Ability to visit locations other than the immediate workplace on a regular basis.	E



# Jobs and Careers



## Job Description

<b>Post Title:</b>  Team Manager - Fostering		<b>Post Number:</b> SC068
		<b>Date:</b>
<b>Department:</b> Children and Young People's Services	<b>Division / Branch:</b> Social Care & Safeguarding	
<b>Section:</b> Looked After Children Service - Fostering	<b>Responsible to:</b> Service Manager - Placements	
<b>Overall Purpose of this Post:</b> To manage and develop a high quality Fostering Service that delivers measurably improved outcomes for children looked after, fostering, private fostering arrangements and special guardianship orders.		
<b>Major Objectives:</b> These will include, as appropriate, those that reflect key corporate priorities, for example, Cultural Diversity, Social Justice, Environmental Quality and Economic Prosperity. <ul style="list-style-type: none"> <li>• To ensure the Service respects the rights of children and includes their views in service planning.</li> <li>• To lead the continuing development of the Fostering Service and provision of service for children in permanent placements.</li> <li>• To ensure that children who need long-term placements are progressed by considering all permanence options.</li> </ul>		
<ol style="list-style-type: none"> <li>1. To manage and supervise social work staff who recruit and prepare foster carers, advise on matching and provide post placement support supervision and training.</li> <li>2. To contribute to the overall day-to-day management of the Fostering Service</li> <li>3. To manage the Placement Desk and appropriate operation of supporting systems.</li> <li>4. To contribute to the monitoring and evaluation of the Fostering Service, departmental LAC admission within the policy and procedures.</li> <li>5. To ensure service compliance with the National Minimum Standards Guidance and Regulations that relate to Fostering, Adoption, Special Guardianship and Private Fostering arrangements.</li> <li>6. To ensure that permanence plans for children looked after are progressed via the development of long term fostering and alternative placements.</li> <li>7. To develop and maintain with partner agencies support services appropriate to the needs of young people and carers in permanent placements ie Special Guardianship Orders</li> <li>8. To contribute to the development of Family Link Short Break services for disabled children.</li> </ol>		



9. To maintain a specialist knowledge of legislation, research and developments relating to family and permanent placements. To provide expert advice and consultation to other Department staff, elected members, other agencies and the general public.
10. To provide briefing notes, Committee Reports etc in connection with the service, as required by the Service Manager.
11. To develop and maintain appropriate administrative systems and to collect and interpret statistical data.

**Summary of job tasks:** The tasks listed are, generally, only those taking at least 10% of the postholder's time.

1. Management + supervision of staff
2. Attending + chairing meetings
3. Provision of specialist information + advice
4. Report preparation
5. Analysing statistical + financial information
6. Liaison with other staff and agencies involved in adoption and family placement.

Is this post classified as 'politically restricted', as in the Local Government and Housing Act 1989, either

- |  |    |
|--|----|
| a) because of its salary level ? , or  | No |
| b) because the postholder is required regularly to advise the Council and its Committees, or communicates with the media on behalf of the Council? | No |

	<b>Job Requirements:</b> Essential (E) or Desirable (D)	<b>E/D</b>
<b>A. Training &amp; Education</b>	CQSW, DIP SW or CSS	E
	Post-qualification training	E
	Training in anti-discriminatory practice	E



<b>B. Experience</b>	Minimum 5 years post-qualifying working in a child care post including supervision of placement needs relating to Looked After Children	E
	Experience of working with black and ethnic minority communities	E
	Experience of staff or student supervision	E
	Ability to prioritise and organise work and set standards with clear objectives for self and team members.	E
	Knowledge of and experience of working within relevant child care legislation, guidance standards and regulations as they relate to fostering, adoption, and special fostering arrangements.	E
	To ensure these are met by the Childrens and Young People's Services.	E
	Ability to manage, supervise, motivate and develop staff effectively.	E
	Ability to manage change and undertake a continuing development of the Service to a high Standard.	E
	Ability to confront challenges, balance risk and make appropriate decisions.	E
	Ability to speak one of the major Asian languages found in Leicester City Council.	E
	An ability to ensure that the service provided is informed by the latest research and practice developments.	E
	Ability to form and maintain constructive working relationships with colleagues within the Children & Young People's Services, in other Council Departments, other agencies and organisations.	E
	Ability to monitor, interpret and manage budgets	E
	Assertiveness and tenacity in holding to strategic line.	E
<b>C. Equal Opportunity</b>	Must be able to recognise discrimination in its many forms and willing to put the Council's Equality Policies into practice	E
	Demonstrate commitment to addressing race, gender, sexuality and disability issues.	E
	Ability to develop a range of foster care and permanence provision and private fostering arrangements for Leicester's diverse community	E
	Knowledge and ability to ensure the provision of high quality services appropriate and sensitive to the needs of a multi-racial, multi-cultural and multi-lingual population.	E



<b>D. Other Skills</b>	Commitment to the development of a high quality Fostering Service.	E
	Ability to work co-operatively with other colleagues, and represent the Looked After Service in working groups and Inter-agency working.	E
	Ability to balance competing needs and conflicting interests, working within timescales and deadlines.	E
	To be committed and proactive in meeting service challenges.	E
<b>E. Other Conditions</b> Including any hazardous or environmentally adverse conditions	Registration with General Social Care Council (GSCC)	E
	Ability to work outside 'normal' office hours when necessary	E
	Ability to visit locations other than the immediate workplace on a regular basis.	E
	Hold a full driving licence.	E



# Jobs and Careers



## Job Description

<b>Post Title:</b> <b>Team Manager – Commissioning</b>		<b>Post Number:</b> SC061
		<b>Date:</b> 16.01.05
<b>Department:</b> <b>Children and Young People's Services</b>	<b>Division / Branch:</b> Children and Families	
<b>Section:</b> Looked After Children Service	<b>Responsible to:</b> <i>Service Manager</i>	

<b>Overall Purpose of this Post:</b>  1. To support the commissioning arrangements of placements for children and young people with complex needs, within the independent/private sector.  2. To undertake investigations into allegations within the placement service.  3. To provide management cover, within the internal placement service  4. To work in partnership with a range of agencies, to ensure joint planning in meeting individual's needs.	
<b>Major Objectives:</b>	These will include, as appropriate, those that reflect key corporate priorities, for example, >Cultural Diversity=, =Social Justice=, >Environmental Quality= and >Economic Prosperity= to enable joint assessment and funding of such placements.



1. Contribute to the assessment and delivery of placements for children and young people both internally and with other external providers.
2. Commission and deliver services, which are of a high quality (and appropriate to the assessed needs of children and young people).
3. Visit service provision across the country to assess the quality of care, ensuring young people's needs are met as required by legislation and regulations
4. Maintain quality, effective information and reporting systems in relation to service providers, outcomes for children placed, including evaluating the effectiveness of the commissioned resources.
5. Ensure a high profile to anti-discriminatory practice and to the provision of services appropriate to the user's particular need, including their age, gender, sexuality, physical vulnerability, race, language, religion and cultural heritage.
6. Ensure allegations are investigated thoroughly and procedures followed to ensure children are safely cared for.

**Summary of job tasks:** The tasks listed are, generally, only those taking at least 10% of the post holder's time.

9. Co-ordinate the assessments of children/young people to make referrals to relevant provider services/other resources
10. Liaise with managers, social workers, carers and other professionals to ensure that care plans, are implemented and ongoing assessments/individual care packages are delivered to a high quality whilst ensuring best value.
11. To liaise with relevant regulatory bodies responsible for the inspection and monitoring of placements, ensuring that the service provision meets the standards required and acts in the best interests of the children placed there at all times.
12. Visit service provision to ensure placements meet the required standards, ensure the health and welfare of children is given paramount consideration and take responsibility for acting on matters of concern.
13. To record and monitor the quality of service provision delivered.
14. To produce reports, statistical and budgetary information, analysis of quality care etc to managers, regulatory bodies where required.
15. To receive referrals of children/young people via the placements Duty Desk and provide packages of care appropriate to the assessed needs of children.
16. Co ordinate/undertake investigations of allegations against carers.
17. To undertake any other duties commensurate with the level of the post as required by the Service Manager.
18. To provide appropriate support and supervision to team members.

Is this post classified as Apolitically restricted≡, as in the Local Government and Housing Act 1989, either

- |  |    |
|--|----|
| a) because of its salary level ? , or  | No |
| b) because the postholder is required regularly to advise the Council and its Committees, or communicates with the media on behalf of the Council? | No |

Is this post subject to exemption from The Rehabilitation of Offenders Act 1974 ?	Yes
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	<b>Job Requirements:</b> Essential (E) or Desirable (D).	<b>E/D</b>
<b>A. Training &amp; Education</b>	<b><i>A professional qualification in health, social care or education</i></b> Training in anti –discriminatory practice	E E
<b>B. Experience</b>	3 years experience post qualifying experience. 2 years experience of working with Looked After Children and Young People who have complex needs. 1 years experience of managing a team Experience of commissioning services for vulnerable clients Experience of directly managing budgets and financial monitoring systems Experience of working in children's placement settings Knowledge of children's services Legislation and associated guidance in relation to looked after children's placements Supervisory experience	E E    E D E D D E E
<b>C. Equal Opportunity</b>	Must be able to recognise discrimination in its many forms and willing to put the Council's equality policies into practice.  Must be proactive in ensuring that the needs of disadvantaged groups are satisfied in the provision of social care services.	E  E
<b>D. Other Skills</b>	Excellent oral and written communication skills Must be able to manage crisis situations outside working hours. Able to demonstrate business acumen Ability to work as part of an operational decision making management team Supervisory experience Ability to be creative and solution focussed Must be self-motivated and able to prioritise a demanding workload	E E E E E E E
<b>E. Other Conditions</b> Including any hazardous or environmentally adverse conditions	Must be willing to work irregular hours. Including ability to travel across the country.	E



## Job Description

<b>Post Title: TEAM SUPPORT WORKER</b>		<b>Post Number: SC157</b>
		<b>Date:</b>
<b>Department:</b> Children and Young People's Services	<b>Division / Branch: SOCIAL CARE &amp; SAFEGUARDING SERVICES</b>	
<b>Section: LOOKED AFTER CHILDREN SERVICE RESIDENTIAL HOMES</b>	<b>Responsible to:</b>  <b>SENIOR PERSON ON DUTY</b>	
<b>Overall Purpose of this Post:</b>  The promotion and maintenance of a high standard of care, ensuring the emotional, physical and social well being of the young people (including Child Protection and Equal Opportunities) who use Residential Care for short stays and who have a level of learning disability and challenging behaviour and/or complex health care needs.		
<b>Major Objectives:</b> These will include, as appropriate, those that reflect key corporate priorities, for example, Cultural Diversity, Social Justice, Environmental Quality and Economic Prosperity.		
<b>1. <u>Caring Duties</u></b>  1.1 To show an understanding of the needs of young people with learning disabilities and physical and the needs of looked after young children, who may present challenging behaviours. 1.2 To encourage young people to achieve maximum independence by assisting them to meet their own needs where possible. 1.3 To attend to personal hygiene (including the use of incontinence pads) eg bathing and visiting the toilet. 1.4 To give assistance to all young people as needed, with personal care and at meal times. 1.5 To assist with the provision of meals as required. 1.6 To accompany young people to medical appointments, on shopping trips and outings. 1.7 Moving and handling young people as required after appropriate training. 1.8 Assist with complex health care needs after appropriate training. 1.9 To write up the daily activities of young people in appropriate Departmental records.		
<b>2. <u>General Duties</u></b>  2.1 To strip and remake beds and assist in room cleaning. 2.2 To deal with young people's laundry.		
<b>3. <u>Special Instructions</u></b>  3.1 To maintain an awareness of current instructions circulated via staff meetings, departmental and divisional bulletins, circular letters and by verbal or written information given by the senior worker on duty. 3.2 To take part in handover at the beginning of the shift and complete daily records before leaving. 3.3 To contribute to the development of individual programmes. 3.4 To report all child protection concerns or those relating to health and safety of the young people or staff immediately. 3.5 To record on body charts any marks or bruising and any significant health issues and report to the senior on duty immediately. 3.6 To respect the confidential nature of personal information. 3.7 To ensure a safe working environment in accordance with health and safety regulations. To attend fire drills		



and staff meetings.

3.8 To react appropriately and sensitively to those displaying challenging behaviour.

3.9 To attend training events.

3.10 To carry out specific requests concerning individual young people as directed by the senior on duty, which may include such secondary tasks as washing up, gardening or ironing.

3.11 To recognise and promote the department's Equal Opportunities Policy.

**Summary of job tasks:** The tasks listed are, generally, only those taking at least 10% of the postholder's time.

1. To assist with personal care.
2. To promote leisure activities, which may not be based in the home.
3. To assist with meals.
4. To assist with laundry.
5. To understand the needs of young people with challenging behaviour and limited verbal skills.

