

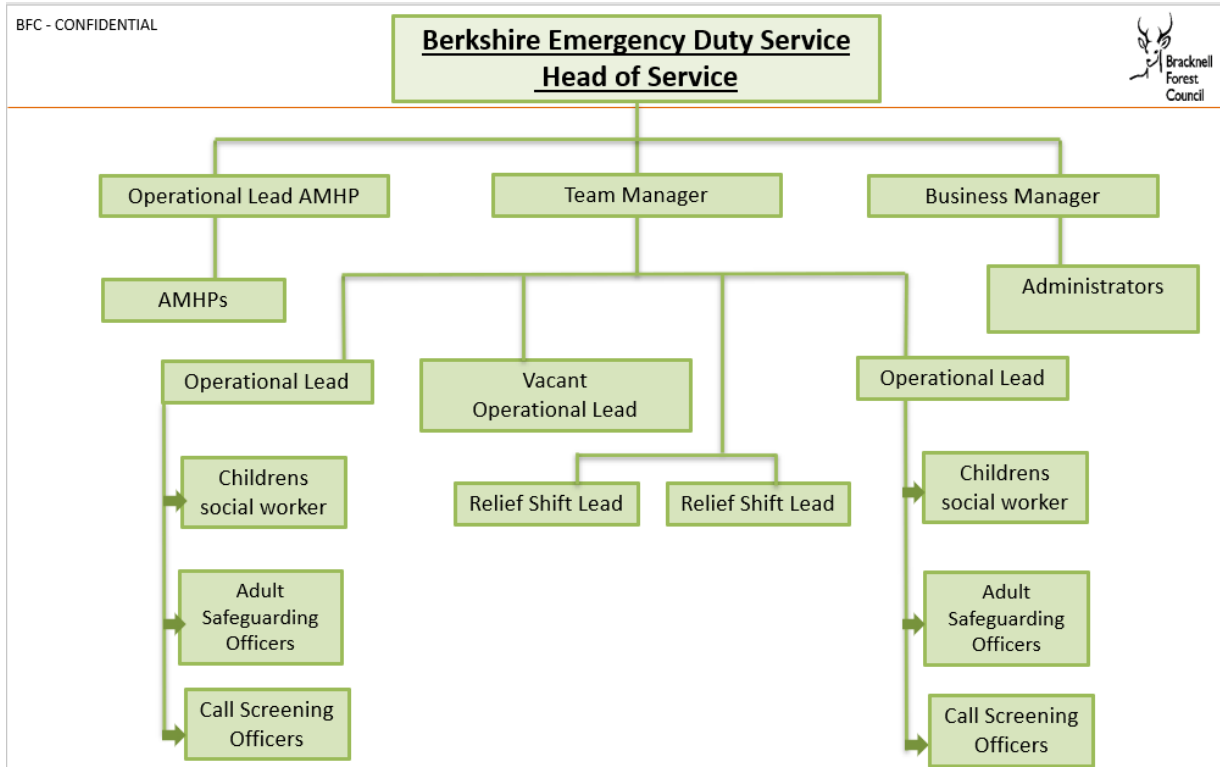
Job description

Job title:	Emergency Duty Service Operational Lead (part time 28 to 32 hrs p/w)		
Directorate:	People	Salary:	FTE £56,748 - £59,999 per year plus £729 London Weighting plus 20% Responsibility Allowance and 10% On Call Allowance (Pro-rated for hours worked)
Section:	Berkshire Emergency Duty Service	Grade:	BG-D SCP 45-48
Location:	Bracknell EDS	Work style:	Fixed rota

Key objectives of the role

- The Berkshire Emergency Duty Service (EDS) is the primary contact for members of the public and professionals who have concerns about a child or adult's welfare and safety outside of normal office hours. The service also operates an out of hours Appropriate Adult Service that provides a response to children/young people and adults with care and support needs who find themselves in police custody.
- As Operational Lead you will coordinate weekday shifts, weekend shifts and bank holidays within the service and maximise the opportunities and benefits of working with partners to deliver a safe, effective and efficient service.
- You will also have line management and specialist supervisory responsibilities for senior EDS Practitioners
- As Operational lead you will take lead role in some areas of practice as determined by the Head of Service and Team Manager. You will also deputise for the Team Manager in her absence.

