

Job Description

Job Title: Deputy Manager

POSCODE:

Grade: P2

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 achieve this, working alongside the Team Manager, ensuring people are supported to leave health settings with the right care and support in a safe and timely manner.

	Main accountabilities
1.	Service Delivery <ul style="list-style-type: none">• Support the development of the Transfer of Care service ensuring that the serviceresponse reflects the individual need• To work in partnership with service users and their carers to ensure people are supported to achieve their identified outcomes• Work with local partners, particularly though the Home First Delivery Board, to ensure integrated service delivery by developing responses to need with the organisations key in providing services.• To provide specialist social work practice skills and knowledge of safeguarding and to make independent decisions• Assist with the implementation of policies and procedures in response to statutory guidance, local policies and the needs of service users• Ensure best Practice within Transfer of Care.• Support attendance at System wide multi-disciplinary meetings as appropriate• Support the team by assisting innovative practices and liaise with local agencies including independent sector providers (Housing, Health and Voluntary agencies) as appropriate.• Provide line management support and supervision to practitioners in the team under the guidance of the manager• Alert the manager to any performance concerns relating to supervisees and work to develop plans to address issues taking account of HR policies and procedures.• Actively participate in case escalations to support patient flow within all health settings

2.	Safeguarding and risk management <ul style="list-style-type: none">• Assess and balance risk and protective factors within a safeguarding framework
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	<ul style="list-style-type: none"> • To take a professional lead on safeguarding and provide expert knowledge of safeguarding processes, policy and case law. • Provide 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. • Work closely with the Quality and Practice Team to implement guidance for Safeguarding Adults and Prevention across the service • Deputise as required. Including advising on high level complex and contentious issues which could potentially have profound implications for the Council and or key partners
3.	<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 on the basis of assessed risk for the protection of clients and the public and that safe working procedures are maintained for staff. • Assists with forecasts and anticipates requirements and plans accordingly. • Ensure all debt is recovered in accordance with Council procedures. • Contributes to team plans to reflect links between activity and key performance indicators. • Support with the patient flow processes to ensure Adult social care
4.	<p>Partnership Working</p> <ul style="list-style-type: none"> • Deputise to represent Cambridgeshire County Council and Peterborough City Council in multi-agency networks, working jointly with them in assessing, planning and implementing integrated care to promote independence and choice, admission avoidance and facilitation of discharge. • Work in partnership with other organisations at a strategic level to achieve positive outcomes for service users and carers. • Deputise at wider Transfer of Care events including system development workstreams • Contribute to Multi-Agency learning to improve the experience of people being discharged from a health setting
5.	<p>Professional Values, Behaviours and Standards</p> <ul style="list-style-type: none"> • Carry out duties in a timely and responsive manner, in line with CCC and Standards, the Professional Capability Framework and CCC behaviours – working together, integrity, respect, and 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

	<ul style="list-style-type: none">• To be aware of the responsibilities to maintain a safe and healthy environment for visitors and staff
6.	To demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.

Safeguarding commitment

We are committed to safeguarding and promoting the welfare of children and young people/vulnerable adults. We require you to understand and demonstrate this commitment.

Person Specification

Minimum level of qualifications required for this job:

Qualification, knowledge, skills and experience		
Qualifications Required	Subject	Essential/ Desirable
Diploma in Social Work (or recognised relevant qualification)	Adult Services	Essential
Health Care Professionals Council active registration as applicable		Essential

Identify	Describe	Essential/ Desirable
Knowledge		
Legislation, government policy and practice guidance.	In-depth knowledge of all applicable legislation, government policies and guidance for delivering adult social care services for safeguarding, adults at risk and the factors which lead to positive outcomes for people.	Essential
Anti-discriminatory Practice	In-depth knowledge and commitment to issues of equality, diversity, and anti-discriminatory practice.	Essential
Practice Standards	The use of quality monitoring processes, professional standards and audit to establish a culture of continuous improvement as part of a reflective approach to practice, raising practice standards (including professional regulation requirements) and quality of safeguarding and improving outcomes for adults at risk and their carers.	Essential
Skills		
Communication	Ability to communicate effectively and confidently in verbal and written form including the ability to write and present complex report. Ability to negotiate, influence, and build and maintain effective relationships at a	Essential

	senior level and with a wide range of audiences.	
Information Technology	Competent use of IT to develop audit tools, collate data and produce audit reports using both text and graphs and practitioner learning resources including Practitioner Factsheets	Essential
Decision Making	Ability to make decisions on complex and contentious matters seeking advice where necessary and to exercise authority in representing the team/organisation and making decisions independently.	Essential
Experience	Substantial experience of working with, listening to and responding to the needs of adults at risk, informal carers and the providers of adult social care services.	Essential
Adult Social Care Practice	Substantial experience of working with, listening to and responding to the needs of adults at risk, informal carers and the providers of adult social care services.	Essential
Quality Standards	Experience of setting standards and monitoring quality, and challenging poor practice, including policy and practice development.	Desirable
Audit Cycle Practice	Experience of identifying audit needs; both practice based and thematic.	Desirable
	Developing methods and tools for auditing practice quality and performance and of using the outcomes to drive improvements in identified areas of service delivery.	Desirable
	Reporting findings, and recommendations including the writing and presentation of reports to the management team.	Essential
	The development and monitoring of "SMART" Action Plans.	Desirable
Safeguarding	Demonstrate an understanding of the safe working practices that apply to this role.	

Disclosure Level

What disclosure level is required for this post?	None	Standard
	Enhanced ✓	Enhanced with barred list checks

Work Type

What work type does this role fit into?	Fixed	Flexible ✓	Field	Home
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