Is this post classified as politically restricted, as in the Local Government and Housing Act 1989, either

a) because of its salary level ? , or No

b) because the postholder is required regularly to advise the Council and its Committees, or communicates with the media on behalf of the Council? No

Is this post subject to exemption from The Rehabilitation of Offenders Act 1974 ? Yes

	<b>Job Requirements:</b> Essential (E) or Desirable (D)	<b>E/D</b>
<b>A. Training &amp; Education</b>		
<b>B. Experience</b>	<p>Previous experience of working with service users with low self-esteem and challenging behaviours (3 months full time equivalent).</p> <p>Good communication and organisational skills, including the ability to record observations, write simple letters and reports on a variety of subjects.</p> <p>Good interpersonal skills.</p> <p>Knowledge of the services available to meet the needs of the service users.</p> <p>Ability to move and physically support young people.</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>



<b>C. Equal Opportunity</b>	Must be able to recognise discrimination in its many forms and willing to put the Council's Equality Policies into practice.	E
<b>D. Other Skills</b>	<p>Commitment to:</p> <p>i) the aims and objectives of Children &amp; Young People's Services.</p> <p>ii) the provision of quality services, and</p> <p>iii) the principles underlying the City Council's Equal Opportunities Policy and the Department's Race Equality Policy Statement.</p> <p>Ability to work with young people who can display challenging behaviours.</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p>
<b>E. Other Conditions</b> Including any hazardous or environmentally adverse conditions	<p>Ability to work shift and rota patterns 365 days a year, including bank holidays and weekends.</p> <p>Minimum age requirement of 23 (requirements of the Care Standards Act 2000)</p>	<p>E</p> <p>E</p>



**Job Evaluation Project Job Summary**  
**INSERT JOB DESCRIPTION HERE**

Version: August 2006

**Job Description**

<b>Post Title:</b> <b>WAKING NIGHT STAFF</b>		<b>Post Number:</b> <b>SC063</b>
		<b>Date:</b> 27.10.06
<b>Department:</b> <b>CHILDREN AND YOUNG PEOPLE'S SERVICES</b>	<b>Division / Branch:</b> <b>Family Support and Safeguarding</b>	
<b>Section:</b> <b>Looked After Children's Service</b> <b>(Young People's Residential Homes)</b>	<b>Responsible to:</b> <b>SENIOR STAFF ON DUTY</b>	

<b>Overall Purpose of this Post:</b> <p>The promotion and maintenance of a high standard of care; to ensure the emotional, physical and social well-being of children in the Home, taking into account the personal rights of each child.</p>
<b>Major Objectives:</b> These will include, as appropriate, those that reflect key corporate priorities, for example, Cultural Diversity, Social Justice, Environmental Quality and Economic Prosperity.
<p style="text-align: center;"><b>CARING DUTIES</b></p> <ol style="list-style-type: none"> <li>To show an understanding of and develop the needs of young people who are 'looked after'.</li> <li>To show an understanding of and develop the needs of disabled children.</li> <li>To encourage children and young people to develop their personal potential.</li> <li>To attend to personal hygiene needs, e.g. bathing, hair care, visits to the toilet.</li> <li>To ensure regular turning to relieve pressure sores, as needed.</li> <li>To give assistance to all children and young people, as needed, including help with walking, feeding and dressing.</li> <li>To administer first aid when necessary.</li> <li>To serve meals and drinks, ensuring special diets are given to the appropriate children/young people, as needed.</li> <li>To accompany children for medical treatment, as needed.</li> <li>To assist with lifting children when necessary (must always be at least two members of staff).</li> <li>To receive and distribute medication to children, under the direction and guidance of the Senior member of staff on Duty, in line with procedures.</li> <li>To help young people settle, when their sleeping patterns are disturbed.</li> <li>To deal with challenging behaviours of children and young people (including participating in physical interventions if necessary).</li> </ol> <p><b>GENERAL DUTIES</b></p> <ol style="list-style-type: none"> <li>To strip and remake beds.</li> <li>To ensure security of the building is maintained and smoke stop doors are closed at all times.</li> <li>To wash, dry and pack soiled linen.</li> <li>To receive, check, sort and distribute linen from the laundry.</li> <li>To sort, wash, dry and iron children's personal clothes.</li> </ol> <p style="text-align: right;"><b>P.T.O.</b></p>



<b>Summary of job tasks:</b> The tasks listed are, generally, only those taking at least 10% of the postholder's time.	
1.	To maintain an awareness of current instructions circulated by staff meetings, departmental and divisional bulletins, circular letters or by verbal or written information given by the Senior member of staff on duty.
2.	To check the report book(s) immediately and receive a handover, on commencing duty, for new circumstances which may have arisen. Ensure the report book is completed and up-to-date before going off duty.
3.	To tour the whole of the building regularly to ensure that everything is in order and to report any breaches of building security to them senior staff on duty.
4.	To report all accidents/incidents involving children, as soon as practicable following their occurrence, to the senior staff on duty.
5.	To ensure a safe working environment in accordance with Health and Safety Regulations.
6.	To respect the confidential nature of personal information.
7.	To attend fire drills and staff meetings as required.
8.	To attend training events as required.
9.	To carry out such other duties and special instructions concerning individual children as specifically directed by the Senior Officer on duty. These may include secondary tasks such as washing up, laundry, simple sewing and preparing breakfasts.
10.	Attend to the personal care needs of young people as specified by the care plans.
<b>NB.</b> On no account are Night Care Assistants allowed to sleep on duty. Disciplinary action which may include dismissal, will be taken in such circumstances.	

Is this post classified as politically restricted, as in the Local Government and Housing Act 1989, either		
a)	because of its salary level ? , or	No
b)	because the postholder is required regularly to advise the Council and its Committees, or communicates with the media on behalf of the Council?	No
Is this post subject to exemption from The Rehabilitation of Offenders Act 1974 ?		Yes
	<b>Job Requirements: Essential (E) or Desirable (D)</b>	<b>E/D</b>
<b>A. Training &amp; Education</b>		
<b>B. Experience</b>	1) Ability to write notes and reports, including observations of children and young people.	E
	2) Ability to give/receive verbal handovers.	E
<b>C. Equal Opportunity</b>	Must be able to recognise discrimination in its many forms and willing to put the Council's Equality Policies into practice.	E
	1) Ability to challenge others to develop learning.	E
	2) Ability to provide a high quality service at night to all young people.	E
	3) Ability to provide personal care to young people and deal with the challenging behaviour that they may present.	E



**Job Evaluation Project Job Summary**

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<b>D. Other Skills</b>	1) Ability to be part of a large team.	E
	2) Ability to work on own initiative and complete tasks as requested.	E
	3) Ability to assess when extra help is required.	E
<b>E. Other Conditions</b> Including any hazardous or environmentally adverse conditions	1) Ability to work night duties and make own travel Arrangements.	E
	2) Ability to assist with lifting/moving/handling.	E
	3) Mobility sufficient to support young people.	E
	4) Minimum age 23	E



## A.4 Job descriptions

### Proposed Job Descriptions and Job Evaluations

<b>Job Titles:</b>	<b>Proposed JD</b>	<b>Post Number</b>	<b>Page</b>
<b>Childcare Support Worker</b>	Changed (minor*)	SC158	173
<b>Team Manager</b>	Changed (minor*)	SC611	202
<b>Childcare Social Worker</b>	Changed (minor*)	SB026	176
<b>Service Manager</b>	Changed (minor*)	SC022	198
<b>Residential Practitioner</b>	New Post	SC905	192
<b>Residential Support Worker</b>	New Post	SC906	195
<b>Assistant Manager</b>	New Post	SC904	186
<b>Personal Adviser</b>	New Post	SC913	190
<b>Placement Commissioning Manager</b>	New Post	SC901	180
<b>Placement Commissioning Officer</b>	New Post	SC902	183
<b>16+ Manager</b>	New Post	SC907	206
<b>ABSO Team Leader</b>	No change	R7043	81
<b>Access Worker</b>	No change	SB047	68
<b>Admin &amp; Business Support Officer</b>	No change	R7044D to B	75
<b>Chef</b>	No change	SC032	91
<b>Enquiry Officer</b>	No change	SC073	103
<b>Housekeeper</b>	No change	SC043	104
<b>Mental Health Practitioner</b>	No change	SC049	116
<b>Post Adoption Support Worker</b>	No change	SC550	83
<b>Publicity Officer</b>	No change	SC069	121
<b>Residential Property Officer</b>	No change	E6500	124
<b>Waking Nights Staff</b>	No change	SC063	168

\*Minor changes do not require evaluation of the post.



# Jobs and Careers



## Job Description

<b>Post Title:</b> Child Care Support Worker		<b>Post Number:</b> SC912
		<b>Date:</b> 16 <sup>th</sup> Oct 2013
<b>Department:</b> Education and Children's Services	<b>Division / Branch:</b> Children's Social Care & Safeguarding	
<b>Section:</b> Looked After Children Services	<b>Responsible to:</b> Manager	
<b>Overall Purpose of this Post:</b>  To provide quality service to children and their families in order to meet the full range of statutory requirements, regulations and minimum national standards.		
<b>Major Objectives:</b> These will include, as appropriate, those that reflect key corporate priorities for example, Cultural Diversity, Social Justice, Environmental Quality and Economic Prosperity.		
<ol style="list-style-type: none"><li>1. To provide support to services that assess and work directly with children and their families.</li><li>2. To pursue actively equality of opportunity in service provision and delivery.</li><li>3. To be pro-active in implementing Leicester City Council's policies on environmental issues.</li></ol> <p style="text-align: right;"><b>P.T.O.</b></p>		



**Summary of job tasks:** The tasks listed are, generally, only those taking at least 10% of the postholder's time.

1. To carry out identified tasks as agreed with Team Manager.
2. To progress interventions with family according to methods and time-scales agreed with Team Manager.
3. To arrange and co-ordinate services to support families in need.
4. To maintain appropriate liaison with involved agencies in order to retain focus of work and agree future involvement of different agencies.
5. To ensure service provision as appropriate and sensitive to the cultural needs of families
6. To utilise supervision sessions with the Team Manager to ensure that work remains focused and effective.
7. To keep written records on work undertaken in line with the Council IT systems.
8. To assist social workers and other team members where identified as appropriate by the Team Manager.
9. To attend service/team meetings and to participate in service, team and personal development.
10. To take part in service/team duty and administrative arrangements with support from qualified colleagues as deemed appropriate by Team Manager.

Is this post classified as politically restricted, as in the Local Government and Housing Act 1989, either

- a) because of its salary level ? , or No
- b) because the postholder is required regularly to advise the Council and its Committees, or communicates with the media on behalf of the Council? No

Is this post subject to exemption from The Rehabilitation of Offenders Act 1974 ? Yes

	<b>Job Requirements:</b> Essential (E) or Desirable (D)	E/D
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<b>A. Training &amp; Education</b>	Full driving licences and access to a car	E
	Literacy and numeracy and oral skills sufficient to perform the job tasks.	E
<b>B. Experience</b>	One year's relevant employment experience involving providing services directly to children and/or families	E
<b>C. Equal Opportunity</b>	Must be able to recognise discrimination in its many forms and willing to put the Council's Equality Policies into practice	E
<b>D. Other Skills</b>	Oral and written communication skills with both children and adults	E
	Knowledge of development and needs of children/young people.	E
	Knowledge of and ability to understand and work within legislative policy and procedural requirements.	E
	Ability to work constructively with other agencies, both statutory and voluntary, in order to progress intervention with families	E
	Mature and calm approach to serious family problems	E
	Ability to motivate change with individuals and within family groups	E
<b>E. Other Conditions</b> Including any hazardous or environmentally adverse conditions	Ability to work as part of a team.	E
	Commitment to maintain children within their families where appropriate.	E
	A problem-solving approach Ability to work under pressure	E
	Enthusiasm for working in a challenging and busy environment	E
	Available to work some unsocial hours as required.	E
	Appointment will be subject to satisfactory references, medical and police checks.	E



# Jobs and Careers



## Job Description

<b>Post Title:</b> Social Worker		<b>Post Number:</b> SB026
		<b>Date:</b> 16 <sup>th</sup> Oct 2013
<b>Department:</b> Education and Children's Services	<b>Division / Branch:</b> Children's Social Care & Safeguarding	
<b>Section:</b> Children in Need and Looked After Children Services	<b>Responsible to:</b> Service Manager and Team Manager	
<b>Overall Purpose of this Post:</b> To provide quality social worker services to children and their families in order to meet the full range of statutory requirements, regulations and minimum national standards.		
<b>Major Objectives:</b> These will include, as appropriate, those that reflect key corporate priorities for example, Cultural Diversity, Social Justice, Environmental Quality and Economic Prosperity.		
<ol style="list-style-type: none"><li>1. To assess the needs of children and their families for the Department's Services and to make the necessary arrangements for the services to be provided where appropriate and possible.</li><li>2. To pursue actively equality of opportunity in service provision and delivery.</li><li>3. To be pro-active in implementing Leicester City Council's policies on environmental issues.</li></ol>		
<b>Summary of job tasks:</b> The tasks listed are, generally, only those taking at least 10% of the postholder's time.		
<ol style="list-style-type: none"><li>1. To employ a variety of social work skills and methods in order to achieve specific objectives as agreed with Team Manager and as far as possible, with service users.</li><li>2. To work with cases in accordance with the Department's policies and relevant legislation, regulations and national minimum standards.</li><li>3. To take account of a child's and her/his family's culture, racial and linguistic background and religious persuasion in providing services.</li></ol>		



4. To undertake insightful and evidence-based assessments.
5. To maintain efficient and reliable liaison with other agencies.
6. To maintain up to date case records using the relevant ICT systems and processes and to provide reports for the Department and other agencies as required.
7. To maintain the delivery of high quality and safe services across the Department.
8. To participate in monitoring procedures designed to evaluate the impact of own work and the work of the Department through the supervision and appraisal process.
9. To attend service/team meetings and to participate in service, team and personal development.

