



## Job description

### Details of the job

Post title:	Team Manager
Salary grade:	Grade L
Hours:	37
Location:	Angel Square, Northampton
Reports to:	Assistant Director
Service area:	Working Age Adult , Northampton Adult Social Services

### Overall purpose of the post

1. Manage, monitor and co-ordinate the work of a Care Management team within a specified geographical area and/ or service activity in order to ensure an efficient delivery of service to adults with a physical disability, learning disability, mental health problem or older people, that promotes re-ablement and self-directed support.
2. Manage and monitor service provision budgets and other resources ensuring that expenditure occurs within financial regulations and does not exceed budget. Ensure that performance targets are planned for and met and workload planning is effective.

### Corporate responsibilities

#### Customers & Partners

Responsible for:-

- Engaging with and building positive relations with customers to ensure that their requirements are at the heart of the design and delivery of services in accordance with the Council's customer strategy.
- Delivery of the one County Council brand, enhancing the overall reputation of the service.
- Ensuring that the service delivers long-term positive outcomes locally for people and communities. Build and promote successful partnership working across all sectors and with service users to deliver more cost effective and valued services. Commission effective and efficient services which meet the goals and objectives of the service.
- Ensuring that the needs of service users are met by demonstrating behaviour which fosters equality of opportunity in service provision and employment.

## **Managing Services**

Responsible for:-

- Ensuring that the service performs its duties and functions in fulfilment of its statutory obligations. In pursuit of this responsibility, managers need to ensure that they, and their relevant staff, keep abreast of the Council's changing legal obligations and mandates. Responsible for ensuring relevant compliance with the financial regulations and standing orders of the Council.
- The management of those services and functions that are set within the direction of this post. Demonstrate cross-organisational team working, and across boundaries with other agencies and partners, to improve services and solve problems in a coherent and integrated manner.
- Ensuring that relevant and best professional advice, guidance and information is available in an intelligible and timely fashion to the Council's leadership. as well as to other stakeholders.
- Sustaining and improving the overall reputation of the Council and acting in the best interests of Northamptonshire through effective representations locally, regionally and/or nationally.

## **Managing People**

Responsible for:-

- Demonstrating the Council's managerial leadership competencies – providing purposive and positive leadership, acting with openness, honesty and integrity, and instilling a clear sense of direction, priority and pace. Managing people in an inclusive way to deliver strategic and operational objectives.
- Ensuring that effective arrangements are in place to secure the overall well-being and the health & safety of all employees and people delivering services for the Council.

## **Performance, Finance and Risk**

Responsible for:-

- Managing a performance culture that delivers results through rigorous challenge, disciplined execution and continual improvement. Managing the improvement of corporate and service performance by ensuring that resources are targeted on business priorities and meeting customer needs
- Improving the overall management of resources (financial, human and other) in serving the public of Northamptonshire. Discovering new ways to reduce the cost of services to taxpayers and their overall productivity and value for money to service users through a range of approaches, including: the strategic re-design of services and their costs; the use of business and operational process improvements; the smarter use of supply (through out-sourcing, co-sourcing and in-sourcing where appropriate); the better use of demand management; and improved asset management.
- Ensuring that effective risk management arrangements are in place to minimise the Council's exposure to risk and uncertainty. Responsible for resilient business continuity

arrangements and robust response and recovery arrangements in the event of emergencies and critical incidents locally – in accordance with the requirements of the Council's Emergency and Business Continuity Plans.

## **Principal responsibilities**

1. Manage a Care Management Team for a designated geographical area of Northamptonshire and/or service activity to ensure that departmental policies for assessment, local commissioning, support and care planning are fully implemented, and that resources are accessed appropriately to avoid inappropriate long term dependence on health and social care resources.
2. Within delegated budgetary limits allocate the available resources on the basis of agreed eligibility criteria, priorities and funding levels to provide the most effective service to meet the needs of users and carers in accordance with statutory requirements and County Council priorities.
3. Develop re-ablement services in partnership with primary care and the NHS to enable service users to regain their skills and maintain their independence.
4. Draft team plans, systematically reviewing progress against the plan to ensure a consistently high standard of service which is in accordance with County Council objectives and capture regularly evidence of quality outcomes for customers.
5. Establish and maintain constant oversight of computer and paper based systems for monitoring and reviewing Joint Assessments, Support and Care Plans to ensure that the needs of service users are effectively met and are formally reassessed where appropriate.
6. Provide information about the service and ways of accessing it and develop and maintain effective systems for monitoring quality, complaints and representations for users and carers, in order to ensure their involvement in the development of the service and effective safeguarding when adults are in vulnerable situations.
7. Develop effective liaison with all other statutory, independent and voluntary sector partners, providing a means of resolving difficulties and disagreements, in order to promote full understanding of the functions of care management, statutory requirements and County Council processes and priorities.
8. Identify gaps in service provision based on aggregated assessments in order to contribute to the improvement of existing services and the development of new services which will equip the Authority to better meet the needs of its users and carers.
9. Recruit, select and motivate staff, appraise their work and ensure the preparation of staff development plans that will promote individual performance and well being, in order to ensure a consistently high standard of service in accordance with County Council objectives.
10. Ensure that accurate and up to date records of staff and service users are maintained using appropriate systems (such as CareFirst) in order to inform performance and financial monitoring systems and to meet statutory and organisational requirements.
11. Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.

12. Ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons, and to comply with the policies and procedures relating to health and safety within the department.
13. To carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

## PERSON SPECIFICATION

Post Title:	Team Manager
Grade	L
Service Area:	Adults and Transitions Division, Adult Social Care Services

<b>ATTRIBUTES</b>	<b>ESSENTIAL CRITERIA</b>	<b>DESIRABLE CRITERIA</b>
<b>Education and Qualifications</b>	<p>This post requires satisfactory Disclosure and Barring Service clearance.</p> <p>A relevant professional qualification in health or care, for example social work [e.g. DipSW, CQSW, CSS], nursing, occupational therapy, health and social care level 4]</p>	<p>In addition a relevant qualification in management</p>
<b>Experience and Knowledge</b>	<p>Significant experience of managing staff and undertaking appraisals.</p> <p>Experience of working in a social care/health environment.</p> <p>Experience of working at a Principal level (or equivalent) for a minimum of 2 years.</p> <p>A sound understanding of assessment and resource allocation processes.</p> <p>Ability to forward plan and allocate workloads</p> <p>A proven track record in successful partnership and inter-agency working.</p> <p>A sound understanding of the management skills required to effectively supervise and manage a team of staff.</p> <p>Good understanding and experience of using electronic data systems.</p> <p>Experience of effective resource management and service delivery.</p>	

<b>Experience and Knowledge [Contd.]</b>	<p>An excellent understanding of performance indicators and their impact on service delivery. Experience of managing activity to meet performance targets set.</p> <p>Experience of team planning and development and delivery of the team plan.</p> <p>Knowledge of Mental Capacity Act 2005 and Care Act 2014 and other relevant legislation.</p>	

<b>ATTRIBUTES</b>	<b>ESSENTIAL CRITERIA</b>	<b>DESIRABLE CRITERIA</b>
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<b>Ability and Skills</b>	<p>Excellent problem solving and organisation skills.</p> <p>Clear and articulate in both written and oral presentation.</p> <p>Able to act effectively in complex/difficult situations seeking advice as appropriate.</p> <p>Ability to manage own workloads within the broad direction set by the Service Manager.</p> <p>Ability to develop and implement appropriate procedures.</p> <p>Good leadership and interpersonal skills sufficient to motivate and lead a team.</p> <p>Able to proactively monitor budgetary spend and implement appropriate action to ensure budgets are maintained within target.</p> <p>Able to identify long term future capacity needs of the service.</p> <p>Demonstrate a sound understanding of the issues in providing appropriate services to customers and carers.</p>	
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<b>Ability and Skills [Contd.]</b>	<p>A commitment to implementing self directed support based on individual needs.</p> <p>Understanding of and commitment to information systems and the aptitude to utilise information and technology.</p> <p>Ability to invoke respect and credibility as a representative of the County Council.</p> <p>Able to work under pressure and to consistently work to achieve deadlines.</p> <p>Receptive to new ideas and have the ability to contribute to and develop service delivery.</p> <p>Ability to travel effectively to different locations.</p>	
<b>Health and Safety</b>	<p>Able to demonstrate a clear understanding of and commitment to health and safety and a willingness to undertake training to enable implementation of policies and procedures. Able to apply it effectively with both staff and customers.</p>	
<b>Equal Opportunities</b>	<p>Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs</p>	

Under the Local Government and Housing Act 1989 this post is classified as a politically restricted or sensitive post. Holders of such posts are disqualified from seeking election to or being a member of the House of Commons, the European Parliament, or a local authority, other than a parish council.