



Job description			
Job title	Shield Team Manager		
Grade	Q		
Directorate	Children's Services		
Service/team	Shield Team		
Accountable to	Prevention and Intervention Coordinator		
Responsible for	Shield Team		
JE Reference	A5043	Date Reviewed	March 2022

Purpose of the Job

Team Shield comprises of professionals from a range of services including Social Care, Police and the Voluntary sector, to provide a dedicated and specialist child exploitation and Missing from Home or Care Service.

The Shield Team Manager is a point of contact for the workforce and wider community on matters relating to the exploitation of children and is responsible for:

- the effective leadership and management of the multi-agency team Shield in order to reduce and prevent child exploitation and episodes of children going missing.
- the coordination of operational support for identified victims of CE and children missing from home or care within the local authority having an overview of the police investigation and protection of all children at risk of exploitation.
- the implementation of the local and national child exploitation and missing children's strategic agenda across the borough and its wider agencies.

To manage and develop the delivery of Children's Social Care services by leading, motivating, organising and ensuring the supervision of a team of staff. To ensure the effective delivery of a range of high-quality, cost-effective services to meet individual needs, with a key focus on key performance and quality assurance measures.

Under the supervision of a specified Head of Service / Service Manager, the post-holder will ensure that the needs of children, young people and their families are identified, safeguarded, met and monitored in accordance with the



requirements of the Children Act, Service policy, procedures and other relevant requirements. This will also include the management and supervision through meeting various legislative and regulatory standards.

Duties and Responsibilities

This is not a comprehensive list of all the tasks, which may be required of the post holder. It is illustrative of the general nature and level of responsibility of the work to be undertaken/

1. Promote the welfare and safeguarding of children, young people and their families in Knowsley.
2. To meet statutory duties within the legislation and regulatory framework.
3. Ensure assessments and planning actively promotes the participation of children, young people and their families, and the engagement of all relevant agencies.
4. Take responsibility for ensuring the delivery of a high quality and effective service, in accordance with key performance indicators and service targets.
5. To provide regular professional supervision in accordance with Council procedures to Social Workers and where applicable, non-qualified staff that demonstrates clear management oversight and decision making, is reflective, and is both supportive and challenging in nature.
6. Be accountable for the performance of team Shield and drive the delivery of improved outcomes by managing and supervising the work of the team. To monitor and manage the performance of staff, including regular scrutiny of casework, the use of performance indicators and targets and completion of audits.
7. On behalf of the authority, take lead responsibility for ensuring that initial decisions to all CE requests are not risk averse and that the threshold for statutory and non-statutory interventions are consistent and robustly applied, taking personal responsibility for decisions made.
8. Ensure all team Shield staff understand respective roles in the investigation and protection of children at risk of CE and become experts within their specialisms and a resource for generic services.
9. To develop the therapeutic approach within the team and maintain and adhere to the Trusted Relationship model approach.
10. On behalf of the authority, have oversight of all children identified as may be or being exploited and ensure they are in the Multi-agency Child Exploitation Process and are assessed regularly.



11. To work with the Multi-agency Safeguarding Hub in the screening and allocation of any potential CE referrals.
12. Promote partnership and a team around the child approach that seeks to engage professionals and family members using a trusted relationship approach.
13. To have oversight and jointly work with the police investigation arm of the Shield team ensuring alignment and coordination where required of Shield interventions with ongoing criminal investigations.
14. To chair complex multi-agency meetings in relation to exploitation to ensure safeguarding needs are met and support the development of effective disruption plans and full consideration of criminal investigation/prosecution.
15. To prioritise and allocate work within the team to maintain service delivery and to ensure that eligible children, young people and their families have their needs met in a timely and thorough fashion.
16. Ensure the regular use of quality assurance processes in the scrutiny of and identify any additional areas of practice that require quality assuring.
17. To ensure local procedures including independent return interviews are followed when children are identified as missing from home and care.
18. To identify barriers to effective multi-agency responses to CE and Missing from home and care and tackle these barriers or escalate concerns as appropriate.
19. Ensure readiness of the Shield service for inspection and other relevant scrutiny processes.
20. To maintain and analyse the CE and Missing from Home data set and management information, ensuring timescales, accuracy and adherence to the relevant performance monitoring and reporting procedures.
21. To undertake specific responsibility for key service areas as outlined within corporate plans and agreed with the Service Manager and Head of Service, including liaising with senior managers and members of the Council.
22. To contribute to key service planning reports, including team, service and corporate plans. To contribute to local need assessments in respect of child exploitation and missing children: identifying local unmet need and bring to attention of the Child Exploitation and Missing Performance Board.



23. To produce reports and maintain records to a high standard in accordance with the Service guidance / policy and procedure, which reflect national guidelines using the relevant information technology. Ensuring that all record keeping, including high quality case recording, accounting and records of other team activity, such as all meetings, is maintained and is available for reporting when required.
24. Ensure that services are targeted, developed and delivered in accordance with local policy, legal requirements and best practice guidance.
25. To ensure that the diverse needs of children, young people and their carers / families are identified, met and regularly reviewed and plans updated, to reflect any subsequent changes.
26. To participate in developmental activities as may be required, and to promote improvement of service or the use of resources. This may also include devising and delivering training.
27. To ensure effective communication within the team and service area, and chair relevant meetings.
28. Ensure the recruitment, induction and training of staff in line with Service policies. To support, develop and assess relevant staff in relation to appropriate qualifying and post qualifying frameworks.
29. Ensure the statutory duties of the Council are fulfilled and met in accordance with legal and regulatory requirements and Service responsibilities in relation to statutory reviews, or instruments in accordance with the particular responsibilities of the post; taking into consideration the Council's duty to promote and safeguard a child's welfare.
30. To develop partnership working and implementation of CE awareness raising sessions across a range of audiences including professionals, partner agencies and children in secondary and primary schools.
31. To act on behalf of the service in providing management representation at court, strategic forums and in statutory processes.
32. To pursue appropriate personal and professional training and development opportunities as and when they occur, to ensure compliance with Social Work England and Directorate standards / expectations.
33. To comply with all the Council's Standing Orders and Financial Regulations.
34. To meet the requirements identified in Knowsley's Progression Policy.



35. Lead, direct and motivate the team by ensuring the provision of support and supervision for all team members on a planned, regular basis in line with Service policy. This includes ensuring that annual Performance Review and Development Plans (PR&Ds) are completed for all staff and subsequent development plans are implemented; including completing reflective supervisions for ASYE and facilitate team learning.
32. To be accountable to the Head of Service / Service Manager for the work undertaken with individual allocated children, young people, and their families and carers and adopters within the team and have compliance with policy and procedures. Ensuring that all casework is outcome-focussed and promotes anti-discriminatory practice.
33. Plan, monitor and review expenditure and financial commitment against the budget to ensure services are provided within cost limits and that services represent good value for money.
34. The post holder must carry out their duties with full regard to the Council's Corporate Plan, the Corporate Equality and Diversity Policy, Health and Safety, Policy and Social Inclusion Strategy.

Any other duties (commensurate with the grade) which will assist the Service in meeting its objectives.

The post holder is responsible for the safeguarding and promoting the welfare of children and / or vulnerable adults.

Knowsley Better Together – Staff Qualities



Health and Safety

- To use equipment as instructed and trained.



- To inform management of any health and safety issues which could place individuals at risk.

Data Protection and Information Security

- Implement and act in accordance with the Information Security Acceptable Use Policy, Data Protection Policy and GDPR.
- Protect the Council's information assets from unauthorised access, disclosure, modification, destruction or interference.
- Report actual or potential security incidents.