**CHILD & ADULT SERVICES DEPARTMENT**

**HARTLEPOOL BOROUGH COUNCIL IS COMMITTED TO SAFEGUARDING AND PROMOTING THE WELFARE OF CHILDREN, YOUNG PEOPLE AND VULNERABLE ADULTS.**

**THIS POST IS SUBJECT TO SAFER RECRUITMENT MEASURES, INCLUDING AN ENHANCED DBS CHECK.**

**JOB TITLE:** TEAM MANAGER – Direct Care & Support Services

**DIVISION** ADULT & COMMUNITY BASED SERVICES

**GRADE:** BAND 12

**RESPONSIBLE TO:** TEAM MANAGER - PROVIDER SERVICES

**LOCATION:** THE POSTHOLDER WIL BE EXPECTED TO SERVE IN ANY LOCATION WITHIN THE BOUNDARIES OF HARTLEPOOL BOROUGH COUNCIL

**POST REFERENCE NO:** 106232

# **PURPOSE OF POST**

To lead and manage the activities of a team(s) providing personal care and support to enable people to have more control over their own lives through person centred approaches. The Post holder is responsible for maximising opportunities which promote community inclusion, participation, and are responsive to the needs and wishes of individuals. A principle function of the post is to lead and support teams responsible for ensuring the delivery of direct care and support and access to Telecare services for older people and people with a Disability.

This will include support with daily living, maintaining their homes and actively encouraging their engagement with leisure, work/volunteering, education and training opportunities.

The duties of this post include supervising the activities of a team of staff. To enable people to have more control over their lives through person centred approaches which promote participation and social inclusion.

**PRINCIPAL DUTIES AND RESPONSIBILITIES**

1. To support the Team Manager in delivering the vision for social care and providing direction and guidance to staff, ensuring that they understand the aims and objectives of their role in meeting the assessed needs of people in relation to supporting them to live as independently as possible in their own homes and as active citizen’s within their communities.

2. To assist the Service areas to ensure that work is carried out in accordance with all relevant statutory policy, codes of practice and procedural guidelines of Hartlepool Borough Council.

3. To act as the registered Manager (Direct Care & Support Services) for the delivery of services in line with the Care Quality Commission’s essential standards, and to promote and implement service standards to ensure that services are delivered to the highest possible quality.

4. To support the Team Manager to implement quality assurance systems to ensure continuous improvement of the service.

5. To assist the Team Manager to identify risks, hazards and precautions to promote safe working practice for both staff and people who use services to comply with Health and Safety Legislation.

6. To take a lead role in reviewing policies, procedures and practice guidance relating to Direct care & Support Services

7. To lead and manage and identify team and individual training/development needs and actively engage in meeting the needs where appropriate.

8. To take a role in the recruitment, selection and induction of staff.

9. To assist the Team Manager where appropriate responding to informal complaints, comments and concerns, assess situations and seek resolutions to avoid the development of formal complaints.

10. To assist the Team Manager to effectively manage the sickness absence of staff by carrying out back to work interviews, record keeping and liaising with Human Resources.

11. To undertake the supervision and appraisal of staff in accordance with the department’s policies and procedures and assist with performance management.

12. To establish and maintain good working relationships with assessment teams and other agencies within the community to support and enable people with disabilities to reach their full potential.

13. To support the Team Manager in ensuring a high standard of person centred support is provided and ensure that all information and records are accurate and regularly updated.

14. To provide direct care and personal support to service users where required

15. To plan and maintain work programmes for staff, check and authorize timesheets to ensure that claims have been accurately completed in relation to hours, annual leave, expenses and mileage.

16. To re-arrange the service, notify and inform people about service or staffing changes.

17. To deal with cash on a day to day basis in line with Hartlepool Borough Council’s financial policies and procedures if required.

18. To chair team meetings and take minutes when required.

19. To inform the Team Manager of any issues, changes or constraints, which may result in the failure to provide an effective service.

20. To produce and work a roster, which may include weekend or evening working as and when required.

21. To demonstrate a commitment to the principles of equal rights both in relation to employee issues and service deliver and adhere to the policies of the council at all times.

22. To treat all information gathered for the Council and the department, either electronically or manually, in compliance with the Data Protection Act.

23. To complete, monitor and review written documentation, including the plans for people with disabilities, on a regular basis.

24. To assist as required in the preparation for inspections and reviews and participate as requested in implementing the resulting action plans.

25. To ensure that the Council’s corporate health and safety policy is adhered to.

26. To participate in staff development and training programmes according to Council and departmental policies.

27. To work to achieve continuous improvement in service delivery within the post holders area of responsibility.

28. To promote and implement the Council’s equal opportunities policy in all aspect of employment and service delivery.

29. To supervise staff who work closely with older people or people with a disability need in relation to ensuring that they positively promote independent living skills within the community. This will include ensuring that staff engage with people to develop sound working relationships that promote and rapport based on respect and dignity within appropriate and transparent boundaries. The post holder will support the team to work with people who have disabilities to promote their physical and mental health, maintain them in their homes and in their community environment and help them to build their own support networks.

30. The post holder will undertake any other duties reasonably required in the absence of the Team Manager.

Job Description prepared:

Job Evaluation Number:

Date issued to post holder:

Agreed/Accepted by post holder:

Date:

The post holder will be required to apply for an enhanced check through the DBS process.

**Developments**

The work of all Local Government departments changes and develops continuously which in turn requires staff to adapt and adjust. The functions/responsibilities above should not therefore be regarded as immutable but may change commensurate with the grading of the post. Any such changes will naturally be the subject of discussion and consultation.