Northumberland County Council

**JOB DESCRIPTION**

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| **Post Title:** Team Manager | | | | **Director/Service/Sector** Adult Social Care | | **Office Use** |
| **Band:**  10 | | | | **Workplace:** | | **JE ref:** 1769  **HRMS ref:** |
| **Responsible to:** Operational Manager | | | | **Date:** | **Lead & Man Induction:** |
| **Job Purpose:** Team management of staff providing core health and social care services to a defined population. Maintaining overall responsibility for service planning and ensuring efficient delivery of services in line with policies lay down by Northumberland Care Trust and Northumberland County Council Social Services Department. | | | | | | |
| **Resources** | | Staff | Direct operational responsibility for staff | | | |
| Finance | | | Management of care management budget within delegated parameters | | | |
| Physical | | | None | | | |
| Clients | | | Direct interventions/ influence on service users & carers well being | | | |
| **Duties and key result areas:** Individually or as part of a team,   |  | | --- | | **5. MAIN DUTIES/RESPONSIBILITIES**  **Key Result Areas**   * Day to day management of the community multi-disciplinary care management team within a specified area. * Management of staff providing a range of community based services which contribute to on-going care, rehabilitation and intermediate care. * To ensure effective and timely service delivery and development across the interfaces between professions, teams and organisations. * To maximise individual and service outcomes and facilitate a person centred approach to promoting clients’ independence. * Required to manage financial and physical resources in the team in accordance with legal requirements and service principles. * To manage the delegated care management budget for the team. * Registration with professional body is essential. There is a necessity to work within the codes of conduct/guidance of one’s professional body. * A knowledge of legislation, government and Care Trust policies is essential in order to work within the field of health and social care. * An ability to deal with expected interruptions is essential.   **Planning and Policy Development**   * Required to inform, monitor and advise contracts department in relation to services provided under contract or through service level agreements. * In care planning required to ensure that there is reference to Fair Access to Care Standards, Vulnerable Adults procedures, Hospital Discharge Policy   and guidelines.   * Required to implement policies for own work area and for active involvement in proposing policy or service changes which impact beyond the lead care manager’s own area of responsibility. * As Team Manager there is a regular requirement to participate in working parties proposing policy changes e.g. Direct Payments, Single Assessments, Continuing Health Care, Vulnerable Adults Committee etc. * Required to ensure regular meetings and review of social care provision in line with local and national agreed policies and guidance/procedures. * To advise the Commissioning Officers in determining the service development necessary in response to assessed need and to contribute to policies and procedures either at area or county level. * Required to design, develop and implement community services within one’s locality. * Required to work with providers of services to plan and organise a broad range of complex activities and/or programmes of service, some of which are on-going and require adjustment/review accordingly e.g. developing/formulating home and day care provision, highly complex home care provision, long term residential care and nursing etc.   **Financial and Physical Resources**   * Experience and skills in budget management and related financial policies is essential. * Required to manage a devolved budget. * Key responsibility for authorising expenditure and being accountable for expenditure within the Team Manager’s allocated budget. * Responsible to monitor the team budget, reviewing monthly spending in order to ensure financial commitments are within a predetermined budgetary limit.   **Human Resources**   * To be responsible for the professional and personal career development of staff members including identification of training needs. Required for undertaking annual staff personal development reviews. * Required to ensure an appropriate deployment of staff within the team ensuring an appropriate skill mix. * Required to ensure direct line management responsibility for a number of qualified and non-qualified staff. To provide regular formal line management and professional supervision in line with organisational policy. * Required to provide support, direction and guidance on a day to day basis to regular staff team * Required to be actively involved in the recruitment and selection of staff to your team and implementing appropriate induction and ongoing training of new staff. * Required to manage, sick leave, annual leave, lieu time, flexi and special leave for the team. * Required to identify and respond appropriately to issues in relation to capability, disciplinary and grievance. * Required to promote and ensuring safe working practice for all team members both within the office environment and in the wider community at all times-lone working policy, health and safety policy, risk assessments, moving and handling assessments etc. * Required to facilitate student placements within the team e.g. nurses, social workers. * Required to arranging and chairing meetings including those involving clients and other professionals e.g., Vulnerable Adults, Continuing Health Care, Strategy/planning meetings, Primary Health Care Team meetings, contract meetings, Care Programme Approach, etc. * Required to inform, monitor and advise contracts department in relation to services provided under contract or through service level agreements. * Required to ensure the provision of a duty service during normal office working hours. * Required to consultation, guidance or instruction in relation to matters arising from duty. * As line manager there is a requirement for you to impart unwelcome news to staff, clients and /or relatives. This includes information regarding disciplinary and grievance, withdrawal/reduction of service, availability of resources, criteria for service provision, terminal illness, vulnerable adults, child abuse, forensic etc. * Required to ensure appropriate deployment of staff. To prioritise referrals. As line manager it is your responsibility to analyse and prioritise referrals for assessment prior to allocation. * Required to undertake the management tasks for other Team Managers in their absence e.g. annual leave, sickness * Requirement to act as key holder for the premises including being available outside office hours if the occasion arises e.g. burglar alarm call out. * Requirement to attend regular office management meetings. * Required to ensure specialist assessments of need are undertaken.   **Patient/Client Care**   * Required to ensure risk assessments are undertaken and acted upon appropriately by self and others e.g. home care packages, residential care placements, moving and handling, challenging behaviour, public and personal protection etc. * Required to ensure out of hours (emergency duty system) is informed of potential as well as on-going problems. * Accountable for the delivery of a high quality assessment and care management service within one’s own discipline e.g. Care management service for older people, younger people with physical disabilities and people with a learning disability. * Required to ensure external agencies are provided with appropriate reports (risk assessments) e.g. Home Office, prison service, Care Programme Approach. * Required to for ensuring care management service and support is provided to clients detained in either the prison system or secure hospital settings e.g. Acklington prison, St. George’s, Northgate. * Required to provide a high level of specialist intervention and knowledge e.g. social work, occupational therapy, nursing etc. * Required to ensure up to date and accurate daily client record keeping, using and checking both manually and electronically generated records in line with statutory and agency requirements.   **Research and Development**   * To actively seek up to date research and disseminate this to the team. * Requirement to occasionally participate in research and development programmes applicable to health and social care and in particular those associated with assessment and care management e.g. personalisation, clinical and care governance, etc. | | **6. SYSTEMS AND EQUIPMENT**   * Required to for auditing the team’s care management case files. * There is frequent requirement to record information electronically e.g. report writing, budget information, departmental policies and procedures and Professional Development Reviews. * Ability to analyse, interpret and process data received electronically e.g. spreadsheets, budgetary information/discrepancies, client complaints. * Requirement to attend or chair case conferences, continuing health care and discharge meetings and other formal meetings at which clients and other professionals attend. | | 1. **PHYSICAL SKILLS**   You must be able to discharge the full duties of the post and able to meet the transport requirements of the post. |  |  | | --- | | **8. DECISIONS AND JUDGEMENTS**   * To assist with the development and implementation of strategic commissioning strategies, service and team planning and quality assurance frameworks for a range of services. * To ensure that services commissioned and/or provided are continually modernised and can demonstrate excellent Value for money. * Where appropriate will work jointly with other health and social care providers to shape an integrated whole system approach to service delivery across Northumberland. | | **9. COMMUNICATIONS AND RELATIONSHIPS**   * To be a representative of Adult Care as appropriate at management and officer groups and in meetings with non executives, elected members and external organisations at local, national and provincial level, providing advice and information as required. * Promote and develop joint working across health and social care in line with strategic direction for active and transparent partnership working. * Establish an effective communication network within own areas promoting and encouraging active participation of staff. * Ensure communication with, and involvement of users and carers about service development. * To support the implementation of partnership based service developments and integration where appropriate internally within Adult Care, internally within the Care Trust and the Council and externally with other partners e.g. the NHS, voluntary and independent sector. * To assist the Head of Service to maintain key customer links with relevant partners e.g. other sections within Neighbourhood Services and corporate function e.g. Corporate Finance, Human Resource Services and Information Technology Services. | | | | | | | |
| **Work Arrangements** | | | | | | |
| Physical requirements:  Transport requirements:  Working patterns:  Working conditions: | **PHYSICAL EFFORT**   * Can be extended periods of sitting at a computer producing / reviewing reports etc. * Driving between locations for meetings   **MENTAL EFFORT**   * Frequent periods of concentration required to produce complex reports, business cases and strategic documents to analyse   budgetary information   * There are frequent interruptions from phone calls, being bleeped etc. often requiring immediate response, producing new pieces of work   or meeting members of staff / colleagues EMOTIONAL EFFORT  * Frequently involved in difficult situations involving staff members e.g. disciplinary issues, sickness management and less frequently   redeployment issues e.g. as a result of service closure / change   * Involvement in complaints investigations as investigating officer means addressing difficult situations with staff and directly with patients   and carers  **WORKING CONDITIONS**   * Daily PC use | | | | | |

