

Job Description

Job Title	Keyworker Team Leader
Grade	PO8
Reporting To	
JD Ref	PC0278P

Purpose

To provide dedicated operational oversight to a team of key workers who work across Wirral Locality within the four MDTs. The post holder will be expected to work in partnership across all relevant agencies both in Wirral and beyond (as required) including health, education, social care, families and individual young people. To support staff working with children and young people experiencing mental health crisis to try and avoid, where possible tier 4 support.

Main Duties And Responsibilities

Behavioural:

- Enjoy, achieve, create impact, and thrive in the role and organisation.
- Live our values and leadership behaviours in the role and organisation.
- Ensure the child is at the centre of all work undertaken.
- Act as a professional role model to others; working with commitment, passion and enthusiasm

Team Leadership and Management:

- Provide strong leadership, strengthening engagement, growth, culture, innovation, collaboration and performance.
- Assign responsibilities, setting clear expectations, and deliverables to team members and empower them to excel in their roles.
- Through continuous improvement strengthen the tools, practices and impact of the service.
- Assist the Team Manager in the recruitment, selection, induction, on-going support and managerial supervision of Child & Family Workers.
- Produce reports on the service and developments including regular statistical data and case studies.
- Work in partnership with agencies and professionals who deal with young people's emotional well-being.
- Produce an annual team plan, which is aligned to the strategic and developmental needs of the service.

Communication, Engagement and Training:

- Collaborate with colleagues and partners to deliver intensive support to children, young people and their families.
- Ensure that practitioners receive the correct training to embed the Supporting Families Enhancing Futures model and adopt a trauma informed approach to practice.

Data Analysis and Decision-Making:

- Consider where appropriate consolidation of services to prevent escalation of need or provide alternatives to care.

Performance Management:

- Maintain and provide performance management data. This includes reporting against targets, outcomes and achievement for the team.
- Contribute towards service improvements.
- Undertake personal and professional supervision and comply with the Council's Performance Appraisal and Development process.
- Ensure clear and concise recording of all case work within the team, undertaking regular dip-sampling and auditing.

Compliance:

- Adhere to and comply with all relevant corporate policies and procedures including Health & Safety, General Data Protection Regulations (GDPR), Corporate Governance and Code of Conduct.
- Ensure that all service initiatives adhere to relevant legislation, policies and practices.
- Ensure that any safeguarding issues are appropriately escalated in accordance with appropriate safeguarding and health guidelines.
- Ensure that all HR processes, including absence management, capabilities and disciplinary issues are followed correctly and routinely. This includes maintaining accurate records within Self-Serve.
- Ensure that practice standards are met in all cases and that professional development is valued creating a dynamic and well-supported workforce.

Other:

- Any other duties commensurate with the grade.

Role Specific Knowledge, Experience And Skills

Qualifications

- Degree level qualification in a related field, i.e. social work, youth and community work or equivalent or significant work experience in a related field.
- Evidence of continuous professional development within the field of working with children, young people and families.



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Desirable

- Management qualification.
- Evidence of post qualifying training in a relevant field.

Knowledge & Skills

- Knowledge and understanding of vulnerable children and related issues such as; substance misuse, CSE, relationship conflict and domestic abuse.
- Have an understanding of mental health, SEND processes/social care and related thresholds for intervention. Involving liaison with partner agencies and an understanding of the services they offer across the continuum of need.
- Knowledge and understanding of appropriate models of intervention which improve outcomes for children and an understanding of strategic priorities across the Borough.
- Have a good grasp on the Dynamic support database, how this works locally and nationally a key stakeholders in the ongoing development of Wirral's offer
- ability to lead on multi agency discussions and set actions for professionals involved in childrens safety
- Able to write reports, maintain accurate records and analysis key data in relation to issues of the client group.
- Ability to work both autonomously and as part of a team.
- Ability to converse with members of the public and provide advice in accurate spoken English.

Desirable

- Knowledge of adult mental health issues.
- Ability to negotiate and influence across organisational boundaries to deliver person centred services for young people and their families.
- Extensive knowledge of relevant legislation and legal frameworks.

Experience

- Experience of working to provide intensive support to children, young people and families.
- Experience of working with other agencies.
- Experience of managing and escalating risk.
- Experience and knowledge of safeguarding.
- Experience of managing staff and volunteers.
- Excellent administrative and communication skills.

Desirable

- Experience in a specialist area such as drugs and alcohol, housing.
- Experience of child protection work.
- Experience of delivering group work with young people and / or families.
- Experience of delivering training programmes.
- Experience of working with young people who demonstrate challenging behaviours.
- Experience of assessing risks in working with children and families.
- Proactively seeking opportunities for service improvement and solution finding.
- Developing programmes to improve young people's mental health/emotional wellbeing.



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Additional Information

Undertake a role of duty Team Leader as part of the wider service working flexibly outside of 9 to 5 across 7 days including evenings and weekends.

Able to travel inside and outside the Borough of Wirral.

NOTE:

The job role holder may be required to undertake other reasonable duties commensurate with the job role descriptor grade as directed by the Head of Service.

This job role descriptor be reviewed regularly and may be subject to amendment or modification at any time after consultation with the post holder. It is not a definitive statement of procedures and tasks, but sets out the main expectations of the Service in relation to the post holder's responsibilities and duties.

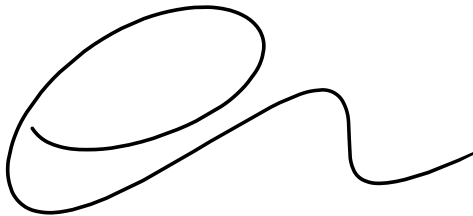
Elements of this job role descriptor and changes to it may be amended in light of organisational and service requirements.

Health & Safety Considerations:

- Work with VDUs (Video Display Unit) (>5hrs per week)

Approved By: E. Meaney

Date Of Approval: 10.08.2026



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