

<b>Job Title:</b> Team Manager	<b>Role Profile Number:</b> P/A
<b>Grade: S</b> <b>Salary:</b>	<b>Date Prepared:</b> May 2018
<b>Directorate/Group:</b> Adults and Public Health Services	<b>Reporting to:</b> Service Manager
<b>Structure Chart attached:</b> No	<b>Enhanced DBS Check required :</b> Yes

**Job Purpose**

To ensure that the team provides a high quality service to Adults with needs including older people., those with physical disabilities and patients being discharged from hospital in line with Care Act 2014 (CA 2014) eligibility focussed on good outcomes with timely interventions at the right level within statutory guidelines and within given resource and budget availability.

The post holder will ensure that the appropriate legal framework for Councils with Social Care Responsibility is applied lawfully, effectively and affordably. Ensuring the organisation fulfils its responsibilities within the statutory and local performance frameworks, in line with national and local policies.

To lead a team to deliver the duties within the Care Act 2014 in relation to Safeguarding Enquiries, by ensuring they carry out, or require others to undertake enquiries where it has reasonable cause to suspect that an adult in its area, who has care and support needs is experiencing or is at risk of abuse or neglect, and as a result of their needs is unable to protect themselves from it.

To work with the council’s Safeguarding Quality and Performance Framework to effectively monitor and develop performance

To ensure the team are working within the principles of Making Safeguarding Personal and that these are applied appropriately

To ensure that safeguarding of adults principles, Mental Capacity Act, and The Human Rights Act are properly considered throughout and to verify all decisions made

To model good leadership by taking professional responsibility for the provision of a high quality and responsive service.

To determine priorities, assess need, and safeguard adults so as to promote positive outcomes in line with national standards, working closely and collaboratively with other areas of Swindon Borough Council, especially our acute and community health service providers, voluntary and independent sector Housing partners and other external agencies.

To initiate and implement strategies and plans, operational business plans, recent research, legislation and policy guidance for the delivery of the Council priorities, to achieve national government expectations and performance to local and national targets. To ensure these are known and understood by all staff.

To contribute to the strategic development of Adult Social Care and more widely through taking lead responsibility for specific aspects of work. With other managers and partner agency colleagues, to develop and deliver high performing and targeted services to improve and achieve best outcomes for adults eligible for Adult Social Care and their carers.

### Key Accountabilities

- Undertake the role of Enquiry Manager in whole area/provider or high risk enquiries
- Ensure that effective, reflective weekly group supervision is available to all undertaking safeguarding work
- Continue to develop and monitor performance in accordance with the Safeguarding Performance Framework.
- Be responsible for closing all Safeguarding Enquiries offering robust QA
- Work with the wider management team to produce performance reports to the LASB and SBC Performance board for scrutiny.
- Ensure that the team are in receipt of effective, reflective monthly supervision
- Ensure that regular team meetings are in place to ensure there is a forum to discuss key issues and reflect on service developments.
- Work with wider management to ensure that sufficient training is in place for all to ensure the quality of safeguarding across all teams
- Ensure all staff are well managed, motivated and developed through learning opportunities that make use of evidence and effective methodologies, and that enhances their professional practice, within service aims and objectives. This includes the implementation of appraisals, as well as through both individual supervision and team reflection and learning, to ensure learning is translated into practice and service development.
- Ensure all staff receive appropriate training in the NHS CHC Framework and completion of check list and DST
- Promote and develop good working relationships in accordance with employee relations policies and codes of practice agreed by the Council, and follow agreed procedures for the speedy resolution of grievances, capability, the maintenance of discipline and absence control
- Manage staff, the working environment and working practice by demonstrating personal and professional example and demonstration of the Council's values and behaviours
- Ensure that diversity is respected and takes account of the different needs of adults with needs and their carers, and that the decisions made and service delivery is sensitive to and addresses discriminatory issues of language, gender, ethnicity, religion, ability, sexuality and social background.
- Within delegated authority, ensure that complaints are responded to and investigated in a timely manner in accordance with policy.

