

DARLINGTON BOROUGH COUNCIL

ADULTS SERVICES

JOB DESCRIPTION

<u>POST TITLE :</u>	Team Manager
<u>GRADE :</u>	R
<u>JOB EVALUATION NO.</u>	E3357
<u>REPORTING RELATIONSHIP</u>	Service Manager
<u>JOB PURPOSE :</u>	To be accountable for managing the direction, delivery and performance, including assessment and appropriate management of risk, across a specialist field. To contribute to and operationalise, strategic development of the service
<u>POST NO.</u>	D11678 & D12043
<u>PDR COMPETENCY FRAMEWORK</u>	Level 2, Core Management Competencies for all managers

MAIN DUTIES/RESPONSIBILITIES

1. The post holder is responsible for the effective management of staff within their team to include recruitment and selection, induction and probation, workload allocation, identification of training needs and plans, disciplinary and grievance matters (referring any serious breaches to the service manager) and assessing career progression.
2. To provide or ensure effective supervision of team members in accordance with the supervision policy and associated guidance, to include active auditing and monitoring of case files and computerised recording system. To model and facilitate reflective practice.
3. To establish productive working relationships with partner agencies, departments and independent sector groups and providers. To promote effective joint and inter-disciplinary working partnership arrangements with statutory and independent organisations. To proactively resolve any disputes as appropriate.
4. To assist the Service Manager and Head of Service in the overall strategic development and implementation of Adult Services performance management framework and lead on specific projects as required. To monitor the team's performance with reference to local and key performance indicators. To monitor compliance to policy, procedures and performance targets relevant to the service areas.
5. To ensure that the team has appropriate systems and procedures in place to prioritise and manage demands on the service by allocating staff and resources appropriately, in accordance with social care assessed need and Adults Services policies and ensuring the safeguarding of adults.
6. To promote professional development and quality evidence based practice through supervision and annual appraisal of team members.

7. To ensure all assessments undertaken by the Team are Care Act Compliant, based on clear accurate information and analysis, reflect the principles of both strength-based and person-centred approaches and are outcome focussed. To ensure Mental Capacity Act assessments are completed by team members when appropriate.
8. To ensure individuals, carers and families are involved and informed at all stages of assessment and intervention (where compatible to the individual's safety).
9. To ensure all interventions are supported by clear support plans which ensure a strength-based approach has been taken and that support plans are outcome focussed.
10. To manage risk and support social workers in managing risk, leading and mentoring colleagues in reaching appropriate decisions.
11. To monitor and audit outcomes of assessments and support plans.
12. To develop mechanisms which monitor service user feedback on the quality of services.
13. To work collaboratively with colleagues in developing services and social work practice.
14. To manage delegated budgets as required by senior management.
15. To ensure significant issues and barriers to service delivery are reported promptly to senior management.
16. To Chair multi-agency and strategy meetings ensuring clear measurable outcomes and monitoring arrangements are agreed and recorded.
17. To keep individual knowledge base up to date and undertake training as required.
18. To safeguard and promote the welfare of adults for whom you have responsibility, or with whom you come into contact, to include adhering to all specified procedures.
19. To embed the principles of Making Safeguarding Personal and ensure all safeguarding activity is person-centred.
20. Ensure that the PDR process operates effectively within your team and end of year reviews are completed and submitted to the Council's timescales.
21. Manage your team in line with all the Council's policies and procedures and ensure that employees are aware of their obligations under these.
22. Behave according to the Employees' Code of Conduct and ensure that employees in your team are aware of their obligations and responsibilities re. conflicts of interest, gifts, hospitality and other matters covered by the Code.
23. Ensure that the Council's Equality agenda is implemented effectively in your team and to carry out your duties as a manager and employee in line with these.
24. To fulfil your health and safety management role as detailed in both Corporate and Group Health and Safety Policies, organisational statements and procedures to ensure a safe working environment for yourself, members of your team and others who may be affected by your team's activities.
25. Any other duties of a similar nature related to this post that may be required from time-to-time.

26. Darlington Borough Council and schools within the Borough are committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment.
27. This post is deemed to be a 'Customer Facing' role in line with the definition of the Code of Practice on the English language requirement for public sector workers.
28. This post is subject to an enhanced disclosure. The successful applicant will be subject to the relevant vetting checks before an offer of appointment is confirmed. Following appointment the employee may be subject to rechecking as required from time to time by the Council.

Date: October 2018

DARLINGTON BOROUGH COUNCIL**ADULTS SERVICES****PERSON SPECIFICATION****TEAM MANAGER****POST NO. D11678 & D12043**

All appointments are subject to satisfactory references.

Criteria No.	Attribute	Essential (E)	Desirable (D)
	Qualifications & Education		
1	Professional Social Work Qualification (e.g. Degree, DipSW, CQSQ or CSS as relevant)	E	
2	Post qualifying training relevant to a social work specialism (or university Certificate in Advanced Professional Development in specialist social work)	E	
	Experience & Knowledge		
3	Experience of working with adults, carers and communities	E	
4	Approx. 5 years' relevant post qualifying experience in Adults Statutory Services	E	
5	Approx. 3 years' experience of effectively managing the most complex cases with little requirement for support and being responsible for decision making and meeting timescales	E	
6	Working knowledge of the relevant current legislation such as Care Act 2014 and Mental Capacity Act 2005	E	
7	Knowledge, understanding and practical experience in the application of appropriate legislative frameworks, procedures and practises	E	
8	Approx. 2 years' experience working adult safeguarding casework	E	
9	Experience of undertaking assessments, support planning and within statutory social care setting and analyse information gained to inform risk assessments	E	
10	Experience of chairing a range of meetings.	E	
11	Experience of quality assurance and effective closure of own and others casework	E	
12	Experience of developing, contributing and implementing strategies, policies and service procedures and ensuring compliance	E	
13	Approximately 2 years' experience of managing a team including performance development	E	
14	Experience of effective budget management	E	
	Skills & Personal Attributes		
15	To be IT literate, capable of using MS Word / Excel and Office packages and use case management systems with confidence	E	
16	Ability to communicate both orally and in writing to a wide range of audiences (including ability to write clear and concise reports and presentations)	E	
17	Ability to form effective working relationships with users of the service, help to clarify and express their needs and contribute to service planning	E	
18	Ability to analyse and interpret information gathered during the assessment process	E	
19	Ability to monitor the understanding of others, develop approach and take corrective action if required	E	
20	Ability to demonstrate sound organisational skills, work under	E	

	pressure and determine priorities to meet strict deadlines		
21	Ability to work to broad policy guidelines and to use discretion and act on own initiative as required	E	
22	Demonstrate ability to work effectively in increasingly more complex situations	E	
23	Ability to access reliable transport to carry out the travel requirements of the post	E	
24	Flexible and responsive approach to working environment and arrangements and the ability to work outside of normal office hours	E	
25	Ability to drive improvements to practise across services	E	
	Special Requirements		
26	The ability to communicate at ease with customers and provide advice in accurate spoken English	E	
27	Enhanced DBS check required (3 yearly re-checking process may be undertaken in line with Council policy depending on specialism)	E	
28	Suitability to work with vulnerable adults	E	
29	Registered with the HCPC	E	
30	Interest in working with adults to promote their development and educational needs.	E	
31	Ability to form and maintain appropriate relationships and personal boundaries with adults and carers and their families	E	
32	Emotional resilience in working with challenging behaviours and attitudes to use of authority and maintaining discipline.	E	