Is this post classified as politically restricted, as in the Local Government and Housing Act 1989, either

a) because of its salary level ? , or No

b) because the postholder is required regularly to advise the Council and its Committees, or communicates with the media on behalf of the Council? No

Is this post subject to exemption from The Rehabilitation of Offenders Act 1974 ? Yes

	<b>Job Requirements:</b> Essential (E) or Desirable (D)	<b>E/D</b>
<b>A. Training &amp; Education</b>	<ul style="list-style-type: none"> <li>Degree in social work, DipSW, CQSW or CSS (must include appropriate Child Care Modules)</li> <li>Registration with the Health and Care Professions Council (HCPC).</li> <li>Demonstrate knowledge of practical application of social work skills either in paid employment or during training.</li> </ul>	E  E  E
<b>B. Experience</b>	<ul style="list-style-type: none"> <li>Experience of Child Care Work</li> <li>Knowledge of Child Development</li> <li>Knowledge of Social Work methodologies and relevant legislation, regulations, procedures and National Minimum Standards and ability to use them.</li> </ul>	E  E  E



<b>C. Equal Opportunity</b>	<ul style="list-style-type: none"> <li>• Must be able to recognise discrimination in its many forms and willing to put the Council's Equality Policies into practice</li> <li>• Demonstrate commitment to addressing race, gender, sexuality and disability issues.</li> <li>• Knowledge and ability to ensure the provision of high quality services that are appropriate and sensitive to the needs of a multi-racial and multi-lingual population.</li> </ul>	E   E   E
<b>D. Other Skills</b>	<ul style="list-style-type: none"> <li>• Communication (written and verbal.) Presentation skills sufficient to convey a clear and convincing argument.</li> <li>• Ability to form and maintain constructive/co-operative working relationships with colleagues within the Department and in other organisations.</li> <li>• Ensuring that good communication is the key to good practice.</li> <li>• A commitment to putting the needs of service users first</li> <li>• A commitment to working in a statutory child care service</li> <li>• A commitment to working in partnership with service users and carers.</li> <li>• Positive attitude to multi-agency working.</li> </ul>	E   E   E   E   E   E
<b>E. Other Conditions</b> Including any hazardous or environmentally adverse conditions	<ul style="list-style-type: none"> <li>• Driving Licence and access to a car</li> <li>• Ability to work under pressure</li> <li>• Appointment will be subject to satisfactory references, medical and police checks</li> </ul>	E   E   E



# Jobs and Careers



## Job Description

<b>Post Title:</b> Social Worker – Duty & Advice		<b>Post Number:</b> SB026a
		<b>Date:</b> 16 <sup>th</sup> Oct 2013
<b>Department:</b> Education and Children's Services	<b>Division / Branch:</b> Children's Social Care & Safeguarding	
<b>Section:</b> Children in Need and Looked After Children Services	<b>Responsible to:</b> Service Manager and Team Manager	
<b>Overall Purpose of this Post:</b>  To provide quality social worker services to children and their families in order to meet the full range of statutory requirements, regulations and minimum national standards.		
<b>Major Objectives:</b> These will include, as appropriate, those that reflect key corporate priorities for example, Cultural Diversity, Social Justice, Environmental Quality and Economic Prosperity.		
<ol style="list-style-type: none"><li>4. To assess the needs of children and their families for the Department's Services and to make the necessary arrangements for the services to be provided where appropriate and possible.</li><li>5. To pursue actively equality of opportunity in service provision and delivery.</li><li>6. To be pro-active in implementing Leicester City Council's policies on environmental issues.</li></ol> <p style="text-align: right;"><b>P.T.O.</b></p>		



**Summary of job tasks:** The tasks listed are, generally, only those taking at least 10% of the postholder's time.

10. To employ a variety of social work skills and methods in order to achieve specific objectives as agreed with Team Manager and as far as possible, with service users.
11. To work with cases in accordance with the Department's policies and relevant legislation, regulations and national minimum standards.
12. To take account of a child's and her/his family's culture, racial and linguistic background and religious persuasion in providing services.
13. To undertake insightful and evidence-based assessments.
14. To maintain efficient and reliable liaison with other agencies.
15. To maintain up to date case records using the relevant ICT systems and processes and to provide reports for the Department and other agencies as required.
16. To maintain the delivery of high quality and safe services across the Department.
17. To participate in monitoring procedures designed to evaluate the impact of own work and the work of the Department through the supervision and appraisal process.
18. To attend service/team meetings and to participate in service, team and personal development.
19. As appropriate, depending on service location and need, to participate in a rota that provides 24/7 out of hours cover.

Is this post classified as politically restricted, as in the Local Government and Housing Act 1989, either

- a) because of its salary level ? , or No
- b) because the postholder is required regularly to advise the Council and its Committees, or communicates with the media on behalf of the Council? No

Is this post subject to exemption from The Rehabilitation of Offenders Act 1974 ? Yes

	<b>Job Requirements:</b> Essential (E) or Desirable (D)	E/D
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<b>A. Training &amp; Education</b>	<ul style="list-style-type: none"> <li>• Degree in social work, DipSW, CQSW or CSS (must include appropriate Child Care Modules)</li> <li>• Registration with the Health and Care Professions Council (HCPC).</li> <li>• Demonstrate knowledge of practical application of social work skills either in paid employment or during training.</li> </ul>	E   E   E
<b>B. Experience</b>	<ul style="list-style-type: none"> <li>• Experience of Child Care Work</li> <li>• Knowledge of Child Development</li> <li>• Knowledge of Social Work methodologies and relevant legislation, regulations, procedures and National Minimum Standards and ability to use them.</li> </ul>	E  E  E
<b>C. Equal Opportunity</b>	<ul style="list-style-type: none"> <li>• Must be able to recognise discrimination in its many forms and willing to put the Council's Equality Policies into practice</li> <li>• Demonstrate commitment to addressing race, gender, sexuality and disability issues.</li> <li>• Knowledge and ability to ensure the provision of high quality services that are appropriate and sensitive to the needs of a multi-racial and multi-lingual population.</li> </ul>	E   E   E
<b>D. Other Skills</b>	<ul style="list-style-type: none"> <li>• Communication (written and verbal.) Presentation skills sufficient to convey a clear and convincing argument.</li> <li>• Ability to form and maintain constructive/co-operative working relationships with colleagues within the Department and in other organisations.</li> <li>• Ensuring that good communication is the key to good practice.</li> <li>• A commitment to putting the needs of service users first</li> <li>• A commitment to working in a statutory child care service</li> <li>• A commitment to working in partnership with service users and carers.</li> <li>• Positive attitude to multi-agency working.</li> </ul>	E   E   E   E   E   E



<b>E. Other Conditions</b> Including any hazardous or environmentally adverse conditions	<ul style="list-style-type: none"> <li>• Driving Licence and access to a car</li> <li>• Ability to work under pressure</li> <li>• As appropriate, depending on service location and need, to participate in a rota that provides 24/7 out of hours cover</li> <li>• Appointment will be subject to satisfactory references, medical and police checks</li> </ul>	E  E  E  E
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# Jobs and Careers



## Job Description

<b>Post Title:</b> Placement Commissioning Manager		<b>Post Number:</b>
		<b>Date:</b> 27.09.2013
<b>Department:</b> Education and Children's Services	<b>Division / Branch:</b> Children's Social Care and Safeguarding	
<b>Section:</b> Looked after Children Service	<b>Responsible To:</b> Service Manager	
<b>Overall Purpose of this Post:</b> To manage a placement service and team providing services for Children needing Foster Care, residential or Supported accommodation. To manage the arrangements of commissioned services for Children in Need and Looked After Children and care leavers. The Team's priorities are to ensure that young people are living in suitable accommodation, have opportunities to engage in education, employment or training, and are able to contribute positively within their local communities.  <ul style="list-style-type: none"><li>• To undertake investigations into allegations within the placement service.</li><li>• To provide management cover, within the internal placement service</li><li>• To work in partnership with a range of agencies, to ensure joint planning in meeting individual's needs.</li></ul>		
<b>Major Objectives:</b> These will include, as appropriate, those that reflect key corporate priorities, for example, Cultural Diversity, Social Justice, Environmental Quality and Economic Prosperity.  <ol style="list-style-type: none"><li>1. To work under the direction of the Placement Commissioning Service Manager, ensuring the day-to-day work of the placement desk , its operation, systems and management in finding appropriate placements for Children and Young People.</li><li>2. To ensure that statutory duties are complied with and that placement activity is conducive to the total care of the individual in which health, education, emotional, social, spiritual and physical needs are met.</li><li>3. Commission and deliver services, which are of a high quality (and appropriate to the assessed needs of children and young people).</li><li>4. Visit service provision across the country to assess the quality of care, ensuring young</li></ol>		



people's needs are met as required by legislation and regulations

5. Maintain quality, effective information and reporting systems in relation to service providers, outcomes for children placed, including evaluating the effectiveness of the commissioned resources.
6. To promote and resource services that improve placement stability.
7. To provide services in accordance with the Children Act 1989, Care Standards Act 2000 and other appropriate legislations; Departmental child-care policies and the Service's procedures and practice guidance.
8. Ensure a high profile to anti-discriminatory practice and to the provision of services appropriate to the user's particular need, including their age, gender, sexuality, physical vulnerability, race, language, religion and cultural heritage
9. To use council ICT systems and processes to enable data analysis, reporting and performance management.
10. To promote corporate parenting and inter-agency responsibility for young people looked after by the Council.
11. To be committed to self-development and continuing professional expertise.
12. To be committed to a team and service approach to working in the Looked After Children Services.

**Summary of job tasks:**

The tasks listed are, generally, only those taking at least 10% of the postholder's time.



1. Co-ordinates the placement needs of children/young people and ensure relevant provision of services/other resources
2. Liaises with managers, social workers, carers and other professionals to ensure that care plans, are implemented and ongoing assessments/individual care packages are delivered to a high quality whilst ensuring best value.
3. Liaises with relevant regulatory bodies responsible for the inspection and monitoring of placements, ensuring that the service provision meets the standards required and acts in the best interests of the children placed there at all times.
4. Visits service provision to ensure placements meet the required standards, including Regulation 33 inspections, ensure the health and welfare of children is given paramount consideration and take responsibility for acting on matters of concern.
5. Records and monitors the quality of service provision delivered.
6. Produces reports, statistical and budgetary information, analysis of quality care etc to managers, regulatory bodies where required.
7. Co-ordinates/undertakes investigations of allegations against carers.
8. Produces reports for senior managers or committees as required and deputises for Service manager as appropriate.
9. Provides appropriate support and supervision to team members.