Designation of post and position within departmental structure



Daily and monthly responsibilities

1. To be part of the on-shift management rolling rota and management on call rota providing crisis social work intervention in partnership with safeguarding agencies 365 days a year. This will involve working evenings, weekends and bank holidays. The Operational lead will be responsible for managing and coordinating out of hours operational shifts together with a number of hours to support the daytime operations.
2. To work with the team manager and the head of service to plan and deliver services that improve outcomes for children, young people and their families and vulnerable adults as set out in the following legislation:
 - Children Act 1989 (amended 2004 and 2017), and the Children and Families Act 2014, Pan Berkshire Children Safeguarding Procedures and such other legislations that may be appropriate to work with children and families.
 - The Mental Health Act 1983(2007), and the amendments in the Police and Crime Act 2017, ensuring all requirements of the associated legislation including case law are considered and applied.
 - The Care Act 2014, Mental Capacity Act 2005, Pan Berkshire Adult Safeguarding Procedures and such other legislations that may be appropriate to work with vulnerable adults, including robust response to Intermediate Care enquiries and hospital discharge.
 - Homelessness Reduction Act 2017.
 - Provision of an out of hours Appropriate Adult service for young people and vulnerable adults held in Police Custody under the PACE Act 1984

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3. The Operational Lead will work with the Team Manager and Head of Service to ensure a robust service delivery, budget monitoring, developing quality assurance and performance framework and ensuring that a consistent, high-quality practice is embedded in all aspects of service provision by the department.
 4. To assess and advise on complex, challenging and high-risk situations to ensure safety of people, carers, staff and the general public in the context of social work practice. This may also inform and contribute to the legal, professional framework appropriate to the area/services.
 5. To lead in the management, oversight and monitoring of the workforce in conjunction with the Team Manager.
 6. To work with the Business Manager, Lead AMHP, Team Manager and Head of Service to develop professional pathways and workforce development processes, recruitment of new staff, dealing with issues of staff performance, sickness absence and disciplinary within the service.
 7. To have excellent working knowledge of key operational priorities, legislation, and procedures and to contribute to the researching, review and development of specific Children and families and emergency Housing/Homeless policies and procedures within the service in collaboration with partner agencies.
 8. To provide regular supervision and appraisal of social workers and non-qualified staff, ensuring effective running of a team and best practice with measurable outcomes.
 9. To lead and develop the Reflective Practice monthly group sessions, with a focus on establishing and achieving a performance driven culture, improved outcomes for service users, effective partnership working and use of resources.
 10. To build strong working relationships and effective communication with operational and mainstream services across Berkshire and partner agencies to ensure a shared understanding of the importance of the service's contribution to day services.
 11. To take the lead in collaboration with the team manager in the service operational governance meetings, reporting directly to the operational managers and Heads of services of Berkshire Unitary Authorities regarding EDS overall service delivery.
 12. To ensuring that any Key Performance Indicators agreed are measurable in developing an accountable and transparent service delivery.
 13. To represent the service at strategic, operational groups and specific internal and external project/task groups with partner agencies as identified by the Head of Service, networking with relevant departments both in the region and nationally to share examples of good practice and to disseminate/share information with other colleagues.
 14. To build and maintain strong multi-agency relationships to support the safe and effective delivery of the service's statutory duties, lead the forging of relationship with peers in partnership organisations, in order to identify opportunities to combine resources or share best practice
 15. To take the lead in staff induction and continuous professional development processes as per the Emergency Duty Service Procedures, Bracknell Forest Council and Pan Berkshire policies and procedures.

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16. Identifying staff practice, performance and training needs and work collaboratively with the Team manager in identifying support and appropriate training programmes to ensure high quality practice.
 17. To monitor the use of Information Management Systems/databases by the team to ensure continued staff access to all databases and that the specific needs of EDS are met across all Berkshire Local Authorities and relevant partner agencies.
 18. To carry out internal and external audits to ensure good practice, risk management and management oversight.
 19. Working effectively across the service and being prepared to work flexibly and support colleagues in the EDS establishment when required.
 20. Deputise for the Team Manager as agreed whenever necessary and appropriate.

Scope of role

No direct budgetary responsibilities but responsible for resource management of team and authorisation of spend on service user

All employees working with children, young people and adults with care and support needs have a responsibility for safeguarding and promoting their welfare.