- Foster a strong culture and practice within the team of “personalisation”, focusing on articulating outcomes for individuals, identifying where individuals can make use of universally available services and ensure independence is maintained for as long as possible.
- To ensure strong financial management of the relevant Budget and the contribution of financial efficiencies targeted.
- Contribute to business planning of Adult social care and more widely to achieve the Council’s priorities.
- Develop the team's business plans in line with the Service Business Plan and co-ordinate and oversee its implementation.
- Promote collaborative working across teams, and ensure consistency. Promote effective and efficient multi-agency working to meet the needs of all adults.
- Ensure that all policy and operational consequences of legislative changes and guidance together with Departmental and Council strategies are effectively translated, implemented and understood by the team.
- Gather and process relevant data and information and provide regular, timely and well-informed advice and information to the Service Manager as required.
- Maintain accurate and effective Management Information and statistical systems and achieve designated targets and objectives.
- Develop effective mechanisms for measuring customer experience of the service and impacts of the service on outcomes for adults.
- Ensure that all team members are actively involved and aware of team and individual performance issues and have the ability to actively engage in increasing performance, satisfaction and impact of the service.
- Advise the Service Manager on matters of operational development, trends in the usage of services and unmet need.
- Establish and maintain effective information, communication participation and consultation with service users, carers, staff, and external statutory, voluntary and community agencies.
- In accordance with the provisions of the Health & Safety at Work Act (1974) and subsequent enactments, take responsible care for the health and safety of him/herself and of other persons who may be affected by his/her acts or omissions at work. Co-operate with the Council so far as is necessary to enable the Council to perform and comply with its duties under any statutory health and safety provisions.
- Contribute to and participate in his/her personal development programme.
- Prepare such reports and presentations as may be required by the Director and attend meetings with Elected Members when necessary.
- Represent the Team at relevant internal and external meetings with voluntary and statutory bodies where appropriate.
- Undertake any other duties and responsibilities as may be required by the Service Manager commensurate with the grade of the post.

### **Supplementary Accountabilities**

Because of the nature of the work and in accordance with the demands of the service, he/she will be required from time to time to work outside normal office hours, including evening and weekend working.

## Knowledge & Experience

- Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:
- Demonstrable evidence of Leadership Skills and Management Development
- Post qualification and evidence of diverse practice in a front line adult social care setting.
- Management experience of recruitment, performance, appraisal and direct responsibility for operational staff.
- High level budget management and audit skills.
- Detailed knowledge of the NHS CHC Framework and detailed experience of completion of both checklist and DST
- Detailed knowledge of relevant legislation, statutory guidance and policy, South West regional safeguarding procedures, and court procedures relevant to the work of Adult Services.
- Knowledge and understanding of national and local performance indicators and targets, and in managing performance and quality within service delivery.
- Knowledge and understanding of current thinking and developments in research and methodology.
- Demonstrable commitment to equality and diversity.
- Demonstrable leadership skills, credibility and integrity and change management skills.
- Computer literacy, performance management skills and the skills necessary to work with information management systems.
- Knowledge of good supervisory practice.
- Ability to produce and present detailed and complex reports and to understand, interpret and provide complex information.
- Ability to organise and prioritise work appropriately and to work flexibly under pressure to both self-determined and prescribed deadlines.
- Excellent interpersonal skills.
- Qualifications
- Health and Care Professions Council (HCPC) recognised social work qualification and HCPC registration

## Decision Making

Responsibility for decision making according to the Adults scheme of delegation, including allocation of work in accordance with priorities, and decision making regarding nature and timeliness of service provision for Adults.

Ensuring that service delivery meets statutory obligations and follows Adults procedures, and that this is managed in accordance with Departmental policy, and other procedures.

Financial decision-making and responsibility for budget monitoring and for the control of income and expenditure. Managing the team's devolved budget within financial guidelines and agreed budget limits and within delegated authority. Controlling and monitoring expenditure, taking remedial action as required, enabling cost effective service delivery, which optimises the use of all resources. Participating in the budget-setting process.

Ability to contribute to the short and long-term planning processes and to problem solving, and to match services to local requirements

## Creativity and Innovation

Job Scope Number and types of jobs managed:  Assistant Team Managers Experienced Social workers	Budget Holder  Responsibility	Yes
Typical tasks supervised/allocated to others Information gathering; analysis, care planning; assessment; case; case transfer; case management; data upkeep	Asset Responsibility:	

Contacts and Relationships (how the role relates to the work of others i.e. officers, groups, committees, general public, members, partner organisations, internal and external contacts of the council)

This post will require the ability to communicate clearly to a range of audiences and across organisational boundaries and levels.

Service Manager for supervision, appraisal and line management.

Peers, colleagues and a range of external agencies in relation to developing robust plans for Adults and Young People in transition.

Director Adults and other senior managers in relation to service development, performance/forecasting, information sharing

Colleagues across LA in relation to finance, complaints, performance, strategy and commissioning, to monitor performance, budgets, and to identify areas of achievement and improvement.

External partners; voluntary organisations and other external agencies to build and maintain relationships to widen range of opportunities for Adults support packages

Adults and their families to convey decisions in complex cases or where there are complex or contentious relationships with the authority where a high level of diplomacy is required.

The ability to submit appeals to the CCG where appropriate with good translation and interpretation of the relevant legislative frameworks. Including S117 Aftercare.

**Values and Behaviours**

We strive to underpin our culture of being ‘At our Best’ through strong management and authentic leadership. This means getting the management basics right. We own and demonstrate accountability, both individually and collectively, and aim to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, by displaying:

- Accountability at all levels
- Customer care and pride in what we do
- Continuous learning and evaluation
- Valuing one another and the contribution each of us makes

Other Key Features of the role (working environment / emotional / conditions i.e. regular outside work, unpleasant or hazardous conditions, practical demands such as standing, carrying or working in constrained positions, potential verbal abuse and aggression from people, or risk of injury).

Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name::
Date:	