Is this post classified as Apolitically restricted<sup>2</sup>, as in the Local Government and Housing Act 1989, either

a) because of its salary level ? , or No

b) because the postholder is required regularly to advise the Council and its Committees, or communicates with the media on behalf of the Council? No

Is this post subject to exemption from The Rehabilitation of Offenders Act 1974 ? Yes

	<b>Job Requirements:</b> Essential (E) or Desirable (D).	<b>E/ D</b>
<b>A. Training &amp; Education</b>	A professional qualification in health, social care or education Training in anti –discriminatory practice	E E
<b>B. Experience</b>	Significant experience post qualifying experience. Significant experience of working with Looked After Children and Young People who have complex needs. Experience of managing a team Experience of commissioning services for vulnerable clients Experience of directly managing budgets and financial monitoring systems Experience of working in children’s placement settings Knowledge of children’s services legislation, regulation and national minimum standards and associated guidance in relation	E E  D E D D E E



	to looked after children's placements Supervisory experience Knowledge of the external market in service delivery	E D
<b>C. Equal Opportunity</b>	Must be able to recognise discrimination in its many forms and willing to put the Council's equality policies into practice.  Must be proactive in ensuring that the needs of disadvantaged groups are satisfied in the provision of social care services.	E  E
<b>D. Other Skills</b>	Excellent oral and written communication skills Must be able to manage crisis situations outside working hours. Able to demonstrate business acumen Ability to work as part of an operational decision making management team Ability to be creative and solution focussed Must be self-motivated and able to prioritise a demanding workload Ability to forecast needs and costs for future sufficiency of placements and resources. Ability to negotiate best value for children placement and commissioning service	E E E E E E  E  E
<b>E. Other Conditions</b> Including any hazardous or environmentally adverse conditions	Must be willing to work irregular hours. Including ability to travel across the country.	E



# Jobs and Careers



## Job Description

<b>Post Title:</b> PLACEMENT COMMISSIONING OFFICER		<b>Post Number:</b> SC902
		<b>Date:</b> 6 <sup>th</sup> January 2014
<b>Department:</b> EDUCATION AND CHILDREN'S SERVICES	<b>Division / Branch:</b> CHILDREN'S SOCIAL CARE AND SAFEGUARDING	
<b>Section:</b> LOOKED AFTER CHILDREN SERVICE	<b>Responsible to:</b> Placement Commissioning Manager	
<b>Overall Purpose of this Post:</b> To work as part of a Team providing services for Children needing Foster Care, residential or Supported accommodation. To support and assist in the arrangements of commissioned services for Children in Need and Looked After Children and care leavers. The Team's priorities are to ensure that young people are living in suitable accommodation, have opportunities to engage in education, employment or training, and are able to contribute positively within their local communities.		
<b>Major Objectives:</b> These will include, as appropriate, those that reflect key corporate priorities, for example, Cultural Diversity, Social Justice, Environmental Quality and Economic Prosperity.  <ol style="list-style-type: none"><li>1. To work under the direction of the Placement and Commissioning Manager, contributing to the day-to-day work of the placement desk , ensuring its operation, systems and management is effective in finding appropriate placements for Children and Young People.</li><li>2. To ensure that statutory duties are complied with and that placement activity is conducive to the total care of the individual in which health, education, emotional, social, spiritual and physical needs are met.</li><li>3. To take responsibility for participating in, planning, implementing, monitoring and evaluating placements and commissioned services that will contribute to young people's overall care plans.</li><li>4. To be responsible for giving advice and guidance to Foster Carers, External providers and other professionals on placement issues.</li><li>5. To respond to issues , where appropriate, that could lead to placement breakdown</li></ol>		



6. To provide services in accordance with the Children Act 1989, Care Standards Act 2000 and other appropriate legislations; Departmental child-care policies and the Service's procedures and practice guidance.
7. To provide a service which takes into account the young person's:
  - Cultural
  - Racial
  - Linguistic background
  - Sexuality
  - Religious persuasion
  - Gender
  - Disability
  - Age
  - Understanding
8. To ensure views and wishes, of the child and where appropriate families and other people, are considered in placement choice and matching.
9. To use ICT systems and processes to enable data analysis and reporting.
10. To promote corporate parenting and inter-agency responsibility for young people looked after by the Council.
11. To be committed to self-development and continuing professional expertise.
12. To be committed to a team and service approach to working in the Looked After Children Services.

**Summary of job tasks:**

The tasks listed are, generally, only those taking at least 10% of the postholder's time.

- |    |   |
|----|---|
| 1. | Receives referrals of children/young people via the Placement Desk and work in partnership with the allocated Social Worker and young person, to arrange and co-ordinate the provision of placements for Looked After Children and care leavers to meet assessed needs.               |
| 2. | Progresses commissioned services for young people in agreement with Placement Commissioning Manager.  |
| 3. | Co-ordinates the referrals of children/young people to make referrals to relevant provider services/other resources.  |
| 4. | Visits service provision to ensure placements meet the required standards, ensure the health and welfare of children is given paramount consideration and take responsibility for acting on matters of concern.   |
| 5. | Contributes to reports, statistical and budgetary information and analysis of quality care for Team Manager, keeps written and electronic records on work undertaken including maintaining case records as required. Records and monitors the quality of service provision delivered. |
| 6. | Reports on allegations against carers, care providers internally and externally.  |



7.	Participates in supervision sessions with the Team Manager to ensure that work remains focused and effective and to attend and contribute to team meetings and service events .
8.	Maintains appropriate liaison with Social Workers and other professional in order to monitor progress, well-being and retain focus on the child's needs.
9.	Assists Looked After Children staff where identified as appropriate by the Team Manager

Is this post classified as politically restricted, as in the Local Government and Housing Act 1989, either		
a) because of its salary level, or		No
b) because the post holder is required regularly to advise the Council and its Committees, or communicates with the media on behalf of the Council?		No
Is this post subject to exemption from The Rehabilitation of Offenders Act 1974 ?		Yes
	<b>Job Requirements:</b> Essential (E) or Desirable (D)	E/D
<b>A. Training &amp; Education</b>	Full driving licences and access to a car	E
	Literacy and numeracy and oral skills sufficient to perform the job tasks.	E
<b>B. Experience</b>	One year's relevant employment experience involving providing services directly to children and/or families	E
<b>C. Equal Opportunity</b>	Must be able to recognise discrimination in its many forms and willing to put the Council's Equality Policies into practice	E



<b>D. Other Skills</b>	<p>Oral and written communication skills with both children and adults</p> <p>Knowledge of development and needs of children/young people.</p> <p>Knowledge of and ability to understand and work within legislative policy and procedural requirements.</p> <p>Ability to work constructively with other agencies, both statutory and voluntary, in order to progress intervention with families</p> <p>Mature and calm approach to serious family problems</p> <p>Ability to motivate change with individuals and within family groups</p> <p>Ability to work as part of a team.</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>
<b>E. Other Conditions</b> Including any hazardous or environmentally adverse conditions	<p>Commitment to maintain children within their families where appropriate.</p> <p>A problem-solving approach Ability to work under pressure</p> <p>Enthusiasm for working in a challenging and busy environment</p> <p>Available to work some unsocial hours as required.</p> <p>Appointment will be subject to satisfactory references, medical and police checks.</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>



# Jobs and Careers



<b>Post Title:</b> Assistant Manager		<b>Post No: SC904</b>
		<b>Date: October 2013</b>
<b>Department:</b> EDUCATION & CHILDREN'S SERVICES	<b>Division / Branch:</b> CHILDREN'S SOCIAL CARE & SAFEGUARDING	
<b>Section:</b> LAC SERVICE: RESIDENTIAL HOMES	<b>Responsible to:</b> TEAM MANAGER	
Overall Purpose of this Post:  To assist the Team Manager to develop and maintain effective, high quality residential services for children and young people through the supervision of staff and management of the working shifts and buildings of the service.		
Major Objectives: <b>These will include, as appropriate, those that reflect key corporate priorities.</b>  <ol style="list-style-type: none"><li>1. To provide a high quality &amp; safe living environments appropriate to the circumstances/ages of the young people, that meets the Department's statutory duties, including: the aims and objectives of the Children Acts 1989 and 2004, Care Standards Act 2000: Children's Homes Regulations and all other appropriate legislation, departmental child care policies and the service's procedures and practice guidance.</li><li>2. To be a member of the service's management team and to contribute to the overall tasks of managing its human and material resources and buildings, including providing management cover for the service on a rota basis and manage in the absence of the Team Manager.</li><li>3. To contribute to a service which is anti-discriminatory and where equality of opportunity is actively pursued in both recruitment and service delivery.</li><li>4. To contribute to the development of procedures, policy and practice in respect of Child Care Services.</li><li>5. To assist in the process of allocation of placements, attend LAC Reviews and Progress Meetings and all other meetings, such as those relating to Health and Education, contribute to assessing needs, planning, implementing and monitoring individual programmes of work that will contribute to young people's overall care plans.</li><li>6. To assist the Team Manager in the monitoring and evaluating of standards of care, practice and effectiveness and to lead and develop staff in best practice, through team meetings, training, supervision, appraisals &amp; performance management processes.</li><li>7. To implement and promote Leicester City Council's policies and procedures relating to all areas of employment and service delivery.</li></ol>		



Summary of job tasks: **The tasks listed are, generally, only those taking at least 10% of the post holder's time.**

1. Manage/supervise allocated human, material and financial resources.
2. Be part of the service's management team and manage for the service on a rota basis.
3. Participate in the recruitment, deployment, induction, supervision, appraisal and development of staff and students and the application of HR procedures, (this includes the setting and monitoring of performance targets & issues). Manage a number of staff, giving support and guidance where necessary, both by example and by the use of good management practice, including delegation, consultation, managing rotas and providing staff cover for the service.
4. Act in the capacity of "case manager" to young people. To provide services that are relevant to their needs, including quality assuring staff records and assessments, supervising and supporting staff with young people's complex needs, including health needs & interventions (including medication administration & personal care).
5. Maintain accurate and up-to-date case (including electronic) records and to provide reports as required, developing and maintaining appropriate administrative, recording, statistical and budgetary systems (within delegated limits).
6. Contribute to the development of the Service by:
  - a) developing own practice, keeping up-to-date with professional developments and making use of training opportunities provided by the Council.
  - b) work jointly with other individuals, agencies and community resources to provide an effective and holistic approach to young people and their families, including carrying out responsibilities in relation to safeguarding of young people.
  - c) attending meetings, supervision and training sessions as agreed with line managers.
  - d) fostering good relations with the wider community.
7. Participate in monitoring & quality assurance processes designed to evaluate the impact of the post holder's own work and that of the service & Department.
8. Maintain, in conjunction with other staff, a safe and appropriate environment within the service, including health and safety requirements, managing challenging & violent behaviours safely and in a way that protects and maintains the rights of young people, the post holder and their colleagues.
9. Follow and implement Corporate and Departmental Policies and Procedures.



<p>Is this post classified as “politically restricted”, as in the Local Government and Housing Act 1989, either</p> <p>a) because of its salary level? or <b>No✓</b></p> <p>b) because the post holder is required regularly to advise the Council and its Committees, or communicates with the media on behalf of the Council? <b>No✓</b></p> <p>Is this post subject to exemption from The Rehabilitation of Offenders Act 1974? <b>Yes✓</b></p>		
	<b>Job Requirements:</b> Essential (E) or Desirable (D). <b>E/D</b>	
<b>A. Training &amp; Education</b>	Literacy and numeracy sufficient to perform the job tasks.	E
	A Degree and/or Social Work qualification (DIPSW, CQSW, CSS or equivalent) or: NVQ Level 3 in Caring for Children & Young People or Level 3 Diploma for Children & Young People's Workforce (Social Care Pathway)	E
	(HCPC registration if Social Work qualified)	E
<b>B. Experience</b>	Substantial and current experience of working with service users with low self-esteem and challenging behaviours, including direct provision of caring services to children/families (e.g. looked after children, safeguarding work).	E
	Substantial and current experience of working in residential care.	E
	Experience of working with service users from Black & Minority Ethnic communities.	E
<b>C. Equal Opportunity</b>	Must be able to recognise discrimination in its many forms and be willing to put the Council's Equality policies into practice.	E
	Ability to demonstrate commitment to addressing race, gender, sexual orientation and disability issues within the management and delivery of the service.	E
	Knowledge & ability to ensure the provision of a high quality service that takes into account the diverse needs of young people & staff.	E
<b>D. Other Skills</b>	Ability to prioritise and organise own work and that of the team (including rotas), to set standards and work to clear objectives, showing a flexible approach to work; evaluating and revising plans as appropriate.	E
	Knowledge of relevant legislation, regulations and good practice in terms of procedures and their application, including safeguarding policies & procedures..	E
	Ability to support, manage, supervise, motivate and develop staff and students effectively, ensuring that team meets agreed objectives.	E



	<p>Ability to employ a variety of social work skills, knowledge and methods to achieve specific objectives, having a clear understanding of appropriate social work theory.</p> <p>Ability to investigate and analyse situations, identifying problems and their solutions, weighing up risk factors.</p> <p>Communication and presentation skills sufficient to convey a clear and convincing argument, both orally and in the form of written reports.</p> <p>Ability to work as a team member – working to achieve agreed objectives and providing developmental and emotional support to other team members.</p> <p>Ability to demonstrate resilience &amp; emotional restraint and to identify ways of managing appropriately their own feelings and those of colleagues and young people, including dealing with challenging &amp; violent behaviours.</p> <p>Ability to form and maintain constructive working relationships with colleagues throughout the Council and in other organisations, demonstrating a positive attitude to multi-agency/partnership working.</p> <p>Ability to demonstrate a positive attitude to the contribution the service can bring to young people &amp; families.</p> <p>Assertiveness and tenacity in holding to a strategic line.</p> <p>Evidence of an understanding of child development &amp; providing practical care of young people. .</p> <p>Basic IT skills, to include knowledge of using a variety of software packages including work processing, spread sheets and databases</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>
<p><b>E. Other Conditions</b> Including any hazardous or environmentally adverse.</p>	<p>Must satisfy relevant pre-employment checks</p> <p>Minimum age 23</p> <p>Ability to visit other locations other than immediate work place on a regular basis.</p> <p>Ability to work to a shift rota, 365 days per year, recognising that rotas may need to be altered to reflect the needs of the service, including undertaking sleeping-in duties.</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p>



# Jobs and Careers



## Job Description

<b>Post Title:</b> Personal Adviser		<b>Post Number:</b> SC913
		<b>Date:</b> 6 <sup>th</sup> January 2014
<b>Department:</b> Education and Children's Services	<b>Division / Branch:</b> Children's Social Care and Safeguarding	
<b>Section:</b> Looked after Children Service	<b>Responsible to:</b> Team Manager	

### Overall Purpose of this Post:

To work as part of a Team providing support to young people in care and care leavers to ensure a positive transition to adulthood and independence. The Team's priorities are to ensure that young people are living in suitable accommodation, have opportunities to engage in education, employment or training, and are able to contribute positively within their local communities.