The post holder will ensure that where they are collecting, calculating, recording, analysing or reporting data, it is accurate, reliable and consistent to ensure that decision-making processes are based on the highest quality data in accordance with the council's Data Quality Statement.

The post holder will also ensure that sensitive and personal data is handled in accordance with data protection legislation and Council policy.

Commitment to the Council's Equal Opportunities policy at all times.

Commitment to working within the bounds of the Data Protection Act and GDPR legislation at all times.

Such other duties as may from time to time be necessary, compatible with the nature of the post. It should be noted that the above list of main duties and responsibilities is not necessarily a complete statement of the final duties of the post. It is intended to give an overall view of the position and should be taken as guidance only.

Person specification

Key criteria	Essential	Desirable
Skills and qualifications	<ul style="list-style-type: none"> • CQSW or Diploma / Degree in Social Work • Registered Social Worker • Hold a current position of Senior Social Worker or above • Experience of managing diverse and complex teams 	<ul style="list-style-type: none"> • Management experience in either a statutory adult or child social care service • Recognised managerial qualification, willingness to undertake training to acquire
Competence summary (Knowledge, abilities, skills, experience)	<ul style="list-style-type: none"> • In-depth knowledge and understanding of relevant legislation affecting the working with children, including; Children Act (1989 & 2004) and the Children and Families Act 2014 and Children and Adoption Act (2002) • Knowledge of legislation and policy underpinning all areas of social care • Experience of a wide range of social work responsibilities across the disciplines of social care • In-depth working knowledge and understanding of MHA, MCA and Care Act. • Detailed and contemporary knowledge and understanding of the national statutory frameworks, government priorities and published guidance for children and families • Significant post qualifying experience of undertaking highly complex casework within a statutory setting • Understanding of the roles and responsibilities of other agencies in relation to safeguarding of children and vulnerable adults • Dedicated to seeking out best practice and applying it within the team • Knowledge of delivering operational services • Relevant embedded ability to practice • Substantial skills developed through working directly with children and families. 	

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- Ability to assess risk in casework and respond appropriately
 - Ability to supervise staff, enabling staff to effectively manage their workload
 - Ability to make appropriate decisions commensurate with the responsibilities of the position
 - Ability to lead in understanding and applying practice development of Childrens social work
 - Ability to assess, plan, implement and review strategies to meet the needs of children and young people for optimal outcomes to be achieved
 - Make and implement difficult and unpopular decisions
 - Experience of having to interpret, understand and make judgments on the complex interactions between the risk and protective factors in any given situation when arriving at a decision about whether a child, young person or vulnerable adult is suffering or likely to suffer significant harm
 - To use a broad range of written and oral communication skills appropriate to each situation
 - Ability to prepare and present reports and other documents; contribute to teaching and to deliver presentations
 - Ability to use a range of IT tools including databases, email, Word and Excel
 - Evidenced ability to produce complex reports, PowerPoint presentations and analytical reports

**Work-related
Personal
Requirements**

- The post holder must hold a full UK driving licence (or valid equivalent). Non-UK licences must be converted to UK licences in the first six months of employment.
 - Personal and professional integrity, determination, resilient and emotionally intelligent
 - Ability to comply with senior management/corporate vision to ensure staff jointly own any improvement process
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- Evidenced ability to ensure there is a culture of staff inclusivity
 - Forward thinking and sense of humour
 - Communicate in an open and effective manner; be assertive and convey clear expectations
 - Use feedback to develop own practice and the practice of supervisees
 - Travel to meet the demands of the job
 - Ability to deliver service outcomes against agreed targets and timescales
 - A principled approach to service delivery and person-centred approach

Other work requirements

A satisfactory enhanced Disclosure and Barring Service check.

This post is exempt from the Rehabilitation of Offenders Act 1974

Full UK driving licence, use of car and business insurance

The ability to converse easily in spoken English, explain complex or technical information to members of the public and respond effectively to detailed or complex questions for an extended period of time.

Ability to work outside office hours as well as day hours

Undertake any other duties appropriate to the role as reasonably required.

Role models and demonstrates the Council's values and behaviours

Our values define who we are. They outline what is important to us. They influence the way we work with each other – and the way we serve our residents and engage with our communities.

We make our values real by demonstrating them in how we behave every day.

All staff should hold a duty and commitment to observing the Council's Equality and Dignity at Work policy at all times. Duties must be carried out in accordance with relevant Equality and Diversity legislation and Council policies/procedures.

