

Post Specification

Date	January 2023
PG Number	6910
Post Title	Team Manager – Social Work
Job Family	People Care and Development
Job Family Role Profile	PCD16
Final Grade	Grade 16

To be read in conjunction with the job family role profile

Service Area description

Short Term Interventions

The Adult Social Care Short Term Interventions Service is for people aged 18+. A primary role of this team is to work across the system to enhance prevention interventions and work to prevent or, delay admission into formal support services. This service will work collaboratively with a range of stakeholders from across the health and social care system and third sector and voluntary groups in Cumbria to ensure short term interventions (including assessment) are undertaken to ensure people are safe and supported using a strengths based approach. The team will support the admission avoidance and the discharge of people from acute and community hospitals in a safe and timely way reducing the risk of delayed transfers of care.

This service will have a key role influencing and shaping Discharge to Assess/Home first models in Cumbria, and ensuring that in all instances people are treated with dignity and respect and are central to discharge planning with a focus on achieving their most independent outcome.

Long Term Assessment and Review Service

The Adult Social Care Long Term Service is for people, aged 18+ who are living in the community and have been identified as having long term care and support needs.

This service will work collaboratively with a range of stakeholders from across the health and social care system and third sector and voluntary groups in Cumbria in ways that recognise strengths, promotes independence and prevents, reduces or delays the need for formal long term care and support provision. Assessments and reviews will be undertaken in a strengths-based way that maximises the use of social capital and community based assets.

The Service will work across health, social care and third sector organisations with a primary focus upon ensuring that all support plans:-

- include robust contingency plans that promote personal resilience to manage temporary changes in need/circumstance
- demonstrate how people will meet their needs from a range of sources, including friends, family, third sector, the community, equipment or assistive technology. Personal budgets will only be allocated for the provision of formal support for identified unmet needs.

Safeguarding Service

The Adult Social Care Safeguarding Service role is to empower and protect those individual's aged 18+ to live in safety, free from abuse and neglect.

This service is responsible for the operational response to all safeguarding concerns and enquiries and will;

- Provide a face to face safeguarding enquiries service to members of the public who by reason of their care and support needs are unable to protect themselves from neglect or abuse.
- Assess the immediate risk of safeguarding concern/s and implement and develop protection plans to mitigate against such risks.
- Complete statutory safeguarding/non-statutory enquiries and reach a conclusion when neglect, harm or abuse has occurred and make recommendation of future actions.
- Work within the making safeguarding personal agenda.
- Work with key partners to enable them to complete internal enquiries where appropriate and audit the findings and actions taken as a safeguarding concern.
- Lead on large scale enquiries where provider failure has safeguarding concerns identified.

Purpose of this post

- To manage and lead adult social care teams to ensure the delivery of effective strengths-based outcomes, for people who have care and support needs.
- To support the Service Manager to deliver on strategic priorities and transformation plans.
- To work collaboratively with internal and external stakeholders
- Leading, organising, managing and co-ordinating the work of teams.
- Organising staff training and development.
- To support the Service Manager in delivering high quality services which meet the assessed needs of Adults
- To deputise in the absence of the Service Manager

To represent the Council as required

Key job specific accountabilities

1. Lead and organise day to day operational management of a team/s to deliver Adult Social Care Service Plan objectives in line with adult social care policies, procedures, guidance and legal frameworks. This will include staff line management, guidance, consultation, coaching and mentoring to support the service and the wellbeing of the team.
2. To cultivate and nurture a strengths-based culture, motivating and inspiring others to generate success.
3. Contribute to the development and implementation of service plans and strategic plans linked to council priorities. Develop and implement team and workforce plans to support the delivery of high quality and cost effective service.
4. Responsibility for implementing, monitoring, evaluating and reporting on the performance of the Service, against specific targets including taking all necessary remedial actions to ensure successful delivery.
5. Analyse data to manage team performance and support the development of plans and opportunities for improvement. Manage and motivate staff to meet performance targets.
6. Prioritise and allocate work to team/s.
7. Take responsibility for decision making to ensure consistent, safe and equitable approaches across the Service.
8. Responsibility for quality assurance across the team/s to ensure practice standards are met. To develop and maintain a culture of performance management including case auditing.
9. Implementation of the council's People Management processes including recruitment and retention, discipline, performance and appraisal and attendance management.
10. Take responsibility for Health, Safety and Wellbeing of the team.
11. To build and maintain operational partnerships.