**Major Objectives:** These will include, as appropriate, those that reflect key corporate priorities, for example, Cultural Diversity, Social Justice, Environmental Quality and Economic Prosperity.

- (a) To carry out the role of a Personal Adviser providing advice and support to Eligible, Relevant and Former Relevant young people (as defined in the Children Leaving Care Act 2000 and Children Act regulations and guidance) to enable successful transitions into adulthood.
- (b) To provide support to services and work directly with children and their families.
- (c) To pursue actively equality of opportunity in service provision and delivery.
- (d) To be pro-active in implementing Leicester City Council's policies on environmental issues.

**P.T.O.**



**Summary of job tasks:** The tasks listed are, generally, only those taking at least 10% of the postholder's time.

1. Carries a case-load of eligible, relevant and former relevant young people, and to provide appropriate advice, support and advocacy to meet assessed needs
2. Contributes to assessments and preparation of Pathway plans and to carry out identified tasks within the child's plan ensuring service provision is appropriate and sensitive to the cultural needs of young people and their families.as agreed with Team Manager or allocated Social worker.
3. Progresses interventions with young people and their families according to methods and time-scales agreed with Team Manager, including reviewing cases with Team Manager, IRO and Social worker and agree appropriate changes.
4. Arranges and co-ordinates the provision of services to Looked After Children and care leavers to meet assessed needs in partnership with the allocated Social worker and young person.
5. Maintains appropriate liaison with young people, Social Workers and involved agencies in order to monitor progress and well-being, retains focus of work and agrees future involvement of different agencies.
6. Carries out Access to Records requests.
7. Utilises supervision sessions with the Team Manager to ensure that work remains focused and effective and provides assistance to social workers in the team where identified as appropriate by the Team Manager.
8. Keeps written and electronic records on work undertaken and maintain case-files as required.
9. To take part in Team Duty Cover Rota but with support from qualified colleagues as deemed appropriate by Team Manager.

Is this post classified as politically restricted, as in the Local Government and Housing Act 1989, either

a) because of its salary level , or No

b) because the postholder is required regularly to advise the Council and its Committees, or communicates with the media on behalf of the Council? No

Is this post subject to exemption from The Rehabilitation of Offenders Act 1974 ? Yes

	<b>Job Requirements:</b> Essential (E) or Desirable (D)	E/D
<b>A. Training &amp; Education</b>	Full driving licences and access to a car	E
	Literacy and numeracy and oral skills sufficient to perform the job tasks.	E



<b>B. Experience</b>	Relevant employment experience involving providing services directly to children and/or families	E
<b>C. Equal Opportunity</b>	Must be able to recognise discrimination in its many forms and willing to put the Council's Equality Policies into practice	E
<b>D. Other Skills</b>	<p>Oral and written communication skills with both children and adults</p> <p>Knowledge of development and needs of children/young people.</p> <p>Knowledge of and ability to understand and work within legislative policy and procedural requirements.</p> <p>Ability to work constructively with other agencies, both statutory and voluntary, in order to progress intervention with families</p> <p>Mature and calm approach to serious family problems</p> <p>Ability to motivate change with individuals and within family groups</p> <p>Ability to work as part of a team.</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>
<b>E. Other Conditions</b> Including any hazardous or environmentally adverse conditions	<p>Commitment to maintain children within their families where appropriate.</p> <p>A problem-solving approach Ability to work under pressure</p> <p>Enthusiasm for working in a challenging and busy environment</p> <p>Available to work some unsocial hours as required.</p> <p>Appointment will be subject to satisfactory references, medical and police checks.</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>



# Jobs and Careers



<b>Post Title:</b> Residential Practitioner		<b>Post No: SC905</b>
		<b>Date: Oct 2013</b>
<b>Department:</b> EDUCATION & CHILDREN'S SERVICES	<b>Division / Branch:</b> CHILDREN'S SOCIAL CARE & SAFEGUARDING	
<b>Section:</b> LAC Service: Residential Homes	<b>Responsible to:</b> TEAM MANAGER ( & Assistant Managers)	
<b>Overall Purpose of this Post:</b> To provide an effective service to young people within the context of the Council's Children's Service Strategy. To work within the agreed function of the Young People's Residential Homes and as a member of a team. To provide care, guidance, control and support to the young people with violent & challenging behaviours, disabilities and/or complex health care needs, and in appropriate cases, to work with their families or carers.		
<b>Major Objectives: These will include, as appropriate, those that reflect key corporate priorities.</b>  <ol style="list-style-type: none"><li>1. To provide a high quality &amp; safe living environment appropriate to the circumstances / ages of the young people, that meets the Department's statutory duties, including the Children Acts 1989 &amp; 2004, Care Standards Act 2000, and other appropriate legislation; departmental child-care policies e.g. safeguarding and the service's procedures and practice guidance.</li><li>2. To work under the direction of the Team Manager and Assistant Managers, contributing to the day-to-day work of the Home, ensuring its operation in an effective way by providing a safe environment that: a) offers care and a structure that encourages appropriate social boundaries. b) is warm, accepting and stimulating. c) is conducive to the total care of young people in which their emotional, social, spiritual, educational, leisure, health (including administering medication &amp; personal care) and physical needs are met.</li><li>3. To provide a service which takes into account the young people's a) cultural, racial, linguistic background, sexual orientation, religious persuasion, gender, disability, age and understanding. b) legal status. c) views and wishes, as well as those of their families and other people of importance to them.</li><li>4. To participate in assessing needs, planning, implementing, monitoring and evaluating individual programmes of work that will contribute to young people's overall care plans.</li><li>5. To be committed to a team approach to work in the Homes and across the Service.</li><li>6. To meet the needs of young people, who may be violent, present challenging behaviours, are disabled and/or have complex health &amp; care needs.</li><li>7. To encourage young people to achieve maximum independence.</li><li>8. To promote corporate and inter-agency responsibility for young people looked after by the Council.</li><li>9. To provide advice and guidance to students on placement and other professionals and visitors to</li></ol>		



the Homes.

10. To implement and promote Leicester City Council's policies and procedures relating to all areas of employment and service delivery.

Summary of job tasks: **The tasks listed are, generally, only those taking at least 10% of the post holder's time.**

1. Manage challenging and violent behaviours safely and in a way that protects and maintains the rights of young people, the post holder and their colleagues.
2. Act in the capacity of key worker to individual young people and to provide services to young people that are relevant to their needs. Work jointly with other individuals, agencies and community resources to provide an effective and holistic approach to young people and their families.
3. Maintain accurate and up-to-date case (including electronic) records and to provide written and verbal reports within the Department or to other agencies as required.
4. Develop practice by keeping up-to-date with professional developments and by making use of training opportunities provided by the Council, attend meetings, supervision and training sessions as agreed with line managers.
5. Foster good relations with the wider community.
6. Participate in monitoring procedures designed to evaluate the impact of the potholder's own work and that of the Department.
7. Provide care and domestic support to young people as appropriate, e.g. cooking, cleaning, personal care, administering medication and to take responsibility for any health and safety issues that arise within the Home.
8. Supervise & appraise support staff up to & including Band 4 and students on placement and be a role model & mentor to colleagues.
9. Undertake delegated tasks to support the overall running of the homes e.g. health & safety, medication systems.

Is this post classified as "politically restricted", as in the Local Government and Housing Act 1989, either

a) because of its salary level? **No**

b) because the post holder is required regularly to advise the Council and its Committees, or communicates with the media on behalf of the Council? **No**

Is this post subject to exemption from The Rehabilitation of Offenders Act 1974? **Yes No**



	<b>Job Requirements:</b> Essential (E) or Desirable (D).	<b>E/D</b>
<b>A. Training &amp; Education</b>	Literacy and numeracy sufficient to perform the job tasks.	E
	A Degree and/or Social Work qualification (DIPSW, CQSW, CSS or equivalent) or: NVQ Level 3 in Caring for Children & Young People or Level 3 Diploma for Children & Young People's Workforce (Social Care Pathway)	E
	(HCPC registration if Social Work qualified)	E
<b>B. Experience</b>	Experience of working with service users with low self-esteem & challenging behaviours	E
	Experience of working with service users from Black & Minority Ethnic communities.	E
	Experience of report writing and maintaining accurate records.	E
	Working in a residential setting	E
<b>C. Equal Opportunity</b>	Must be able to recognise discrimination in its many forms and be willing to put the Council's Equality policies into practice.	E
	Ability to demonstrate commitment to addressing race, gender, sexual orientation and disability issues within the management and delivery of the service.	E
	Knowledge & ability to ensure the provision of a high quality service that takes into account the diverse needs of young people & staff.	E
<b>D. Other Skills</b>	Knowledge of legislation, e.g. Children Act 1989 and 2004, Care Standards Act 2000, safeguarding policies & procedures.	E
	Evidence of an understanding of child development & providing practical care of young people. .	E
	Effective communication skills in formal and informal settings.	E
	Able to use observation and evaluation skills in accordance with care plans.	E
	Ability to demonstrate resilience & emotional restraint and to identify ways of managing appropriately their own feelings and those of colleagues and young people, including dealing with challenging & violent behaviours.	E
	Basic IT skills, to include knowledge of using a variety of software packages including word processing, spread sheets and databases	E
<b>E. Other Conditions</b> Including any hazardous or environmentally adverse.	Must satisfy relevant pre-employment checks	E
	Minimum age 23	E
	Ability to visit other locations other than immediate work place on a regular basis.	E
	Ability to work to a shift rota, 365 days per year, recognising that rotas may need to be altered to reflect the needs of the service, including undertaking sleeping-in duties.	E



<b>Post Title:</b> Residential Support Worker		<b>Post No:</b> SC906
		<b>Date:</b> Oct 2013
<b>Department:</b>  EDUCATION & CHILDREN'S SERVICES	<b>Division / Branch:</b> CHILDREN'S SOCIAL CARE & SAFEGUARDING	
<b>Section:</b> LAC Service: Residential Homes	<b>Responsible to:</b> TEAM MANAGER ( & Assistant Managers)	
<p>Overall Purpose of this Post:</p> <p>To provide an effective service to young people within the context of the Council's Children's Service Strategy. To work within the agreed function of the Young People's Residential Homes and as a member of a team. To provide care, guidance, control and support to the young people with violent &amp; challenging behaviours, disabilities and/or complex health care needs, and in appropriate cases, to work with their families or carers.</p>		
<p>Major Objectives: <b>These will include, as appropriate, those that reflect key corporate priorities.</b></p> <ol style="list-style-type: none"> <li>1. To provide a high quality &amp; safe living environment appropriate to the circumstances / ages of the young people that meets the Department's statutory duties, including the Children Acts 1989 &amp; 2004, Care Standards Act 2000 and other appropriate legislation; Departmental child-care policies e.g. safeguarding and the service's procedures and practice guidance.</li> <li>2. To work under the direction of the Team Manager and senior staff on duty, contributing to the day-to-day work of the Home, ensuring its operation in an effective, by providing a safe environment that: a) offers care and a structure that encourages appropriate social boundaries. b) is warm, accepting and stimulating. c) provides for to the total care of young people in which their emotional, social, spiritual, educational, leisure, health (including administering medication &amp; personal care) and physical needs are met.</li> <li>3. To provide a service which takes into account the young person's: a) cultural, racial, linguistic background, sexuality, religious persuasion, gender, disability, age and understanding. b) legal status. c) views and wishes, as well as those of their families and other people of importance to them.</li> <li>4. To be committed to a team approach to work in the Home and across the service.</li> <li>5. To contribute to Departmental assessments, care &amp; records.</li> </ol>		



6. To meet the needs of young people, who may be violent, present challenging behaviours, are disabled and/or have complex health & care needs.
7. To encourage young people to achieve maximum independence.
8. To promote corporate and inter-agency responsibility for young people looked after by the Council.
9. To provide advice and guidance to students on placement and other professionals and visitors to the Homes.
10. To implement and promote Leicester City Council's policies and procedures relating to all areas of employment and service delivery.

