



## Role Profile

<b>Job Title:</b> Assistant Team Manager	<b>Role Profile Number:</b> SBC 10085
<b>Level:</b> CFL 11	<b>Date Prepared:</b> April 2024
<b>Directorate/Group:</b> Adult Social Care and Public Health	<b>Reporting to:</b> Team Manager
<b>Structure Chart attached:</b>	No

### Job Purpose

To operationally manage and supervise the team to ensure high quality service to vulnerable adults eligible under the care Act 2015 including older people, those with a physical disability and patients discharged from hospital ; focussed on good outcomes with timely interventions at the right level; within statutory guidelines and within given resource and budget availability.

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

To assist the Team Manager in the determination of priorities, and through effective management and supervision of social care staff, ensure adults are safeguarded and their welfare promoted.

To assist in the initiation and implementation of operational business plans, legislation and policy guidance for the delivery of the Council priorities.

### Key Accountabilities

- To undertake work in accordance with legislation, guidance and protocols and have a clear understanding of how the role contributes and adds value to outcomes for vulnerable adults eligible under the Care Act 2014
- To undertake the necessary investigations using information from various sources in addition to direct contact with adults and professionals to analyse and determine the level of support and actions required.
- To have a robust oversight of assessments, support planning and reviewing activity, with a focus on timeliness and quality of social care work
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- Promote the use of My Care My Support for self funding service users and early self assessment
- A leadership role to 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.
- .To ensure team contribution to management of the budget and realisation of targeted financial efficiencies
- Ensure that diversity is respected and takes account of the different needs of adults 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
- To ensure that social workers, Assistant Care Managers and record all case work, undertake assessments, analysis, decisions, care planning and actions on the necessary IT systems – signing off all decisions made and discussing any issues that require clarification or further scrutiny with the relevant member of staff.
- To offer guidance, supervision and support to the workforce to enable them to take actions to support service users to achieve their outcomes, to maximise the use of universal services, to prevent crisis escalation of issues / risk, accurately recording the advice and guidance given.
- Lead and supervise team members on a day to day basis, including their performance management through regular supervision and appraisal, in order to deliver a high quality and consistent service.
- Ensure that monthly activity and performance feedback is provided to the Team Manager.
- Motivate and develop the team through learning opportunities that ensure that the competencies and professional practice required to achieve the aims and objectives of the service are met.
- Undertake audits and collect service user feedback on the service to enable robust reporting and management information as well as identifying areas for service development and improvement.
- Ensure that the service meets its statutory obligations and ensure that departmental and council procedures are effectively implemented and followed.
- In liaison with the Team Manager, contribute to business planning within the Team.
- Promote the development and maintenance of high standards within the team in accordance with the Councils and the Service’s values and behaviours.
- Promote corporate working across teams, and wider across the organisation, ensuring that every opportunity is taken to develop a wider understanding of the needs of service users and their carers and the impact that other areas of the Council have on this.
- Develop relationships and information sharing across teams to enhance overall decision making in the best interests of the service user.
- Ensure engagement and understanding of performance measures within the Team and be able to accurately describe the contribution made in achieving outcomes.
- Represent the Team at internal and external meetings with voluntary, partner and statutory bodies where appropriate.
- Contribute to and participate in his/her own personal development programme.
- Undertake any other duties and responsibilities as may be required by the Team 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, for which time off in lieu of payment should be taken at a time agreed with the Team Manager. Overtime will not be paid.
- This job description is intended as a general guide to the duties attached to the post and is not an inflexible specification. It may therefore be altered from time to time to reflect the changing needs of the Department, always in consultation with the post holder.

## **Knowledge & Experience**

*Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:*

- Direct responsibility for operational staff
- Considerable experience of services to vulnerable people
- Substantial post-qualification experience in a relevant setting
- Experience of the whole range of Adults Services and support available for adults and their carers.
- Understanding of the full range of universal services and ability to recognise and families who would benefit from those services
- Demonstrable working knowledge of relevant legislation, guidance and policy context relating to the work of Social Care relevant to the service area
- Commitment to a person-centred approach
- Commitment to team work and engagement
- Commitment to multi-agency working across a range of services to promote better outcomes for adults and young people in transition and their carers.
- A focus on performance management and service development
- Excellent interpersonal skills
- Ability to work to tight deadlines in often pressured environments.

## **Qualifications**

- Health and Care Professions Council (HCPC) recognised social work qualification and HCPC registration.

## **Decision Making**

- Analyse and evaluate information to make decisions on the levels of risk and support required for adults and their carers.
- Audit work of others, ensuring robust planning and safeguarding measures are being undertaken and make recommendations for improvement and/or development
- Prioritising key intervention work, determining strategies and ensuring timely progression of plans
- Swiftly understand, interpret and provide complex information to a range of audiences.

### **Creativity and Innovation**

- To respond to situations and use knowledge and experience to interpret the challenges faced and offer guidance and tailored support to adults and young people in transition and their families in crisis, to safeguard and promote their welfare.

<b><u>Job Scope</u></b>	<b>Budget Holder</b>	No
<b>Number and types of jobs managed</b> <ul style="list-style-type: none"><li>• Social Workers</li><li>• Assistant Care Managers and support workers</li></ul>	<b>Asset Responsibility:</b>	No

### **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)*

- Adults and their families and other member of the public.
- Other professionals e.g. teachers. Health professionals, police officers, housing officers, voluntary sector organisations
- Social Care Management Team
- Other service areas across the Council, especially independent providers, community health services, Commissioners and providers and housing colleagues.

### **Values & Behaviours**

#### **Self- Awareness**

- Awareness of one's own behaviour, values, attitudes, strengths and weaknesses.
- Ability to reflect on one's behaviour and change them.

#### **Integrity**

- Authenticity – being yourself and not wanting to look good or avoiding to look bad,
- Leading by example – being the role model you wish others to grow in to.

#### **Collaboration**

- Giving space to others and not imposing own views or judgements
- Enabling development through co-creation and collective learning

#### **Meaningful Relationships**

- Is compassionate and accepting of others
- Connecting with others at an honest human level

#### **Resilience**

- To be aware of and utilise personal strengths and resources to endure tough times
- Keeping a positive outlook and using challenges as personal growth

**Clarity of Intention**

- Clear and effective communicator
- Is purposeful and makes decisions

**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)