



Role Profile

Job Title: Team Manager	Role Profile Number: SBC_11615
Grade: 11	Date Prepared: April 2022
Directorate/Group: Adult Services	Reporting to: Head of Service
Structure Chart attached:	Enhanced DBS Check required : Yes

Job Purpose

The Team Manager drives and leads the professionals in the Adult Service team, promoting strengths based, outcome focussed practice in order to deliver the duties and principles of the Care Act (2014).

Recognising the importance of the wellbeing principle as defined by the Care Act (2014) the Team Manager will ensure all professionals offer a relational and person centred approach to practice, to ensure that people that access Care and Support are enabled to live their best life.

Accountable for the teams overall performance, the Team Manager will support and promote our focus on quality assurance, value the importance of coproduction and seek out the voice of the person in all aspects of service delivery. The Team Manager will ensure delivery against key team and service performance targets, support the efficiency agenda and embed processes to ensure teams are well led and high performing.

Responsible for the Teams wellbeing the Team Manager will ensure everyone receives effective and regular, reflective supervision, the team's absence and recruitment requirements are well managed and everyone is provided with the right support, challenge and learning opportunities to remain competent in their role.

As an innovative and reflective leader you will be able to demonstrate:

- a strong value base that informs your work with adults
- a relentless commitment to quality - and to be able to talk about what good practice 'looks like'
- a capacity for honest reflection and openness to learning;
- Ability to establish professional, effective working relationships with a range of partners/colleagues, adults, families and their carers

Key Accountabilities

- You will ensure your teams Plan (Remit) is clear, documented, understood and followed by all in the team
- You will undertake Quality Assurance audits of practice, participate in Quality Assurance and Performance clinics, reporting against agreed quality and performance measures
- You will provide analysis, with mitigation actions and potential solutions of risks and issues promptly to the Head of Service, for a shared discussion
- You will undertake Safeguarding enquires as well as ensuring the safe allocation of Safeguarding work, that includes ensuring all professionals in the team are competent and confident to work with complexity and risk (relevant to role)
- You will ensure that there is an effective supervision structure in the team, that delivers high quality reflective supervision and bi annual performance appraisals for all, to enable you to effectively manage poor performance and celebrate and share best practice
- You will be responsible for ensuring effective prioritisation processes are in place and actively managed to minimise and mitigate risks when demand is high
- You will ensure that processes are in place to ensure effective communication with the team (team meetings/forums)
- You will be accountable for the teams staffing budget and support the delivery of the team and service efficiency agenda and targets, as agreed by the Head of Service
- You will ensure all staff are well led, motivated and developed through learning opportunities that make use of research, evidence and learning from feedback (including Safeguarding Adult Reviews) that enhances their professional practice
- You will understand and model practice and behaviours in line with corporate policies and codes of practice
- You will ensure that processes to assure best practice, and fair allocation of spend are in place, by participating in and promoting the Quality & Risk and Peer Forums
- You will model behaviours that promote inclusion and value diversity of the team as well as the people that access care and support
- You will ensure all Stage 1 complaints are comprehensively investigated and responded to in accordance with current policy, sharing learning with the Head of Service to inform continuous improvement plans
- You will recognise the importance of timely and collaborative working across teams (internal and external) modelling behaviours that demonstrate the importance of ensuring the desired outcomes of the person remain at the centre
- You will work 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.
- You will represent the Service at relevant internal and external meetings with voluntary and statutory bodies where appropriate
- You will undertake any other duties and responsibilities as may be required by the Team Manager commensurate with the grade of the post, including duties under the Civil Contingencies Act (2004)

Knowledge & Experience

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

- Demonstrable evidence of Leadership Skills within a management role in a Social Care or Health setting
- Post qualification and evidence of practice in a front line adult services or health setting
- Leadership experience of recruitment, performance, appraisal and direct responsibility for operational staff
- Detailed knowledge of all primary legislation and policy relevant to the service, including the Care Act (2014), MCA Act (2005), Equality Act (2010) the NHS CHC Framework and the Making Safeguarding Personal principles
- Computer literacy, performance management skills and the skills necessary to work with and analysis information from management systems
- Ability to organise and prioritise work appropriately and to work flexibly under pressure to both self-determined and prescribed deadlines.
- Excellent interpersonal skills, including active listening and coaching skills

Qualifications

- Diploma or Degree Level Qualification in relevant area (essential)
- Post Graduate qualification in field of practice (essential)
- Registered Practitioner, HCPC, SW England (essential)
- Qualification in leadership (preferred)
- Coaching certificate (preferred)

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 team's delivery meets statutory obligations and follows teams procedures, and that this is managed in accordance with corporate 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, reporting and issues that require taking remedial action to the Head of Service

Creativity and Innovation

- Communicating clearly to a range of audiences and across organisational boundaries and levels.
- Representing the Team with external agencies and providers of services, particularly voluntary agencies.
- Sound written and oral presentation of ideas and information as part of formal reports, strategies and plans.
- Written analysis of financial and service specific information.
- Ability to understand, interpret and provide information in order to support the Head of Service to develop strategies, plans and services
- Experience and ability to chair meetings effectively (including Safeguarding meetings)