Summary of job tasks: **The tasks listed are, generally, only those taking at least 10% of the post holder's time.**

1. Manage challenging and violent behaviours safely and in a way that protects and maintains the rights of young people, the post holder and their colleagues.
2. Act in the capacity of "co-key" and/or "support" worker to individual young people and to provide services to young people that are relevant to their needs.
3. Work jointly with other individuals, agencies and community resources to provide an effective and holistic approach to young people and their families.
4. Maintain accurate and up-to-date (including electronic) case records and to provide written and verbal reports within the Department or to other agencies as required.
5. Develop practice by keeping up-to-date with professional developments and by making use of training opportunities provided by the Council, attend meetings, supervision and training sessions as agreed with line managers.
6. Foster good relations with the wider community.
7. Participate in monitoring procedures designed to evaluate the impact of the post holder's own work and that of the Department.
8. Provide care and domestic support to young people as appropriate, e.g. cooking, cleaning, personal care, administering medication and to take responsibility for any health and safety issues that arise within the Home.

Is this post classified as "politically restricted", as in the Local Government and Housing Act 1989, either

- |   |            |
|---|------------|
| a) because of its salary level? or  | <b>No✓</b> |
| b) because the post holder is required regularly to advise the Council and its Committees, or communicates with the media on behalf of the Council? | <b>No✓</b> |

Is this post subject to exemption from The Rehabilitation of Offenders Act 1974?	<b>Yes✓</b>
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	<b>Job Requirements:</b> Essential (E) or Desirable (D).	<b>E/D</b>
<b>A. Training &amp; Education</b>	Literacy and numeracy sufficient to perform the job tasks.	E
	Level 2 NVQ or Diploma Child Care qualification or 5 GCSE's ( A to C)or including English & Maths, or equivalent.	E
<b>B. Experience</b>	Experience of working with service users with low self-esteem & challenging behaviours	E
	Experience of working with service users from Black & Minority Ethnic communities.	E
	Experience of report writing and maintaining accurate records.	E
	Working in a residential setting	D
<b>C. Equal Opportunity</b>	Must be able to recognise discrimination in its many forms and be willing to put the Council's Equality policies into practice.	E
	Ability to demonstrate commitment to addressing race, gender, sexual orientation and disability issues within the management and delivery of the service.	E
	Knowledge & ability to ensure the provision a of high quality service that takes into account the diverse needs of young people & staff.	E
<b>D. Other Skills</b>	Knowledge of legislation, e.g. Children Act 1989 and 2004, safeguarding policies & procedures.	E
	Evidence of an understanding of child development & providing practical care of young people.	E
	Awareness of different cultures and how it informs work practice.	E
	Effective communication skills in formal and informal settings	E
	Ability to demonstrate resilience & emotional restraint and to identify ways of managing appropriately their own feelings and those of colleagues and young people, including dealing with challenging & violent behaviours.	E
	Able to use observation and evaluation skills in accordance with care plans.	E
	Basic IT skills, to include knowledge of using a variety of software packages including work processing, spread sheets and databases	E
<b>E. Other Conditions</b> Including any hazardous or environmentally adverse.	Must satisfy relevant pre-employment checks	E
	Minimum age 23	
	Ability to visit other locations other than immediate work place on a regular basis.	E
	Ability to work to a shift rota, 365 days per year, recognising that rotas may need to be altered to reflect the needs of the service, including undertaking sleeping-in duties.	E



# Jobs and Careers



## Job Description

<b>Post Title:</b> SERVICE MANAGER		<b>Post Number:</b> SC022
		<b>Date:</b> 16 <sup>th</sup> October 2013
<b>Department:</b> Education and Children's Services	<b>Division / Branch:</b> Children's Social Care & Safeguarding	
<b>Section:</b> Children in Need, Looked After Children Services and the Safeguarding and Quality Assurance Unit	<b>Responsible to:</b> HEAD OF SERVICE	

### Overall Purpose of this Post:

To lead the strategic and operational development and management of high quality social work services to children and their families in order to meet the full range of statutory requirements, regulations and national minimum standards to achieve the best outcomes for children and young people.

**Major Objectives:** These will include, as appropriate, those that reflect key corporate priorities, for example, Cultural Diversity, Social Justice, Environmental Quality and Economic Prosperity.

1. To understand and influence the external environment affecting the Council.
2. To assess the Council's strengths and weaknesses, identifying the improvements needed to meet future challenges.
3. To identify those individuals, groups and organisations who have an interest in the business of the Council and assessing their likely impact.
4. To contribute to the strategy and gain commitment to this strategy from your team.
5. To decide on and put into place the various programmes, projects and plans to meet the organisation's strategic objectives.
6. To delegate work to teams and individuals both inside and outside the Council to ensure your objectives are met.
7. To encourage a diversity of working styles, establish co-operative working and provide guidance on corporate values.



8. To use a range of techniques to measure, review and improve performance both for yourself/team/service and department in order to manage and challenge performance robustly and improve children's outcomes.
9. To evaluate the overall performance of the Council in the achievement of its principles/objectives.
10. To manage a wide range of Children's Services and Managers, and of resources and budgets ensuring these services...
11. To deliver timely, effective and high quality performance within available budgets.

P.T.O.

Summary of job tasks: **The tasks listed are, generally, only those taking at least 10% of the post holder's time.**

1. To be customer orientated, ensuring that the rights and welfare of children and their families are at the centre of service planning and performance management.
2. Securing the implementation of principles of equality of opportunity in relation to service delivery and employment issues (ensuring compliance with corporate and departmental policies).
3. Contributing to establishing, developing and maintaining service strategies and policies for Social Care services to children and their families, ensuring the provision of services to children is within the design and objectives of relevant legislation, policy, procedure and national minimum standards.
4. Ensure robust performance management of systems and procedures are established and maintained within the services for which the postholder is responsible, including effective staff deployment, supervision and appropriate appointments
5. To ensure policy and practice adheres with the requirements of the all relevant legislation, policies, procedures and national minimum standards and Ofsted guidance.
6. To establish and maintain effective partnerships with other agencies (statutory, voluntary and other bodies) ensuring high standards of inter-agency practice are achieved.
7. To ensure internal review and complaint processes are implemented and lessons are learnt across the service.
8. To be effective, economic and efficient in the use of all resources, including robust systems for budgetary and financial control.
9. To ensure the effective and efficient collection and storage maintenance of management information. To maintain robust performance management systems, identify and take any action to improve teams/service performance and report regularly about team and worker performance.
- 10 To support the Divisional Director and Head of Service in providing leadership and overall management of the service.

Is this post classified as politically restricted, as in the Local Government and Housing Act 1989, either

- a) because of its salary level ? , or Yes
- b) because the postholder is required regularly to advise the Council and its



Committees, or communicates with the media on behalf of the Council? Yes		
Is this post subject to exemption from The Rehabilitation of Offenders Act 1974 ? Yes		
	<b>Job Requirements:</b> Essential (E) or Desirable (D)	<b>E</b>
<b>A. Training &amp; Education</b>	Relevant professional Social Work qualification (Degree, DipSW, CQSW, CSS or equivalent). Registration with the HCPC (Health Care Professions Council)	<b>E</b>
<b>B. Experience</b>	Substantial experience (at least 3 years, in a qualified capacity), of working at a middle management level providing statutory Child Care services and establishing and controlling budgets.	<b>E</b>
	Excellent oral, written communication skills: ORAL: Sufficient to impart understanding and gain acceptance of new concepts and proposals.	<b>E</b>
	WRITTEN: To prepare complex reports, guidelines/procedures for senior managers or elected members and correspondence to stakeholders, service users and complainants.	<b>E</b>
	Sufficient IT skills to use a range of Council IT applications	<b>E</b>
	Demonstrable presentation skills.	<b>E</b>
	Organisational skills sufficient to plan effectively and ensure targets are met.	<b>E</b>
	Ability to develop innovative solutions to complex business problems (business acumen)	<b>E</b>
	Ability to work as part of a strategic decision making team.	<b>E</b>
	Ability to recruit, manage, motivate, retain and develop staff effectively.	<b>E</b>
	Ability to work under pressure.	<b>E</b>
	Demonstrate experience of working with other agencies and services to develop and deliver effective services.	<b>E</b>
	In-depth knowledge of relevant legislation, policy, regulations, national minimum standards and best practice.	<b>E</b>
	Experience managing service delivery through objective based performance management.	<b>E</b>
	Ability to work within a political environment.	<b>E</b>



<b>C. Equal Opportunity</b>	Must be able to recognise discrimination in its many forms and willing to put the Council's Equality Policies into practice.	<b>E</b>
	Must be proactive in satisfying the needs of disadvantaged groups and individuals in the provision of social care services.	<b>E</b>
	Demonstrable experience of delivering services sensitive to diverse multi racial/multi ethnic communities.	<b>E</b>
	Must demonstrate personal commitment to the development of Equal Opportunities.	<b>E</b>
<b>D. Other Skills</b>	Team player, able to bring teams together and promote teamwork.	<b>E</b>
	Must demonstrate ability to be innovative and be a proven problem solver.	<b>E</b>
	Must be self-motivated and able to prioritise a demanding workload working effectively and competently under pressure.	<b>E</b>
	Must be flexible and prepared to support the work of the Directorate.	<b>E</b>
	Must have the ability to deal effectively with Elected Members and officers at all levels in the Council.	<b>E</b>
	Demonstrable negotiation skills sufficient to engender collaborative working and secure co-operation.	<b>E</b>
	Sensitivity to the complex and conflicting interests of children, siblings, carers, alleged abuser's and involved professionals where an allegation of abuse is made relating to carer/professional, as well as the difficult issues re confidentiality/disclosure of information and the care/knowledge required when advising other service/professionals regarding such matters.	<b>E</b>
<b>E. Other Conditions</b> Including any hazardous or environmentally adverse conditions	As appropriate depending on service location and need to provide standby management cover on a 24/7 out of hours rota basis.	<b>E</b>
	Appointment will be subject to satisfactory references, medical and police check.	<b>E</b>



# Jobs and Careers



## Job Description

<b>Post Title:</b> Team Manager		<b>Post Number:</b> SC611
		<b>Date:</b> 6 <sup>th</sup> January 2014
<b>Department:</b> Education and Children's Services	<b>Division / Branch:</b> Children's Social Care & Safeguarding/Learning Services	
<b>Section:</b> Children in Need and Looked After Children Services/Removing Barriers	<b>Responsible to:</b> Service Manager	

### Overall Purpose of this Post:

Under the direction of the Service Manager to manage and develop high quality social work and support services to children and their families in order to meet the full range of statutory requirements, regulations and national minimum standards.

**Major Objectives:** These will include, as appropriate, those that reflect key corporate priorities, for example, >Cultural Diversity=, =Social Justice=, >Environmental Quality= and >Economic Prosperity=.

- 1 To manage a team of Social Workers and/or differently qualified workers.
- 2 To ensure that all cases are allocated to team members appropriately and are fully compliant with statutory regulations, policy and national minimum standards
- 3 To be pro-active in implementing the Council's Policy on the environment.

**Summary of job tasks:** The tasks listed are, generally, only those taking at least 10% of the postholder's time.

1. To chair a range of meetings as required that progress the plan for children and families, for example child in need, strategy and professional meetings.
2. To contribute to the development of departmental policy and practice in respect of



children and families.

3. To ensure that equality of opportunity is actively pursued in both recruitment and service delivery.
4. To participate in the recruitment, deployment and development of staff through regular supervision and where necessary, grievance and disciplinary procedures.
5. To maintain appropriate administrative systems and to collect and interpret statistical data. To maintain robust performance management systems, identify and take any action to improve teams/service performance and report regularly about team and worker performance to senior management.
6. To contribute to the development of divisional procedure, policy and relevant guidance.
7. To carry out responsibilities under the Department's Complaints Procedure, including the investigation of complaints, and ensure that teams learn from complaints.
8. To comply with corporate, financial and procurement requirements.
9. To ensure services are fit for purpose and meets the required regulatory, inspection and national minimum standards as appropriate.
10. As appropriate depending on service location and need, to provide standby management cover on a 24/7 out of hours rota basis.

