

Job Description

Job Title	Team Manager
Directorate	Adult Social Care
Grade	P3

Overall purpose of the job

To be accountable and provide effective leadership, development and management of the Assessment and Care Management Services within Adult Social Care, ensuring the highest possible quality of service is delivered within the resources available to both vulnerable adults and Carers. To ensure that all services support the principles of personalisation and self-directed support ensuring the health, safety and well-being of vulnerable individuals and the wider population, whilst enabling people to retain their independence, control, and dignity in line with national requirements and local needs.

To hold the lead responsibility for staff, teams, and services, within Adult Social Care operational activity, which included locality social work teams, working in close partnership with Health to deliver place-based care through integrated neighbourhoods.

The purpose of the role is to lead, develop and directly manage the performance and delivery of high quality, effective and efficient Adult Social Care teams that respond to the needs of adults and carers with emerging needs, as well as those who are assessed as requiring a statutory assessment and provision of support in line with The Care Act 2014, Mental Capacity Act (2005), Deprivation of Liberty Safeguards, local and national, policy and guidance. Where appropriate to the role, this includes responsibilities in relation to the assessment and provision of specialist health services.

The Team Manager holds the key responsibility for managing the delivery of high-quality professional practice in line with legislative frameworks, policies, and standards, ensuring that statutory, national and local performance targets are met.

The Team Manager is responsible for the management of risk; this includes management of individual risk through safeguarding of vulnerable adults and organisational risk in terms of the standard of service delivery.

Daily the role is required to provide management advice and leadership which includes casework decisions and decisions across services to ensure capacity is utilised to meet needs equitably across the locality.

The Team Manager will lead using data to understand individual, team and service performance and utilise the data to improve the timeliness and responsiveness of individuals, teams, and services, always striving to improve the customer experience and journey.

Main accountabilities

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1.	<p>Service Delivery.</p> <ul style="list-style-type: none"> • 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. • Develop and manage the service ensuring that the service response reflects the individual need. • To provide written and verbal reports which are concise, informative, and based on analysis of complex evidence. • To provide written and verbal reports, appropriate for courts and other legal purposes, which are concise, informative, and based on complex evidence to support problem solving and resolution. • To provide cover for the Service Manager or Head of Service (depending on structure) during short term absences. • Engage service users and carers in developing the service. • Work with local partners to ensure integrated service delivery by developing responses to need with the organisations key in providing services. • Implement policies and procedures in response to statutory guidance, local policies, and the needs of service users.
2.	<p>Safeguarding and risk management.</p> <ul style="list-style-type: none"> • Assess and balance risk and protective factors within a safeguarding framework. • To take a professional lead on safeguarding and provide expert knowledge of safeguarding processes, policy, and case law. • Provide leadership and more specialist social work practice skills and knowledge to make independent decisions. • Provide advice and guidance on case management and effective risk management of complex situations, understand when to take positive risks as appropriate.
3.	<p>Service and team development.</p> <ul style="list-style-type: none"> • 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. • Lead on the management of poor performance and inappropriate behaviour, grievance, and disciplinary matters in a timely and effective manner, seeking advice as appropriate. • Lead regular briefings for staff and organise events which build an ethos of professional and confident service provision • 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 i.e., Cambridgeshire and Peterborough NHS Foundation Trust.
4.	<p>Performance management.</p> <ul style="list-style-type: none"> • Uses management information to inform business decisions and monitor team performance. • Maintain operational systems and ensure compliance with the case file management process in accordance with departmental policy. Ensure services are delivered based on assessed risk for the protection of clients and the public and that safe working procedures are maintained for staff. • Forecasts and anticipates requirements and plans accordingly.

