

## Job Description

<b>Job Title:</b>	<b>Service Manager (Social Work)</b>
<b>Reports to:</b>	<b>Chief Executive</b>
<b>Responsible for:</b>	<b>Senior Social Workers x 4 Thornycroft Centre Co-ordinator</b>
<b>Location:</b>	<b>Head Office, Rotherham</b>
<b>Grade:</b>	<b>2</b>
<b>Salary:</b>	<b>£47,750.52 - £53,717.39</b>
<b>Job type:</b>	<b>Permanent, full-time 37.5 hrs</b>

### Job Purpose

The national lead for CISWO's personal welfare service, this role has operational oversight of the four regional teams, each headed up by a senior social worker. Leading this key area of CISWO's delivery, developing good practice, driving service improvement, and ensuring the organisation adapts to developments in policy and practice are key responsibilities. As a qualified social worker, the Service Manager is the national safeguarding lead and part of the Senior Management Team and therefore has a wider contribution to make to the strategic direction of the organisation.

### Key Responsibilities

- Operational oversight of the personal welfare service with line management of the Senior Social Workers who in turn manage the four regionally based teams.
- Senior management oversight and responsibility for the organisation's social inclusion provision and day centre with line management of the Centre Co-Ordinator.
- Be the organisations national safeguarding lead, ensuring adherence to legislation and good practice.
- Lead on service improvement across the service, ensuring all teams are working to a high quality, meeting required standards and delivering satisfactory capacity. Proactively address any underperformance or practice issues should they arise.
- Take responsibility for the service performance monitoring framework, producing quarterly and annual reports to identify areas of good practice and areas for development.
- Ensure the organisation adapts to changes in legislation and good practice and develop the evidence base for our delivery.
- Facilitate opportunities to involve service users in the planning and evaluation of services.
- Develop good working relationships with partner agencies to enhance current delivery and identify areas of joint working.

- As part of the Senior Management Team, to participate in wider organisational development, planning and monitoring.
- Increase awareness of the personal welfare offer, promoting this through marketing and promotional activities and representing the organisation at events and meetings.
- Keep updated with relevant legislation and good practice, identifying learning and development opportunities to ensure that the organisation has up to date practice.
- Develop policies and procedures to underpin areas of the personal welfare service in line with legislation and good practice guidance.
- Deliver internal training for the personal welfare staff and more widely across the organisation to disseminate good practice, upskill the workforce, and ensure consistency.
- Participate in personal development opportunities and develop such opportunities for team members to facilitate a learning and development culture.
- To work within a flexible framework in order to meet the demands of the service which may include outside the usual 9-5 hours and considerable travel.
- To undertake any other duties as requested and reasonable to the post

#### **Qualifications, skills and experience**

##### **Essential**

- Degree in social work or equivalent social work qualification, and evidence of continuous ongoing personal development and current social work registration.
- Considerable management experience of social work teams in statutory or charity sector.
- Demonstrable experience of performance monitoring and managing improvement.
- Experience of community social care services with older people and / or disability.
- Experience of implementing new systems and processes and facilitating change.
- Experience of developing and updating policies in line with legislation and good practice.
- Knowledge and understanding of the values and principles underpinning working with vulnerable adults and their carers within the community setting,
- Knowledge of relevant legislation and good practice, particularly in relation to older people, mental health and disability
- Ability to create good working relationships with team members, clients and professionals
- Ability to work independently and as a team, work supportively and collaboratively and promote this in others
- Exceptional interpersonal and communication skills (written and verbal).

- Knowledge of and ability to use IT systems
- Ability to be self-motivated, with good organisational and time management skills.
- Ability to resolve problems in a proactive, practical and positive manner
- Ability to take initiative with a practical, 'hands on' approach to work
- A valid driving licence and access to a vehicle.
- Flexibility to travel across a wide geographic area with occasional overnight stays

**Desirable**

- Experience of designing and delivering training.
- Experience of working within the charity sector in a social care environment

Knowledge and understanding of the issues facing former mineworkers and mining communities.

*This job description reflects the major tasks to be carried out by the jobholder and identifies the level of responsibility at which the jobholder will be required to work.*

*This job description may subject to review and/ or amendment at any time to reflect the requirements of the job.*