Is this post classified as politically restricted, as in the Local Government and Housing Act 1989, either

- a) because of its salary level ? , or No
- b) because the postholder is required regularly to advise the Council and its Committees, or communicates with the media on behalf of the Council? No

Is this post subject to exemption from The Rehabilitation of Offenders Act 1974 ? Yes

	<b>Job Requirements:</b> Essential (E) or Desirable (D)	<b>E/D</b>
<b>A. Training &amp; Education</b>	Relevant professional Social Work qualification (Degree, DipSW, CQSW, CSS or equivalent).	E
	Registration with the HCPC (Health Care Professions Council)	E



<b>B. Experience</b>	Minimum 3 years post qualification experience.	E
	Experience of working with diverse groups.	E
	Ability to prioritise and organise work, to set standards and work to clear objectives.	E
	In depth knowledge of the issues affecting vulnerable children and their families/carers disabled children and young people and their parent/carers	E
	Knowledge of relevant legislation, regulations, procedures and national minimum standards.	E
	Ability to manage, supervise, motivate and develop staff effectively, underpinned by research and evidence-based practice.	E
	Ability to manage change.	E
	Ability to confront challenges, balance risk and make appropriate decisions	E
	Communication and presentation skills sufficient to convey a clear and convincing argument, both orally and in the form of written reports.	E
	Ability to form and maintain constructive working relationships with colleagues within the Department and across the partnership.	E
	Ability to understand, interpret and manage budgets.	E
	Assertiveness and tenacity in holding to a strategic line.	E
<b>C. Equal Opportunity</b>	Must be able to recognise discrimination in its many forms and willing to put the Council's Equality Policies into practice.	E
	Demonstrable commitment to addressing race, gender, sexuality and disability issues.	E
	Knowledge and ability to ensure the provision of high quality services that are appropriate and sensitive to the needs of a multi-racial, multi-cultural and multi-lingual population.	E
	Ability to recognise and challenge the barriers faced by disabled children to their full inclusion in society	E



<b>D. Other Skills</b>	A commitment to putting the needs of service users first.	E
	A commitment to working in partnership with service users and carers including active participation of services users.	E
	Proactive and positive attitude to multi-agency working.	E
<b>E. Other Conditions</b> Including any hazardous or environmentally adverse conditions	As appropriate depending on service location and need to provide standby management cover on a 24/7 out of hours rota basis.	E
	Ability to visit locations other than the immediate workplace on a regular basis.	E



# Jobs and Careers



## Job Description

<b>Post Title:</b> 16+ Manager		<b>Post Number:</b> SC907
		<b>Date:</b> 6 <sup>th</sup> January 2014
<b>Department:</b> Education and Children's Services	<b>Division / Branch:</b> Children's Social Care and Safeguarding	
<b>Section:</b> LAC Service	<b>Responsible to:</b> Service Manager, LAC service	

### Overall Purpose of this Post:

Under the direction of the Service Manager to manage and develop high quality social work services to children and their families in order to meet the full range of statutory requirements, regulations and national minimum standards.

**Major Objectives:** These will include, as appropriate, those that reflect key corporate priorities, for example, >Cultural Diversity=, =Social Justice=, >Environmental Quality= and >Economic Prosperity=.

1. To manage a number of Personal Advisers
2. To ensure that cases allocated to team members are being appropriately managed within the department's policy framework and legislative requirements.
3. To ensure effective 'Risk Management' of children on the teams caseload, under the Departments 'Safeguarding' responsibilities.
4. To lead on the development of education, employment and training initiatives and other project developments for care leavers across the Council and wider partners

**Summary of job tasks:** The tasks listed are, generally, only those taking at least 10% of the postholder's time.

1. Chairs certain Child Care Planning meetings including multi-agency groups in relation to education, employment and training
2. Contributes to the development of policy, procedures and practice in respect of Child Care Services within the Council and with wider partners, particularly in relation to services for care leavers. This includes maintaining an awareness of research, legislation and policy relevant to



the services that are being provided.

3. Pursues actively equality of opportunity in both recruitment and service delivery.
4. Participates in the recruitment, deployment and development of staff and the application of grievance and disciplinary procedures.
5. Manages and inputs into the departments electronic data systems.
6. Carries out the responsibilities under the Department's Complaints Procedure, including the investigation of complaints.
7. Controls the delegated budgets and seek to secure other funding and resources to take forward initiatives
8. Undertakes responsibilities with regards to premises (designated Team Manager's posts only)
9. Produces reports for senior managers or committees as required and deputises for Service Manager as appropriate.

Is this post classified as Apolitically restricted≡, as in the Local Government and Housing Act 1989, either

a) because of Its salary level ? , or No

b) because the postholder is required regularly to advise the Council and its Committees, or communicates with the media on behalf of the Council? No

Is this post subject to exemption from The Rehabilitation of Offenders Act 1974 ? Yes

	<b>Job Requirements:</b> Essential (E) or Desirable (D).	<b>E/ D</b>
<b>A. Training &amp; Education</b>	A professional qualification in health, social care or education Training in anti –discriminatory practice	E E
<b>B. Experience</b>	Significant post qualifying experience. Significant experience of working with Looked After Children and Young People who have complex needs. Experience of managing a team Experience of commissioning services for vulnerable clients Experience of directly managing budgets and financial monitoring systems Experience of working in children's placement settings Knowledge of children's services legislation, regulation and national minimum standards and associated guidance in relation to looked after children Supervisory experience Knowledge of the external market in service delivery	E E  D D D  D E E  E D
<b>C. Equal Opportunity</b>	Must be able to recognise discrimination in its many forms and willing to put the Council's equality policies into practice.	E



	Must be proactive in ensuring that the needs of disadvantaged groups are satisfied in the provision of social care services.	E
<b>D. Other Skills</b>	<p>Excellent oral and written communication skills</p> <p>Must be able to manage crisis situations outside working hours.</p> <p>Able to demonstrate business acumen</p> <p>Ability to work as part of an operational decision making management team</p> <p>Ability to be creative and solution focussed</p> <p>Must be self-motivated and able to prioritise a demanding workload</p> <p>Ability to forecast needs and costs for future sufficiency of placements and resources.</p> <p>Ability to negotiate best value for children placement and commissioning service</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>
<b>E. Other Conditions</b> Including any hazardous or environmentally adverse conditions	Must be willing to work irregular hours. Including ability to travel across the country.	E



### Equality Impact Assessments for an organisational review

An EIA is a tool which will help you assess whether there are any positive or negative impacts on customers or staff affected by the proposed organisational review.

It is an opportunity for you to clarify how your proposals will leave those likely to be affected by the proposed changes, and more specifically, where there are any positive or negative impacts based on people's protected characteristics (Equality Act 2010).

Our public sector equality duty requires us to ensure that we do not discriminate against any protected group or person with protected characteristics (see below) covered by the Equality Act 2010 when taking decisions that affect them. Potential negative impacts that we disregard or ignore could mean discrimination. We also have a duty to actively promote positive impacts that advance equality of opportunity. The protected characteristics covered by the Equality Act 2010 are:

<ul style="list-style-type: none"> <li>• Age</li> <li>• Disability</li> <li>• Gender reassignment</li> <li>• Pregnancy and maternity</li> </ul>	<ul style="list-style-type: none"> <li>• Race</li> <li>• Religion or belief</li> <li>• Sex</li> <li>• Sexual orientation.</li> </ul>
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What to do: The organisational review EIA contains 3 steps:

Step1: The business case for the organisational review

The first step sets out the business case for the organisational review and identifies whether there are any potential negative impacts arising from the proposed changes.

Step 2: Current staffing complement

The second step is to set out the profile of the current staffing complement and the proposals to change the current staffing complement. Any potential impacts (both positive and negative) for specific protected groups should be considered at this stage, and actions identified to remove or reduce any negative impact. The staff profile will form the basis of comparison for review outcomes in the final stage of the EIA.

Step 3: Final staff complement

The final part of the EIA presents the resulting staff complement arising from the completion of the review process. A comparison of the staff profile before and after staff have been slotted into posts should be presented across the range of protected characteristics monitored. Any positive or negative impacts for a specific protected group should be identified.

What to do

Discuss the questions in the attached template with those involved in undertaking the organisational review and those staff affected by the proposed organisational review in order to identify if there are any potential negative impacts on the service's stakeholders, customers or staff. The template records customer impacts separately from staff impacts.

If there are any negative impacts identified for either customers or staff, discuss with the group what actions can be taken to reduce or remove these negative impacts. Set these actions out in an action plan for the review. Be specific as to what protected group the actions apply to.



## ***Equality Impact Assessment for organisational reviews***

<b>Name of service</b>
Children's Social Care and Safeguarding Services

### **Date of assessment:**

<b>Start date</b>	<b>Completion date</b>
1 <sup>st</sup> October 2013	

<b>Lead officer and Contact details</b>	<b>Andy Smith, Director, Children's Social Care and Safeguarding, 0116 252 8309, andy.smith@leicester.gov.uk</b>
<b>List of other(s) involved</b>	<b>Jasmine Nembhard, Interim Head of Service, Fieldwork Cheriel O'Neill, Head of Service, Looked After Children Caroline Tote, Head of Service, Safeguarding and Quality Assurance</b>

### **Step 1: The business case for the organisational review**

<b>1a.</b>	<b>What is the proposed service change?</b>
<p>The focus of the review is on redesigning statutory services for children in Leicester based on the child's journey, whilst securing better integration with locality early help services.</p> <p>A Children in Need (CiN) Service will deliver the councils statutory children's social care and Social Work functions as outlined in the 1989 and 2004 Children Act, and the 2008 Children and Young Peoples Act. The service will be made up of a Duty and Advice Service, and 9 Children in Need Teams aligned to localities in the city.</p> <p>The Duty and Advice Service will focus on advice, contacts, and referrals, and any initial response to ensure that a child is safe prior to transfer to a Children in Need Team for assessment where the full range of statutory work will be carried out. The out of hour's function for children in the city would also form part of the Duty and Advice Service, becoming an extension of daytime services, with staff working to a shift pattern to ensure that any emergencies can be responded to 24/7. The Persons' From Abroad (PFA) Team/function will be relocated from the LAC Service to Duty and Advice Service.</p> <p>Nine Children in Need (CiN) teams aligned to localities in the city will receive all referrals requiring a single assessment from the Duty and Advice Service and covers the full spectrum of statutory work that by law can only be carried out by a qualified social worker. In order to reduce the numbers of different social workers involved in the same case, reduce transfer points, prevent drift and reassessment, social workers allocated cases from the Duty and Advice Service for single assessment will remain the allocated</p>	



social worker until the appropriate time when the case is either closed, stepped down to early help services or transferred to the LAC Service. Children in Need Teams will be aligned with integrated locality teams across the city who will work with children and young people aged 0-19. As a minimum it would involve service and team managers from early help and children's social care working more closely together, lead to more integrated business and assessment processes for children in receipt of early help and/or statutory children's social care services, and potentially the co-location of Children in Need Teams in localities with integrated locality teams, as buildings allow.

The Looked After Children (LAC) Service will deliver the councils service to looked after children and care leavers. Three Looked After Children teams and two Integrated Transitions teams will provide the Social Work and personal adviser function to children in care and care leavers. The Recruitment and Assessment Service will ensure that there are sufficient foster carers, including kinship carers, and adopters, of good quality, to meet current and future demand, in order that children can move on as quickly as possible to a permanent arrangement for the remaining years of their childhoods and beyond. The proposed structure will eradicate duplication of role, and strengthen the recruitment and assessment function in both fostering and adoption, with the aim of meeting demand and increasing the numbers of fostering and adoption assessments completed each year by social workers. The Placement Support Service will ensure that good or better placements and support is provided to children in care, and in doing so minimise placement disruption and strengthen placement stability. The 5 residential homes will have a restructured & expanded workforce to provide improved care for the complex needs of young people, looked after by the Local Authority.

<b>b.</b>	<b>Who will it affect in terms of existing and potential service users and how will they likely be affected? Likely staff impacts are considered in Section 2.</b>
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All diversity groups in receipt of statutory children's social care services across all protected characteristics, will be affected by the proposed changes.

In transforming the way in which the council delivers children's social care services, the aim is to ensure that the voice of children and young people is central to the Social Work task since this will lead to improvements in the quality of practice and outcomes for children and young people. Re-designing services around the journey children and families take will minimise the number of times they tell their story because there will be fewer social workers working on the same case. This will lead to improvements in the quality of practice and a more consistent service from children's social care.

The work undertaken by Professor Thorpe on referral and assessment practices in Leicester is already resulting in a reduction in referrals and assessments which means that social workers and front line managers in Duty and Advice are more effectively targeting families that meet the threshold for statutory services. This means that families that might have previously received a phone call or visit from a social worker but where no further action is taken will be markedly reduced which will have a positive effect on families given the impact Social Work intervention can have on families lives.

The changes proposed in the way we work with children and young people in the looked after children and leaving care system will improve the quality of service. For example, it is better for a child with an adoption plan to remain with the same social worker from the start of an assessment to the point the adoption order is made. This will lead to even timelier adoptions for children. The transition point between the LAC teams and



the Integrated Transitions Team will be flexible and will be dependent on young people's needs. Some LAC will transfer at 16 where this is appropriate, others at 18, and others slightly later. Strengthening the recruitment and assessment function of the adoption and fostering service will mean that we can meet both demand and statutory timescales/requirements.

**c. Is an EIA being done on the proposed service change? No**  
**If yes, please attach completed EIA. If no, please attach the EIA screening questionnaire that has been completed for the proposed change (*screening questionnaire attached*)**

**Date completed ...6<sup>th</sup> October 2013**

## **Step 2: Current Staff complement**

**2a. Present a profile of current staff, by post, grade, and by protected characteristic.**

The complement of staff in scope of the organisational review is 458 of which 22% are male and 78% female.

34 staff (7%) declared they have a disability, of which 79% are female.

Every effort will be made to meet staff needs.

With regard to staffing, consideration will be given during recruitment processes of current and new staff's needs for training on anti-discriminatory practice, equality and diversity, communicating with children to ensure there is the level of competency in this area.

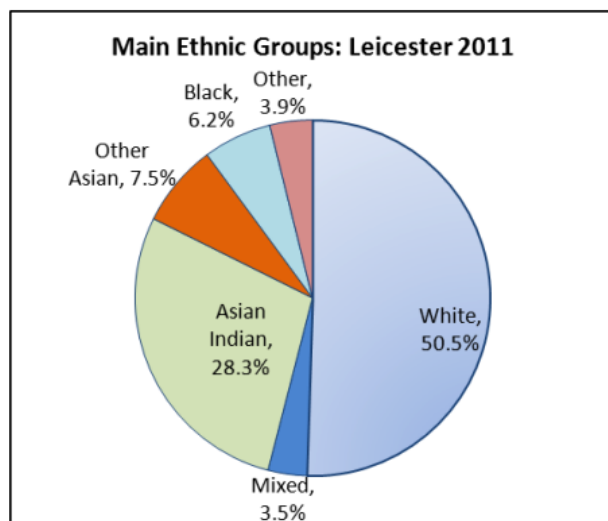
In the event that it is necessary to make any member of staff in scope compulsory redundant, it is likely that through this process more female than male staff will be affected as there is a disproportionate number of female staff to male staff in this division. However, female staff will not be disproportionately affected through any of the processes applied.

The ethnicity breakdown of all the staff in scope is shown in the table below:

Ethnicity	%
White British	56%
Indian Asian	21%
Asian Other	2%
Black African	4%
Black Caribbean	4%
White Irish	2%
White Other	2%
Other	4%
Unknown	5%

The chart below shows the distribution by broad ethnic groups in Leicester in 2011





This information is provided by the Office for National Statistics [ONS](#) and the National Statistics Agency. All Crown Copyright.

Where there are more staff than proposed posts, Leicester City Council will ensure that all staff have equal opportunity to gain a successful position through an open and competitive process.

**b. Describe how the proposed service change will likely affect the current staff complement described above. Which staff will likely be affected by the proposed service changes and how will they be affected?**

In order to minimise the impact of the changes on staff in scope of the review the division has been proactively holding back vacancies to reduce the impact of compulsory redundancies.

Due to the way in which the service has been redesigned around the child's journey there will be less Service and Team Manager fte posts in the proposed structure. Although the job description and requirements of Service and Team Managers remains the same, some of the portfolios will be different in light of the redesign. There will also be a requirement for Service Managers to take part in an out of hours rota, and for Team Managers working in Duty and Advice to work different hours on a shift system in order to safely manage the out of hours function for children in the city.

There is an overall net reduction in the numbers of fte qualified Social Work posts, although through a combination of vacancies, staff churn and voluntary redundancy it is anticipated that compulsory redundancies can be minimised. The job description and requirements of qualified Social Workers remains the same, although Social Workers in Duty and Advice will be required to work on a rota to cover the out of hours arrangements.

The Senior Practitioner grade in fieldwork services (both in the current child protection and proceedings service, LAC fieldwork and placement service) is deleted in the new structure; this means that senior practitioners in scope will be assimilated into social worker roles.

There will be changes in the location of non-Social Work qualified posts in the new



structure; the only unqualified posts in the children in need service will be in the Persons' From Abroad Team; however, there will still be a range of unqualified posts within the looked after children service including 10 personal advisers. This means that there will be an overall increase in the number of unqualified posts in the LAC service.

The Senior Practitioner, Child Care Practitioner and Team Support Worker posts will be deleted and replaced with a new staff structure of Assistant Managers, Residential Practitioners and Residential Support Workers. There will be a reduction in the fte equivalent of Chefs and House Keepers which will be achieved by deleting vacant hours/posts.

Requirements for administration will be reduced and there will be an increase in band C grade posts, which will potentially impact on the numbers of band D staff displaced and at risk of compulsory redundancy.

<b>c.</b>	<b>What are the potential positive and negative impacts of the organisational review on staff? How can any negative impacts be reduced or removed? What is your action plan for achieving this as part of the organisational review process?</b>
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Potential positives

- Manager to worker ratios will be up to 1 to 8, and in some cases 1 to 6 or 7; this will ensure more consistency across the service and lead to opportunities for more reflective supervision;
- Reducing the changes of social worker will mean workers taking more ownership of cases, and reduce the need for reassessment and drift;
- Manageable and reasonable caseloads for social workers across the service;
- The development of personal advisers in the LAC service will create additional opportunities for unqualified staff in the new structure and provide support for lead Social Workers of LAC cases;
- Unqualified workers in the commissioning service to run the placement desk will mean that qualified social workers in the fostering service will no longer have to work on duty;
- Strengthening working relationships between children in need teams and early help locality services will mean that workers and managers in both services develop a better understanding about roles and responsibilities;
- Increase in Band C administrative support to the service;
- There will be an increase in the number of staff providing direct care to looked after young people in the residential homes.

Potential negatives

- Deletion of the Senior Practitioner grade across all fieldwork services;
- Changes in job description so that all Social Workers, Team Managers and Service Managers may be required to work on an out of hours rota;
- Reduction in 1.5 Service Managers will change and in some cases increase the portfolio and responsibilities for Service Managers;
- Reduction in Band D administrative grades and numbers of current fte band Ds displaced.

Potential negatives will be reduced or removed by thorough preparation and consultation with all staff affected.



<b>d.</b>	<b>What are the likely impacts on staff based on their protected characteristic? Tick the likely impact on staff based on their protected characteristic.</b>
	<p>Where possible staff will be assimilated into roles still required; where at the end of the consultation process it is determined that there are more staff than posts then a competitive assessment centre/interview process will be undertaken.</p> <p>The majority of staff in the service currently are female so more females than males will be affected by the proposed changes.</p> <p>Where there are more staff than proposed posts, Leicester City Council will ensure that all staff have equal opportunity to gain a successful position through an open and competitive process.</p> <p>Caseloads and workloads of staff will be carefully monitored on implementation of the proposed new structure.</p>

	<b>No impact <sup>1</sup></b>	<b>Positive impact <sup>2</sup></b>	<b>Negative impact <sup>3</sup></b>	<b>Impact not known <sup>4</sup></b>
<b>Age</b>				<b>X</b>
<b>Disability</b>				<b>X</b>
<b>Gender reassignment</b>				<b>X</b>
<b>Pregnancy and maternity</b>	<b>X</b>			
<b>Race</b>				<b>X</b>
<b>Religion or belief</b>				<b>X</b>
<b>Sex (gender)</b>			<b>X</b>	
<b>Sexual orientation</b>				<b>X</b>

**Date completed .....8<sup>th</sup> October 2013**

### **Step 3: Final staff complement**

<b>3a.</b>	<b>Present the final profile of staff slotted into posts, by post, grade and by protected group. Indicate which staff in 2a have been positively and negatively affected by the outcome of the organisational review.</b>
Upon completion of the slotting in process, which is due to be finalised by end March 2014, this section will be completed to give a detailed breakdown of protected characteristics as shown in 2a.	

<sup>1</sup> The proposal has no impact (positive or negative) on the group sharing a protected characteristic.

<sup>2</sup> The proposal addresses an existing inequality experienced by the group sharing a protected characteristic (related to employment, provision of services or facilities).

<sup>3</sup> The proposal disadvantages one or more of the group sharing a protected characteristic.

<sup>4</sup> There is insufficient information available to identify if the group sharing a protected characteristic will be affected by the proposal.



Where there are more staff than proposed posts, Leicester City Council will ensure that all staff have equal opportunity to gain a successful position through an open and competitive process.

**b. Have actions aimed at reducing negative impacts identified in 2c above been carried out? To what effect?**

- The deletion of the Senior Practitioner post is has had a negative impact for the current Senior Practitioners in post, however Senior Practitioners who expressed an interest in Voluntary Redundancy were offered VR and it is now likely that neither Senior Practitioners nor social workers need to undergo a competitive assessment for social worker posts in the proposed structure.
- The Changes job description so that all social workers, team managers and service managers may be required to work an out of hours rota has been revised.

Since this requirement would affect just 14% (20 out of 145) of social workers in the new structure, only Social workers and Team Managers in the proposed Duty and Advice teams will be required to work an out of hours rota. In unforeseen circumstances, Team Managers within the CiN service will also be approached to cover a rota for a period of time, however this will not be the norm and will be agreed in discussion with the Team Manager at the time.

It was recognised that some social workers prefer to work in this type of arrangement; but that it shouldn't be a requirement for all social workers, therefore all social workers and senior practitioners in scope were asked to express a preference to work in the proposed Duty & Advice teams. 20 fte posts are required and twenty one social workers expressed this preference. Two versions of job description have been created for social workers to reflect the differing needs of the proposed CiN service to other services.

- The reduction in 1.5 Service Manager posts will mean an increase in portfolio in some cases, however following the close of the consultation, through workshops and planning meetings the implementation of the proposed roles within the new structure will be agreed and set out.
- The reduction in Band D administrative grades will mean a number of current Band D staff will be displaced however, through the competitive assessment process, there is opportunity for the current Band D posts to move to Band C posts.
- Wherever possible, the review team has worked with the staff in scope to look at ways to mitigate staff redundancies. Leicester City Council operates a redeployment scheme which will be available for displaced staff to try to place in another part of the council, if appropriate. In addition, some vacant posts in Adults Services, following redeployment, have been ring-fenced to offer childcare practitioners, childcare support workers and other support workers the opportunity to apply.

**c. Has the organisational review resulted in change to the 'ways of working' of staff? If yes, what changes have been made and what impact will they have on staff? For example, the hours required – has flexibility been reduced that could have an impact on carers?**

- In general, the ways of working has not changed for staff in terms of hours required. However, five social workers who are from other services/teams have expressed a preference in working in the proposed duty & advice teams and their hours will therefore change to a rota base.



	No impact <sup>5</sup>	Positive impact <sup>6</sup>	Negative impact <sup>7</sup>	Impact not known <sup>8</sup>
<b>Age</b>				
<b>Disability</b>				
<b>Gender reassignment</b>				
<b>Pregnancy and maternity</b>				
<b>Race</b>				
<b>Religion or belief</b>				
<b>Sex (gender)</b>				
<b>Sexual orientation</b>				

Section 3a will be completed after competitive assessments have been completed and staff are finalised into their posts. This will be available at the end of March 2014,

**Date completed .....16<sup>th</sup> January 2014**

This EIA has been completed by:

Lead officer (signature)	
Date	

The EIA has been signed off by the Equality Officer:

Equality officer (signature)	
Date	

This EIA has been signed off by the Division Director:

Divisional Director (signature)	
Date	

<sup>5</sup> The proposal has no impact (positive or negative) on the group sharing a protected characteristic.

<sup>6</sup> The proposal addresses an existing inequality experienced by the group sharing a protected characteristic (related to employment, provision of services or facilities).

<sup>7</sup> The proposal disadvantages one or more of the group sharing a protected characteristic.

<sup>8</sup> There is insufficient information available to identify if the group sharing a protected characteristic will be affected by the proposal.