12. Deliver a high performing quality service which is cost effective and are compliant with statutory regulations, policies, procedures and best practice professional standards.
13. Operate within the relevant national legislation, professional standards of practice and organisation policies and procedures and ensure compliance with care/clinical governance principles. Carrying out duties according to instruction, legal and procedural frameworks and individual and organisational performance frameworks. Providing a consistent high standard of professional advice, guidance and support.
14. Ensure appropriate and robust risk assessment and risk management processes and systems are in place which enable staff to identify, record, plan for and mitigate risk, appropriately and proportionately, escalating where necessary.
15. Represent Adult Social Care and the Authority with partners and stakeholders as required.
16. Respond to complaints, compliments, and general enquiries, as required, ensuring all responses/investigations are completed within specified timescales in order to maintain and uphold the reputation of the Council.
17. To ensure the effective implementation of the Safeguarding Adult Policies and Procedure and support the Local Authorities statutory Duty under the Care Act. This will involve knowledge of the 6 core principles of Safeguarding Adults and the implementation of Making Safeguarding Personal to promote the wellbeing of people by following established procedures to ensure the personal protection and safety of adults at risk. This will involve an ability to assess and plan the support for safeguarding enquiries. To make appropriate arrangements to ensure the prevention of harm to, and the protection of adults at risk including referral to the safeguarding processes and procedures.
18. To operate as a service expert by providing expert advice to managers, staff and partner agencies.
19. Contribute to the formulation of policies and procedures for Adult Social Care.
20. To support the team to seek opportunities for personal development through identified CPD activities and maintain professional standards which are required to meet registration with the appropriate body. Use opportunities in developing professional practice by collaboratively working with a wide range of stakeholders including senior colleagues.

Please note annual targets will be discussed during the appraisal process

Key facts and figures of the post

Budget Responsibilities	<ul style="list-style-type: none"> To plan, monitor and control budget within the agreed scheme of delegation to ensure services work within agreed budgets.
Staff Management Responsibilities	<ul style="list-style-type: none"> Managing a team of qualified and unqualified staff, undertaking statutory functions and tasks. Provide line management, supervision, appraisal, mentoring, advising, coaching and supporting
Other	<ul style="list-style-type: none">

Essential Criteria - Qualifications, knowledge, experience and expertise

- Accredited Social Work Degree or equivalent Professional Social Work qualification
- Registration with appropriate professional body
- Significant and related experience within Health or Social Care field
- Evidence of successful completion of ASYE or the ability to demonstrate significant experience in equivalent Post Qualification level.
- Evidence of ongoing professional development within the last two years
- Knowledge and application of departmental and council objectives and initiatives
- In depth knowledge and understanding of own professional area of practice and issues within Adults Services
- Understanding and application of theoretical approaches, practices & procedures relevant to customers, carers, professional colleagues
- Knowledge of National Policies and legislation relevant to area of work.
- Having an awareness and understanding of risk with the ability to assess, manage, escalate appropriately and balance with safety

- Ability to lead, motivate, inspire and empower others, by example.
- Ability to influence people to change and to make difficult decisions
- Change management within a positive framework, timescales and budget
- Demonstrate significant experience of leadership skills
- Proven ability to demonstrate sound judgement and autonomy of decision making in highly unpredictable situations.
- Excellent interpersonal skills including negotiating, conciliating, people management, written and verbal communication and motivational skills
- Ability to create and maintain a culture that enables and empowers staff and individuals to think creatively in order to achieve the best, most independent outcomes for people.
- Good time management/punctuality and the ability to work to deadlines within the allocated resources
- Ability to network effectively with multi-disciplinary organisations
- Demonstrable information technology skills/competencies.
Ability to identify and challenge inappropriate practice
- Experience of contributing to the development of strategy, policy and practice on a multi-disciplinary basis.
- Understanding of the council's budget position and making best use of resources available.

Ability to make sound decisions and take responsibility for actions

Disclosure and Barring Service – DBS Checks

- This post does not require a DBS check.

Job working circumstances

Emotional Demands	Involves occasionally dealing with individuals who are distressed or angry
Physical Demands	Normal requirement for county wide travel and carry laptop and small pieces of equipment
Working Conditions	Involves occasionally dealing with individuals who are distressed as a result of council action. Lone working required Agile working requiring with travel within and out of County

Other Factors

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