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| **Job Description** | |
| **Post title** | Locality Team Manager |
| **JE Reference No** | N6497 |
| **Grade** | Grade 14 |
| **Service** | Adult and Health Services |
| **Service Area** | Adult Care – OP/PDSI |
| **Reporting to** | Strategic Manager (OP/PDSI) |
| **Location** | Your normal place of work will be at any Council workplace within County Durham. |
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| **DBS** | This post **is** subject to a **enhanced disclosure**. |
| **Flexitime** | This post **is** eligible for flexitime. |
| **Politically restricted** | This post **is not** designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |

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| **Description of role** |

To manage and co-ordinate the Service’s resources and services in the most effective and efficient way possible, ensuring that the quality standards and strategic objectives of the Service are maintained and developed at a local level. To achieve an integrated and responsive approach to locality and customer issues.

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| **Duties and responsibilities** |

* **Team Management**

To provide vision and leadership in the management of the teams ensuring that effective systems are in place for the assessment of need, the allocation and management of workloads, the application of the Authority’s and Service’s procedures and guidelines, including those relating to equality and supervision and appraisal and all aspects of staff performance, personal development, health and welfare. To be accountable for the recruitment of staff in accordance with the Authority’s policy and to ensure that the Authority’s policies are followed in relation to grievance, harassment or discipline.

* **Financial Management**

To manage a designated budget ensuring that the Service achieves value for money in all circumstances through the monitoring and control of expenditure and the early identification of any financial irregularity.

* **Operations Management**

To manage team resources so that responses to the needs of the public, Elected Members and partner agencies are prompt, flexible and sensitive to the changing needs of that setting and locality.

* **Performance Management**

To assist in the development and setting of local performance management indicators for their services area and to monitor and manage team performance against them. To ensure that national and departmental performance targets are met. To provide appropriate, necessary verbal or written information, monitoring statistics and reports as request in relation to the work and activities of the locality involved in the commissioning of social care services.

* **Professional Practice**

To provide a service development element to the social care OP/PDSI staff within the locality to ensure that professional practice and systems development is carried out to the highest standards and is in line with the Service’s stated objectives of continual improvement in the quality of service.

* **Partnerships**

To facilitate and develop the local partnership strategy. To establish and maintain good collaborative arrangements with primary health care trusts, Primary Care Teams, Foundation Health Trusts, and other relevant partner agencies. To lead and develop local planning and engage with partner agencies to promote the development of new jointly integrated working arrangements.

* **Service Improvements**

To assist the Operations Manager by taking lead or representative roles in the development of operational services, pathways or procedures ensuring the standards and strategic objectives of the service are incorporated at local, regional or national level.

* **Legislation**

To acquire and sustain a detailed awareness and understanding of current national legislation, guidance and developments in relation to social care service provision

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide

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* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information and follow the council’s policies and procedures in relation to data protection and security of information.

* **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

*The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.*

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| Person specification | | |
|  | Essential | Desirable |
| Qualifications | * Appropriate professional Social Care qualification, i.e. * Degree in SW or recognised equivalent – * Current registration with Social Work England. | * NVQ 4 in Management or equivalent |
| Experience | Relevant post-qualifying experience including  * personnel supervisory responsibilities, project and change management, inter-agency and partnership development and the monitoring and development of practice standards. |  |
| Skills & Knowledge | Capacity to innovate and develop services;Developed inter-personal skills;Organisational and administrative skills;Ability to negotiate;Ability to manage complex budgets;Staff recruitment, retention and motivation;  * Willingness to achieve NVQ Level 5 in management or equivalent within 3 years of appointment subject to available funding; * Access to a car or access to a means of mobility support (if driving must have current valid driving licence and appropriate insurance).      * Knowledge of services; * Awareness of the legal framework; * Knowledge of contracting of and service level agreements. |  |
| Personal Qualities | * Personal commitment and drive; * Flexible approach to work; * Shows integrity and fairness in decision making; * Can demonstrate leadership. |  |