

SOCIAL SERVICES DEPARTMENT

JOB PROFILE

Post:	Team Manager
Responsible to:	Service Manager
Responsible for:	Senior Practitioners, Social Workers, Social Care Workers and other appropriate staff (Eg. Occupational Therapists, Rehabilitation Officers Visual Impairment).
Grade:	PO 8 - 11
Job Purpose	To manage a team to deliver an Assessment and Care Management Service for adults in accordance with Cumbria Social Services Department's responsibilities under the relevant care legislation. In conjunction with partner agencies and providers, ensure quality care, which meets the social, health and welfare needs of adults in the area for which the team is responsible.

PRINCIPAL ACCOUNTABILITIES

1. Operational Management

To take responsibility for ensuring that the Assessment and Care Management Process for adults is undertaken according to the Departmental aims of Promoting Independence and Raising Standards. Ensure that service users have access to integrated and responsive services. Develop and maintain efficient systems for prioritising demands for the provision of assessment of needs by individual service users and carers.

2. Budget Management

Implement the framework and guidelines set by the Service Manager for managing designated community care budgets to ensure that the relevant eligibility criteria have been met within the financial limits set by the County Council and partner organisations. Manage other budgets as delegated by the Service Manager, including staffing and transport in accordance with financial regulations.

3. Develop integrated working arrangements with other agencies

Contribute to, and with the agreement of the Service Manager, lead the development of integrated working arrangements in the relevant PCT Area, by liaising with Health, Housing and other local statutory and non-statutory agencies. Work with partners to implement appropriate integrated systems, to improve outcomes for service users.

4. Performance Management

Monitor, evaluate and improve standards of assessment and care management to meet Departmental Guidance, including the Adult Services Practice Guidelines, legislative requirements and local and national Performance Targets. Ensure that evidence that Performance Targets are being met is provided by the Team as required by the Service Manager.

5. Staff Management

Manage the performance of staff by ensuring team members receive regular and structured professional supervision and appraisal in accordance with Departmental Supervision and Appraisal Guidelines. Recruit and select team members. Ensure appropriate induction and ensure that the training and development needs of staff are met, in order to satisfy organisational requirements and personal development needs of individuals as far as possible.

Manage informal conduct and capability issues through advice, counselling and support to encourage and maintain the required standards of conduct and capability. Where standards are not met after timely interventions, or where the complaint(s) are more serious, refer the matter promptly to the Service Manager. Support and implement appropriate actions as a result of these procedures as required.

Implement appropriate procedures for the management of sickness absence, including return to work interviews and addressing issues as appropriate, to encourage full attendance and improved productivity levels.

Act as first line manager for complaints from staff, attempting to resolve grievances at the first stage. Take action to rectify complaints where justified and appropriate. Report any wider considerations to the Service Manager.

6. Service User Risk Assessments

Make appropriate arrangements for risk assessments to be undertaken as part of the assessment process. Ensure appropriate action is taken to protect vulnerable adults according to current adult protection procedures.

7. Links to Service Manager

Report regularly to the Service Manager on levels of demands for services and budget pressures, including information concerning budgets and staffing resources required to meet performance targets. Work together with the Service Manager and other Service Managers to share resources as necessary, to respond to the ebb and flow of supply and demand across the geographical area for which the Service Manager is responsible.

8. Links to Partners/Providers

Develop and maintain effective links with both internal and external providers of services to support the day-to-day working of the team.

9. Project Developments

Contribute to projects as agreed or as requested by the Service Manager.

10. Responding to Complaints

Respond speedily and appropriately to complaints to attempt to resolve at the earliest stage, in accordance with complaints procedure and in liaison with appropriate colleagues including the Representations and Complaints Officer.

11. Health and Safety

Maintain a working knowledge of Health & Safety legislation and regulations, and the Council's Policies and Procedures, and take appropriate action, including undertaking risk assessments, investigations and reviews, and report as necessary with regard to meeting the health, safety and welfare requirements of staff and service users and for premises and equipment in the team.

Deputising for Service Manager

12. The postholder will be expected, together with other Team Managers, to deputise for the Service Manager if and when necessary.

Notes

1. You are responsible as far as is reasonably practicable for your own health and safety, and the health, safety and welfare of other people in the course of your work, and are expected to take any necessary /appropriate action to ensure this.
2. The postholder carries a responsibility for Health, Safety and Welfare of staff under his/her control and the buildings from which they operate, as set out in the relevant Departmental Procedures and arrangements.
3. The postholder will be required to take part in the Department's appraisal scheme linked to a personal training and development plan.
4. The postholder will be expected to undertake relevant training and professional development.
5. The postholder will be expected to make use of ICT and to facilitate the use of ICT by team members.

	<u>ESSENTIAL</u>	<u>DESIRABLE</u>
<u>QUALIFICATIONS</u>	<p>Social Work qualification</p> <p>GSCC Registration</p>	<p>Post Qualification award in Social Work which includes competence in enabling others</p> <p>NVQ Level 4 in Management or other Management qualification</p>
<u>EXPERIENCE</u>	<p>Significant post-qualification experience in working in social care services for adults</p> <p>Experience of identification of Service Trends</p> <p>Multi-disciplinary working</p> <p>Experience of developing systems for prioritising demands for needs assessments</p> <p>Experience of supervising other professional staff.</p>	<p>Experience of working at upper main scale social worker level or above.</p> <p>Practice/Teaching and/or experience of supervising others</p> <p>Contribution to staff development, team building training</p> <p>Experience of working in a community-based or hospital-based social work team</p> <p>Experience of budgetary management</p>
<u>KNOWLEDGE</u>	<p>Knowledge of Assessment and Care Management Processes</p> <p>Knowledge of Statutory Requirements</p> <p>Knowledge of Complaints Procedures</p>	<p>Experience in application of assessment and care management</p> <p>Understanding of performance management</p>
<u>ABILITY</u>	<p>Good verbal and written communication skills</p> <p>Ability to direct, motivate and support team members</p> <p>Time-management skills and ability to work to deadlines</p> <p>Ability to set standards and monitor that they are being implemented.</p> <p>Ability to travel throughout Cumbria</p> <p>Enhanced Disclosure through CRB</p>	