

Service Lead

Department: Children, Young People, Education & Skills (CYPES)

Division: Children's Social Care

Reports to: Head of Service

JE Reference: CYP1207

Grade: CS 12

JE Date: 14.03.2024

Job purpose

As a member of the Children's Services Management Team the post holder will contribute to and drive the development and implementation of policy and strategy for children's residential services. They Manage the provision of services, resource and staffing to include budgetary controls.

The post holder will carry out the direct line management of a team of Registered Managers, who have operational responsibility for the residential homes as part of Children's Social Care services.

They uphold professional standards in the Service. It is the Service Lead's responsibility to ensure their team operates in accordance with their statutory duties and responsibilities to children in the care of the Minister who live in the children's homes, in line with Jersey legislation, and the Children's Homes Services Standards as set by the Jersey Care Commission.

Job specific outcomes

1. Lead the decision making about referrals of children who have come into the care of the Minister both strategically and operationally (with managers in the social work teams) where their care plan identifies that their needs are best met in a residential home. Ensure that all the required documentation is in place, providing effective information gathering by the team to enable professional decision making within set timescales.
2. Lead on the communication and coordination of a multi-agency response to high profile or high risk and complex situations involving children, young people and families. Involving, advising and assisting senior stakeholders within CYPES, Government Ministers and the communications team as required to provide accurate and timely information in the event of media interest.
3. Appraise and monitor the performance of the team, which includes Registered Managers, Shift Leads and Residential Childcare staff, to achieve optimum outcomes for children, young people and their families within defined and agreed budgets. Provide guidance, coaching and mentoring necessary for each Registered Manager to maintain the highest standards of personal and professional conduct, adherence to relevant codes of conduct, policies, procedures and legislation. Ensure that the care standards for safe recruitment are met and that residential staff

are fully supported in their roles. Implementing relevant HR procedures when capability, performance and attendance issues become apparent.

4. Develop strategies and staff guidance to ensure standards of practice and care are adequately delivered. Identify individual staff training and development needs as well as developing an annual team business and training plan in line with CYPES and strategic plans.
5. Overall responsibility to ensure co-ordinated quality assurance and performance management activity is undertaken including maintaining systems and databases, auditing case records and reports produced by Registered Managers and Child Care Staff, to ensure that they are clear and accurate as required by established procedures and best practice, always bearing in mind that such documents may be disclosed for the purpose of Serious Case Reviews, external inquiry and inspection, and to the Royal Court in respect of civil applications or in criminal proceedings associated with the protection of vulnerable children.
7. Control quality and levels of service in line with Key Performance Indicators and co-ordinate the collection of statistical data and research into international developments in best practice in order to contribute to service developments and the strategic and business planning process.
8. Identify changing needs, project future demands, and plan service responses accordingly to support the effective delivery of residential services to vulnerable children, young people and care leavers. Advise the Senior Leadership Team in relation to all relevant issues affecting the delivery of residential services to children, young people and care leavers, their families and carers, and to keep abreast of national developments in their area of expertise.
9. Develop strategies and guidance and provide specialist expertise and oversight to all staff, colleagues and stakeholders to ensure the needs of children and young people are met on a day-to-day basis and to ensure high standards of practice and care.
10. Establish policies, procedures and professional practices in line with statutory requirements, and implement practice development and staff training courses, to ensure that all staff are aware of their individual responsibilities as per Children's Homes Services Standards as set by the Jersey Care Commission. To enhance best practice and skills development in all staff.
11. Deliver a first line response to all queries, complaints, data protection and subject access enquiries, ensuring appropriate advice and guidance is obtained from lead officers, legal advisers, information governance or appropriate senior colleagues where necessary, to deliver excellent customer service and maintain and build confidence in residential services.
12. Directly supervise Registered Managers and provide general professional supervision and support to the wider team with particular regard to professional practice and standards across all aspects of the service, in order to ensure the highest standards of care for service users and their families/carers.

13. Provide management cover (including deputising for Heads of Service in their absence in situations with their agreement) and decision making as delegated by the Senior Leadership Team, in situations of crisis requiring an immediate operational response to risk.
14. Develop and maintain an effective communication network, liaising with the people who use our services, their carers, appropriate professionals and professional groupings, to ensure that they are all aware of the relevant referral procedures and the range of services and resources available, and to develop and manage effective joint working protocols across agency and professional boundaries.

