

## Job Description

Job Title	Team Manager
Directorate	Children, Families and Adults
Grade	P3

### Overall purpose of the job

To manage the delivery of high quality and effective social care services to respond to the needs of service users and their families in a timely manner within statutory guidelines or service specifications

### Main accountabilities

Please list the accountabilities in descending order of priority. Please include 6-9 accountabilities.

Main accountabilities	
1.	<p><b>Service Delivery</b></p> <ul style="list-style-type: none"><li>• To manage the planning, allocation and review of workload so priorities are managed, shortfalls identified and services delivered within capacity and within departmental and partnership policies and procedures and timescales</li><li>• Develop and manage the service ensuring that the service response reflects the individual need</li><li>• Engage service users and carers in developing the service.</li><li>• Work with local partners to ensure integrated service delivery by developing responses to need with the organisations key in providing services.</li><li>• Implement policies and procedures in response to statutory guidance, local policies and the needs of service users.</li></ul>
2.	<p><b>Safeguarding and risk management</b></p> <ul style="list-style-type: none"><li>• Assess and balance risk and protective factors within a safeguarding framework</li><li>• To take a professional lead on safeguarding and provide expert knowledge of safeguarding processes, policy and case law.</li><li>• Provide leadership and more specialist social work practice skills and knowledge to make independent decisions.</li><li>• Provide advice and guidance on case management and effective risk management of complex situations, understand when to take positive risks as appropriate.</li></ul>

3.	<p><b>Service and team development</b></p> <ul style="list-style-type: none"> <li>• Ensure every team member has regular meaningful supervision and appraisal. Each person has SMART performance and development objectives set and these are reviewed and monitored regularly.</li> <li>• Lead on the management of poor performance and inappropriate behaviour, grievance and disciplinary matters in a timely and effective manner, seeking advice as appropriate.</li> <li>• Lead regular briefings for staff and organise events which build an ethos of professional and confident service provision</li> <li>• Deputise as required. This to include advising on high level complex and contentious issues which could potentially have profound implications for the Council and or key partners ie CPFT</li> </ul>
4.	<p><b>Performance management</b></p> <ul style="list-style-type: none"> <li>• Uses management information to inform business decisions and monitor team performance.</li> <li>• Maintain operational systems and ensure compliance with the case file management process in accordance with departmental policy. Ensure services are delivered on the basis of assessed risk for the protection of clients and the public and that safe working procedures are maintained for staff.</li> <li>• Forecasts and anticipates requirements and plans accordingly.</li> <li>• Prioritises activities and resources to meet team objectives including effective workload management of self and others.</li> <li>• Ensure all debt is recovered in accordance with Council procedures.</li> <li>• Contributes to team plans to reflect links between activity and key performance indicators.</li> <li>• Ensure appropriate and consistent training and application of IT skills within the team to meet data requirements.</li> </ul>
5.	<p><b><u>Service Specific – Learning Disability Partnership Only</u></b></p> <ul style="list-style-type: none"> <li>• To manage the delivery of a high quality and effective Integrated specialist health and social care services to respond to the needs of service users and their families in a timely manner within statutory guidelines or service specifications.</li> <li>• Work with local partners to ensure the management and delivery of the specialist health provision</li> <li>• Manage the integrated pooled budget for the service and ensure that systems for delegated financial authority are followed</li> <li>• Carry out the duties of a registered CQC manager ensuring the service meets the required standards. Regular monitoring and</li> </ul>

	<p>auditing is in place to give this assurance.</p> <ul style="list-style-type: none"> <li>• Complies with CQC standards for health case recording including monitoring and implementation of the information sharing agreement.</li> <li>• Ensure CPFT mandatory training requirements are complied with.</li> </ul>
6.	<p><b><u>Service Specific – Children’s social care only</u></b></p> <ul style="list-style-type: none"> <li>• To lead on customer services in relation to the concerns and stage 1 complaints where appropriate.</li> <li>• To manage the delivery of a high quality and effective social care services to respond to the needs of service users and their families in a timely manner within statutory guidelines or service specifications</li> <li>• Work with local partners to ensure the management and delivery of the organisational priorities. (such as Teenage pregnancy , educational attainment and corporate parenting).</li> <li>• In line with Social Work Working for Families to assume enhanced responsibilities with regard to antonymous decision making and the management of risk this will include deputising for group and service managers when required.</li> <li>• To take lead responsibility for supervision, practice educators and ASYE’s.</li> <li>• To lead on the creation and delivery of team development plans</li> <li>• As required to plan and deliver internal training for colleagues across the services.</li> <li>• Manage the team budget f and ensure that systems for delegated financial authority are followed.</li> </ul>

