

Job Description

DIRECTORATE:	Social Services & Wellbeing
DEPARTMENT:	Children's Social Care
POST:	Principal Officer - Case Management & Transition
GRADE OF POST:	GR15
RESPONSIBLE TO:	Group Manager – Case Management & Transition

JOB PURPOSE:

Provide operational senior management for Children with Disabilities, Care-Experienced Children and 15+ teams. This will include overseeing and providing case consultations, ensuring case management processes are adhered to, developing, monitoring and reviewing cases that ensure positive outcomes for Children and young people are achieved. It will also include working within the requirements of relevant legislation and statutory guidance in relation to performance and arrangements to safeguard adults, children and young people.

PRINCIPAL RESPONSIBILITIES AND ACTIVITIES:

- Provide operational leadership and oversight to the Children with Disabilities, Care-Experienced Children and 15+ teams. This will include providing professional supervision and line management to those within the service area.
- Ensure policies, procedures and practice guidance are in place for staff that supports the identification of risk. Ensure the appropriate application of processes and procedures in relation to children and young people, are implemented and adhered to accordingly.
- As a member of the Social Services and Wellbeing Senior Management Team work closely with others to contribute to the Directorate's priorities, service remodelling boards and business objectives; effectively managing budgets and meeting MTFS targets; developing and reviewing strategies, policies and procedures in order to achieve positive outcomes for children, young people and adults.
- Chair and participate in multi-disciplinary working with partners, other local authorities, regional and national bodies and other private/public/third sector organisations necessary to achieve objective and service improvements. Represent the Directorate on local, Regional and National forums and participate in policy/service developments accordingly.
- Resolve complaints that are highly complex, evaluating the outcomes to improve the quality of service being provided.



- Monitor and contribute to performance information, quality assurance, learning, development and prepare/present regular reports as required.
- As required, chair meetings where senior management oversight and decision making is needed.
- Deputise for the Group Manager when required to do so.

GENERAL DUTIES

Health and Safety

To fulfil the general and specific roles and responsibilities detailed in the [Health and Safety Policy](#)

Equal Opportunities

To ensure that all activities are operated in accordance with Equal Opportunities legislation and best practice.

Safeguarding

Protecting children, young people or adults at risk is a core responsibility of all employees. Any concerns should be reported to the Adult Safeguarding Team or Children's IAA Service within MASH.

Review and Right to Vary

This Job Description is as currently applies and will be reviewed regularly. You may be required to undertake other tasks that can be reasonably assigned to you, including development activities, which are within your capability and grade.

Criminal Records Check

This post requires a criminal records check through the Disclosure & Barring Service (DBS).

Person Specification

Principal Officer – Case Management & Transition

The following attributes represent the range of skills, abilities and experiences etc. relevant to this position. Applicants are expected to meet the attributes that have been identified as essential.

Attributes	Requirements	Essential	Method of Evaluation/ Testing
Qualifications, Education & Training	<ul style="list-style-type: none"> • Social work qualification recognised by Social Care Wales. • Registration with Social Care Wales. • Educated to Masters level or equivalent. • An appropriate management qualification and/or training or an ability to demonstrate competence through experience. • Evidence of continued professional development. 	<p>Yes</p> <p>Yes</p> <p>Yes</p>	Production of original Qualification Certificates and application form.
Knowledge & Experience	<ul style="list-style-type: none"> • Extensive and considerable post qualifying experience in Health or Social Services Setting. • Experience of working in a complex and diverse organisation, or including involvement in the development of plans and policies. • In depth and broad knowledge of relevant legislation, statutory functions and national guidance that pertains to children, young people and adults. • Experience of leading and managing resources in the delivery of social services. • Thorough knowledge of assessment and case management procedures and relationship to the provision of services. 	<p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p>	Interview, application form and selection process.

Attributes	Requirements	Essential	Method of Evaluation/ Testing
Knowledge & Experience Continued	<ul style="list-style-type: none"> Experience of working effectively with a wide range of statutory, voluntary and private & public sector organisations / parties. An awareness and understanding of political structures and sensitivities and the respective roles and responsibilities of members and officers. 	<p>Yes</p> <p>Yes</p>	Interview, application form and selection process.
Skills & Personal Qualities	<ul style="list-style-type: none"> Ability to analyse and identify implications of legislation / policy on professional practice. Ability to work in a professional manner, represent the authority at a variety of internal and external meetings. A demonstrable commitment to equalities and anti-discriminatory practice and ability to integrate equality policies into strategy and service delivery. Commitment to improving services to Children and young people as well as their families/carers. Ability to lead and motivate teams and inspire confidence Ability to communicate effectively, presenting complex information and managing conflict across professional and organisational boundaries Ability to organise and deliver a diverse range of priorities that is responsive to the needs of social services. Ability to find innovative and creative solutions Willingness and ability to express views and opinions in corporate and partnership settings 	<p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p>	Interview, application form, and selection process.

Attributes	Requirements	Essential	Method of Evaluation/ Testing
Skills & Personal Qualities Continued	<ul style="list-style-type: none"> Ability to evaluate and action issues of compliments and complaints. Computer literate with an ability to use Microsoft office and other ICT systems as required. Numeracy and analytical skills to interpret research and performance data. Commitment to delivering excellence in customer care. Ability to be independently mobile within a geographical area. The ability to communicate through the medium of welsh. 	<p>Yes</p> <p>Yes</p> <p>Yes</p>	Interview, application form, and selection process.