	<ul style="list-style-type: none"> • Prioritises activities and resources to meet team objectives including effective workload management of self and others. • Ensure all debt is recovered in accordance with Council procedures. • Contributes to team plans to reflect links between activity and key performance indicators. • Ensure appropriate and consistent training and application of IT skills within the team to meet data requirements. • To provide regular line management and practice supervision to direct reports, ensuring relevant training needs are met. Lead on the management of escalated employee relations matters at formal stages, ensuring these are addressed in a timely and appropriate manner, seeking advice as appropriate. • To contribute to the development of integrated services and policy and to promote new ways of developing service user care, taking account of national initiatives and performance indicators. • Take a lead role in the development of quality assurance systems across the service, ensuring the services achieve the Performance Indicators and Quality Assurance standards.
5.	<p>Partnership Working.</p> <ul style="list-style-type: none"> • To represent Cambridgeshire County Council in multi-agency networks, meetings, and Legal Proceedings, working jointly with partners in assessing, planning, and implementing integrated care to promote independence and choice, admission avoidance, facilitation of discharge and secure the appropriate funding stream for individuals. • Work in partnership with other organisations at a strategic level to achieve positive outcomes for service users and carers.
6.	<p>Professional Development, Values, Behaviours and Standards.</p> <ul style="list-style-type: none"> • Maintain and update knowledge regarding social policy and social work practice and be fully informed of organisational policy and procedures and relevant legislation, acting as a resource for the team and helping to develop others. • To take a key role in promoting and developing service user empowerment and recognise diversity and anti-discriminatory practice in all professional practice across the service. • To take responsibility for own professional development and record Continuous Professional Development. • Carry out duties in a timely and responsive manner, in line with Cambridgeshire County Council Standards, the Professional Capability Framework and Cambridgeshire County Council behaviours – working together, integrity, respect, excellence. • Keep and maintain accurate service user records, in line with professional requirements and departmental recording methods. • Is an ambassador for the profession internally and externally. • To be aware of the responsibilities to maintain a safe and healthy environment for visitors and staff.

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.		E
Relevant post graduate qualification.		D

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

Identify	Describe	Essential/ Desirable
Knowledge		
<ul style="list-style-type: none"> • Proven knowledge of the Government, national, Council and specialist health priorities and policies. • Proven knowledge and understanding of relevant Social Care and Health policy and practice in relation to the provision of services. 		E
<ul style="list-style-type: none"> • Excellent knowledge and application of appropriate social care and health legislation, statutory guidance, and procedures. • Excellent knowledge and understanding of systems and processes to manage case work and budgets to provide focused social work and specialist health activity. • Knowledge and proven experience of managing complex case arrangements. • Comprehensive understanding and experience of handling of technical and business risk and knowing when to escalate to obtain resolution. • Knowledge and understanding of Government and Council performance indicators and targets. 		E
Skills		
<ul style="list-style-type: none"> • Demonstrable project management experience of delivering successful service change and development projects in line with agreed quality, time, and cost targets. • Demonstrable successful Partnership working and management of third-party service suppliers • Ability to develop and sustain systems and processes to effect high quality service delivery and maintain performance 		E

<p>standards.</p> <ul style="list-style-type: none"> • Ability to delegate. • Ability to define expectations of staff, manage individual performance and promote professional development • Ability to think strategically across functional and geographical boundaries. • Ability to lead, develop and motivate a multi team and multi-professional service. • Ability to lead and influence teams through periods of change. • Take personal responsibility for making things happen and achieving desired results. • Ability to plan, prioritise and oversee the management of the service. • Ability to make cost-effective use of available resources • Ability to analyse complex issues and offer sound professional and managerial advice. • Ability to encourage and engender collaborative working between agencies. • Ability to create accessible ways of working that effectively engage and involve service users. • Strong negotiation skills. • Ability to challenge others constructively and make informed decisions. • Ability to communicate effectively at all levels. 		
<p>Experience</p>		
<ul style="list-style-type: none"> • Significant previous experience and demonstrated ability to undertake strategic planning, implementation, and evaluation. • Proven experience of managing a diverse and complex workload. • Proven understanding of and ability to achieve, maintain and deliver quality social work and specialist health interventions. • Experience of leading and managing teams to achieve high performance. 		<p>E</p>

<ul style="list-style-type: none">• Knowledge and awareness of issues relating to communities from different racial and cultural backgrounds and Equal Opportunity.• Active promotion of equality, diversity, and inclusion in accordance with the Equality Act 2010.• 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.• Proven experience and ability to thrive in a complex environment and demonstrate resilience.		
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