Statutory Responsibilities

Active engagement, participation, and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

This role is politically restricted. The job holder is not permitted to undertake political activity involving standing for election to the Government or as a Parish Constable, or publicly supporting someone who is standing for election or playing a public part in any political manner.

Organisational structure



Person Specification

Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
<p>Qualifications <i>Please state the level of education and professional qualifications and / or specific occupational training required.</i></p>	<p>Degree level qualification in a Health and Care related subject, such as nursing or social work</p> <p>Level 5 management qualification in order to evidence business acumen, with the drive to progress to level 7.</p>	
<p>Knowledge <i>This relates to the level and breadth of practical knowledge required to do the job (e.g., the understanding of a defined system, practice, method, or procedure).</i></p>	<p>Specialist knowledge in social care underpinned by theory and relevant practical experience.</p> <p>A good understanding of children's & adult Safeguarding issues.</p> <p>Good understanding of the management of risk and supporting vulnerable children/young people and families in the community.</p> <p>Understands how to assess and manage risk when making complex decisions.</p> <p>Practical knowledge of assessing and arranging delivery of residential care in children's homes, short break and supported living arrangements.</p> <p>Good understanding of therapeutic services, their arrangement and provision. Detailed understanding of legislation relating to their specialist area and the general</p>	

	<p>workings of civil courts. Practical knowledge of maintaining records according to confidentiality and data protection protocols.</p>	
<p>Technical / Work-based Skills <i>This relates to the skills specific to the job, e.g., language fluency, vehicle license etc.</i></p>	<p>Able to demonstrate a range of information technology skills i.e. an ability to effectively use IT equipment and role critical software.</p> <p>Ability to attain Enhanced DBS clearance</p>	
<p>General Skills/Attributes This <i>relates to more general characteristics required to do the job effectively, e.g., effective written communication skills, ability to delegate, motivation or commitment etc.</i></p>	<p>Highly motivated and conscientious, exhibiting the capacity for independent, responsible professional decision making, often whilst under considerable pressure and while directing the work of Registered Managers, and Residential staff, working as part of a multi-disciplinary approach to service provision.</p> <p>Well-developed management, organisational and administrative skills.</p> <p>Ability to develop interventions that are reliant upon effective inter professional and inter agency communication and co-operation and the building of effective professional relationships with staff, other agencies, carers and service users.</p> <p>Excellent communication skills, including an ability to effectively communicate at all levels with a wide range of individuals, groups and organisations some of whom may have issues which impact</p>	

	<p>upon their ability to easily engage and communicate.</p> <p>Able to quickly take on board complex facts or situations requiring analysis, interpretation and comparison of a range of options in order to arrive at a complex judgement.</p> <p>Provides highly specialised advice to social work colleagues and other stakeholders in relation to client care and maintains and ensures quality standards.</p> <p>Leads and facilitates the involvement of a range of stakeholders (public and private sector) to deal effectively with complex issues relating to vulnerable service users. Assesses risk, develops management strategies and provides advice and direction to Registered Managers when dealing with a range of complex issues.</p> <p>Develops and implements policy and understands the implications and ramifications for areas outside of their own area of responsibility.</p> <p>Highly resilient – good coping mechanisms for dealing with challenging, stressful and emotional situations involving vulnerable children, young people and adults</p>	
--	---	--

<p>Experience <i>This is the proven record of experience and achievement in a field, profession, or specialism. This could include a minimum period of experience in a defined area of work if required by an external body (for example a period of post qualification experience).</i></p>	<p>Leading a team in a community, mental health or hospital setting.</p> <p>Leading, developing, implementing and managing plans for children in the care of the Minister, including for the most complex cases.</p> <p>Considerable experience and confidence in prioritising and managing their own and others' diverse workload based upon urgency, assessed level of need and risk.</p> <p>Leading and developing support services and advising carers and families.</p> <p>Organising and allocating team workloads.</p> <p>Experience of leading and undertaking clinical care audits, using a range of research methods.</p>	
---	---	--

Organisational structure