## Person Specification

### Qualifications, knowledge, skills and experience

Minimum level of qualifications required for this job

Qualifications Required	Subject	Essential/ Desirable
Recognised degree level qualification in Social Work or equivalent Health subject dependent on team.		<b>E</b>
Relevant post graduate qualification		<b>D</b>

Minimum levels of knowledge, skills and experience required for this job

Identify	Describe	Essential/ Desirable
<b>Knowledge</b>		
<ul style="list-style-type: none"> <li>• Proven knowledge of the Government, national, Council and specialist health priorities and policies</li> <li>• Proven knowledge and understanding of relevant Social Care and Health policy and practice in relation to the provision of services.</li> </ul>		<b>E</b>
<ul style="list-style-type: none"> <li>• Excellent knowledge and application of appropriate social care and health legislation, statutory guidance and procedures</li> <li>• Excellent knowledge and understanding of systems and processes to manage case work and budgets in order to provide focused social work and specialist health activity</li> <li>• Knowledge and proven experience of managing complex case arrangements</li> <li>• Comprehensive understanding and experience of handling of technical and business risk and knowing when to escalate to obtain resolution.</li> <li>• Knowledge and understanding of Government and Council performance</li> </ul>		<b>E</b>

indicators and targets		
<b>Skills</b>		
<ul style="list-style-type: none"> <li>• Demonstrable project management experience of delivering successful service change and development projects in line with agreed quality, time and cost targets.</li> <li>• Demonstrable successful Partnership working and management of third party service suppliers</li> <li>• Ability to develop and sustain systems and processes to effect high quality service delivery and maintain performance standards.</li> <li>• Ability to delegate</li> <li>• Ability to define expectations of staff, manage individual performance and promote professional development</li> <li>• Ability to think strategically across functional and geographical boundaries</li> <li>• Ability to lead, develop and motivate a multi team and multiprofessional service</li> <li>• Ability to lead and influence teams through periods of change</li> <li>• Take personal responsibility for making things happen and achieving desired results</li> <li>• Ability to plan, prioritise and oversee the management of the service</li> <li>• Ability to make cost-effective use of available resources</li> <li>• Ability to analyse complex issues and offer sound professional and managerial advice.</li> <li>• Ability to encourage and engender collaborative working between agencies.</li> <li>• Ability to create accessible ways of working that effectively engage and involve service users.</li> <li>• Strong negotiation skills.</li> </ul>		E

<ul style="list-style-type: none"> <li>• Ability to challenge others constructively and make informed decisions.</li> <li>• Ability to communicate effectively at all levels.</li> </ul>		
<p><b>Experience</b></p>		
<ul style="list-style-type: none"> <li>• Significant previous experience and demonstrated ability to undertake strategic planning, implementation and evaluation</li> <li>• Proven experience of managing a diverse and complex workload</li> <li>• Proven understanding of and ability to achieve, maintain and deliver quality social work and specialist health interventions..</li> <li>• Experience of leading and managing teams to achieve high performance</li> <li>• Knowledge and awareness of issues relating to communities from different racial and cultural backgrounds and Equal Opportunities</li> <li>• Experience of actively supporting and promoting Equal Opportunities</li> <li>• Proven commitment to equality of opportunity for all groups of staff and service users and to challenge discrimination, racism, sexism and other forms of unjust behaviour</li> <li>• Proven experience and ability to thrive in a complex environment and demonstrate resilience</li> <li>•</li> </ul>		<p>E</p>