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**PERSON SPECIFICATION**

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| **Post Title:**  Team Manager | **Director/Service/Sector:** Adult Social Care | Ref: 1769 | |
| **Essential** | **Desirable** | | **Assess**  **by** |
| **Qualifications and Knowledge** | | | |
| * Relevant degree or professional qualification | Degree level education  Management qualification   * Qualification or training in management * PQ awards * Practice teacher or equivalent award | |  |
| **Experience** | | | |
| * Experience of managing performance to agreed standards and target * Documented evidence of continuing professional development | * Experience in planning service delivery * Supervision of staff or students | |  |
| **Skills and competencies** | | | |
| * Ability to lead and manage an integrated multi-agency team * Well developed interpersonal skills with the ability to communicate effectively with a variety of people through a variety of mediums. * Ability to manage change * Ability to manage conflict * Well developed negotiating and organisational skills. * Able to prioritise conflicting demands and requirements, meet tight deadlines and timescales. * Ability to assess service needs, develop and evaluate programmes and projects/plans to meet those needs. * A commitment to equality of opportunity. * Up to date knowledge of relevant professional theory and legislation * Ability to form positive working relationships with colleagues and external agencies * Proven negotiation skills * Ability to communicate effectively both verbally and in writing * Ability to provide day to day management and formal supervision to a team * Ability to make decisions about care plans within delegated budgetary frameworks. * Ability to operate systems and procedures effectively * Proven competence in handling work of a complex nature * Ability to motivate, influence and support others * High level of personal organisational skills and an ability to prioritise | * Use of IT databases and spreadsheets * Advocacy skills * Presentation skills * Research skills * Group work experience * Experience of multi-disciplinary working and management of multi-disciplinary teams | |  |
| **Motivation**   * Positive attitude to supervision and training * Willingness to attempt new challenges and approaches * Positive attitude to combating ageism, disability etc. * Desire to help people solve problems * Flexibility in carrying our duties * Interest in developing systems, services and the skills of others | | | |
| Commitment to inter-agency working.  Willingness to work occasional evenings/weekends. |  | |  |
| **Other** | | | |
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Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits