

Job Description

Job Title	Team Manager Emergency Duty Team
Directorate	People and Communities
Grade	P3

The Emergency Duty Team provides a social work service that deals with Emergencies, occurring out of hours, including Bank Holidays, for children, young people and adults. In addition the team fulfils the Local Authority's duty to provide a 24/7 AMHP service meaning that EDT AMHPs carry out assessments under the Mental Health Act that cannot wait until the next working day.

There are two team managers in EDT, children specific and adult specific (incl. AMHP duties) who work predominately, but not exclusively, out of hours including weekends, and who deputise for one another. Each team manager line manages 5 SSW/AMHPs according to their specialism in either children or adults.

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 or priority. Please include 6-9 accountabilities.

Main accountabilities	
1.	Service Delivery To manage the delivery of a high quality and effective service that responds to the needs of service users and their families or carers in a timely manner within statutory guidelines or service specifications. 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, procedures and timescales.

	<p>Implement policies and procedures in response to statutory guidance, local policies and the needs of the service users.</p> <p>In line with organisational priorities, assume enhanced responsibilities with regard to autonomous decision making and the management of risk, this will include deputising for district and service managers when required.</p> <p>Develop and manage the service ensuring integrated service delivery by developing responses to need with the organisations who are key in providing services.</p> <p>Work with local partners to ensure integrated service delivery by developing responses to need with the organisations who are key in providing services.</p> <p>To lead on customer service and stage 1 complaints where appropriate.</p> <p>Lead on creation and delivery of team development plans that reflect service plans.</p> <p>Manage the team budget and ensure that systems for delegated financial authority are followed.</p>
2.	<p>Safeguarding and risk management</p> <p>Assess and balance risk and protective factors within a safeguarding framework.</p> <p>Take a professional lead on safeguarding and provide expert knowledge of safeguarding processes, policy and case law.</p> <p>Provide leadership and apply more specialist social work practice skills and knowledge to make independent decisions, seeking advice as needed and ensuring the subsequent actions are completed.</p> <p>Provide advice and guidance on case management and effective risk management of complex situations, understand when to take positive risks as appropriate.</p> <p>Contribute to the Council's ethos of achieving continual improvement through the review and auditing of service delivery and ensure lessons for learning are embedded into local delivery.</p> <p>Co-produce and oversee clinical interventions for children and their families, in various settings including family homes.</p>
3.	<p>Service and team development</p> <p>Ensure every team member has regular, meaningful supervision and appraisal.</p> <p>Ensure every team member has SMART performance and development objectives set and these are reviewed and monitored regularly.</p>

	<p>Ensure every team member is confident to deliver a service to clients that utilises a range of evidence based methodologies including systemic and social learning approaches.</p> <p>Lead on the management of poor performance and inappropriate behaviour, the resolution of workplace concerns and disciplinary matters in a timely and effective manner, seeking advice as appropriate.</p> <p>Lead regular briefings for staff and organise training events which build an ethos of professional and confident service provision.</p>
4.	<p>Performance management</p> <p>Utilise management information to inform business decisions and monitor team performance, reporting as required on team performance.</p> <p>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.</p> <p>Prioritise activities and resources to meet team objectives including effective workload management of self and others.</p> <p>Contribute to service plans to reflect links between activity and key performance indicators.</p> <p>Take responsibility for team employee management related matters including sickness absence, unsatisfactory performance, conduct, discipline, and concerns in the workplace (formerly known as grievance) ensuring that these are managed according to the Council's frameworks.</p> <p>Ensure appropriate and consistent training and application of IT skills within the team to meet data requirements.</p>
5.	<p>Partnership working</p> <p>Take the lead in initiating, developing and sustaining internal and external working relationships with other professionals, partner organisations and external agencies.</p> <p>Ensure that every team member work purposefully and cohesively with other agencies to promote positive outcomes for children, adults and their families and carers.</p>

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		E
Relevant post graduate qualification		D
Qualification as an AMHP	Adult side of EDT	E

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 and Council priorities and the priorities of key partnership agencies • Proven knowledge and understanding of relevant Social Care practice in relation to the provision of services. • Proven knowledge and understanding or relevant practice in relation to health and education and the provision of services. 		E E D
<ul style="list-style-type: none"> • Excellent knowledge and application of appropriate Social Care statutory guidance and procedures. • Excellent knowledge and understanding of systems and processes to manage case work and budgets in order to provide focused social work activity. • Knowledge and proven experience of managing complex case arrangements. 		E E E

<ul style="list-style-type: none"> • 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 and performance indicators and targets. • Excellent knowledge and understanding of The Mental Health Act, the Mental Health Code of Practice and all legal framework, policies and procedures that are relevant to the AMHP role. 		<p>E</p> <p>E</p> <p>E</p>
Skills		
<ul style="list-style-type: none"> • Demonstrable experience of managing successful service change. • Demonstrable successful Partnership working. • Ability to develop and sustain systems and processes to effect high quality service delivery and maintain performance standards. • 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 and influence teams through period of change. • Take personal responsibility for making things happen and achieving desired results. • Ability to plan, prioritise and oversee the management of the serviced. • Ability to make cost-effective use of available resources. 		<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>

<ul style="list-style-type: none"> • 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>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>
Experience		
<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. • Knowledge and awareness of issues relating to communities from different racial and cultural backgrounds and Equal Opportunities. • Experience of actively supporting and promoting Equal Opportunities. • 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. 		<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>