

Northumberland County Council
JOB DESCRIPTION

Post Title: Occupational Therapy Team Manager		Director/Service/Sector Adult Care Directorate	Office Use
Band: 11		Workplace: Locality Team Office/Agile	JE ref: Z263 HRMS ref:
Responsible to: Adult Social Care Occupational Therapy General Manager and Operations Manager		Date: January 2022	Lead & Man Induction:
Job Purpose: To lead and manage an Occupational Therapy locality team. To work collaboratively with service users and their families/carers to assess their needs, plan and deliver occupational therapy services in accordance with statutory duties within the legislation and regulation framework. To provide service strategic planning, supervision, consultation and other management tasks to comply with statutory responsibilities in line with NCC policy and procedures and, ensuring that the duties necessary to comply with statutory and NCC Adult Social Care procedures and policies, including safeguarding, are carried out.			
Resources	Staff	Lead and line manage a locality team of qualified Occupational Therapists, Occupational Therapy Assistants, Technical Instructors, Admin Assistant(s) and any other staff as directed by senior management. To provide cover for other locality teams as and when required	
	Finance	Share accountability for operational budget and to adopt day to day budget monitoring responsibility for the specific service budget. Strategically managing the finances to identify cross-cutting growth, opportunities and efficiencies.	
	Physical	Day to day updating and maintenance of complex, sensitive and confidential data, including electronic client data systems. Carry out complex physical home assessment to support staff members. Travel to client's homes and various other establishments.	
	Clients	Contact with adults, their families/carers within their own homes. There will be contact with a range of agencies and partners.	
Duties and key result areas: Individually or as part of a team, <ol style="list-style-type: none">1. To ensure that adequate arrangements are in place to promote the welfare, health, independence and functional development of adults.2. To manage qualified and unqualified Occupational Therapy staff, ensuring that services to adults and families are provided in accordance with agreed priorities and within statutory requirements and Northumberland County Council (NCC) policies and procedures.3. To provide professional, clinical leadership to the Community Occupational Therapy Service.4. Ensure the practice of each Occupational Therapist meets agreed NCC, HCPC quality standards and codes of conduct and the Royal College of Occupational Therapy (RCOT) code of ethics and professional standards, including compliance with CPD standards and re-registration for qualified staff.5. Responsibility for the management oversight and quality assurance of complex assessments6. To take responsibility for developing strategies, skills, expertise and knowledge for a wide range of practice issues and to provide consultation, coaching and mentoring within the team and across the service. This will include taking responsibility to maintain and develop professional links and lead with multi agency professionals.7. To provide specialist Occupational Therapy input to strategic planning, development and evaluation of clinical and care services, protocols and policies within the Occupational Therapy Services for Adults.8. To role model compassionate and inclusive leadership in order to shape the creation of a collective leadership culture in line with NCC values and culture9. To oversee the operations of the Occupational Therapy teams making decisions and providing advice and guidance to Occupational Therapy and Occupational Therapy Assistants/Technical Instructors with regards to adults. Chairing MDT meetings. Allocating work to all staff within the Occupational Therapy service in accordance with guidance and supporting them to ensure the delivery of effective, multi-disciplinary services. Ensuring work is of a consistently appropriate standard.10. To promote an integrated service delivery in conjunction with Integrated Occupational Therapy Teams.			

11. To be responsible for the investigation of complaints and incidents, gathering and summarising evidence. To participate in the analysis of critical events and implementing changes where appropriate.
12. To be conversant with operational and practice issues pertaining to the delivery of Occupational Therapy to adults and families/carers to ensure that adults most in need are prioritised and responded to appropriately.
13. Utilise the skills within the team to develop and implement programmes of activity, prevention and early intervention in order to support adults and families/carers in the community, including Adults in Need and looked after adults.
14. To provide a comprehensive Occupational Therapy Service for Adults who may have challenging behaviour, communication difficulties, mental health difficulties, complex physical and/or a learning disability
15. Supported by the Operations Manager, set up robust systems and processes to ensure the service interfaces effectively with other professional groups e.g. GP's, District Nursing, Challenging Behaviour Teams and other teams and services across partner organisations and facilitate staff to work within other teams to promote and deliver integrated services.
16. Manage and maintain positive relationships with partner organisations and other external bodies.
17. To provide Occupational Therapy management to the responder service and respond to queries from the Duty officer on issues relating to Occupational Therapy.
18. Responsible for ensuring that the team achieve key service delivery objectives identified within the service plan. In addition, develop and implement systems to ensure satisfactory team performance against key performance indicators.
19. Responsible for ensuring that the objectives set out in statutory guidance and departmental procedures are implemented within the team.
20. Responsible for ensuring that specific areas of service delivery are developed and delivered to meet the needs of adults and families/carers requiring specialist Occupational Therapy for a range of associated assessed needs.
21. To manage financial and other resources effectively and efficiently in line with NCC regulations and to report to senior management on a regular basis regarding the financial position of the designated service area.
22. To monitor and evaluate team performance against service targets including the monitoring of caseloads and the complexity of cases.
23. To provide reports and updates to the management teams as required.
24. To ensure the maintenance of record keeping in accordance with statutory requirements set by HCPC, RCOT and NCC policy and procedures.
25. To identify staff learning needs at an individual and service level and facilitate the development of and provision of high-level learning opportunities to ensure that staff meet the competencies required to deliver the service in accordance with NCC policies and procedures
26. To ensure the service is adult and family/carer centred, focussing and promoting the overall safety and safeguarding of all vulnerable adults and those at risk of significant harm.
27. To be responsible for the recruitment, selection, induction, training and development of staff in accordance with NCC policies and procedures.
28. Responsible for the day-to-day administration and management of the team's offices, including health and safety requirements.
29. To approve and make arrangements for student placements within the team
30. Contribute to the strategic development of the service by developing new ways of working and efficient practices.
31. To work with the Senior management team including, Occupational Therapy Professional Lead, Operations manager, other Occupational Therapy Team Managers and Adult Social Care Team Managers in the development of a high quality equitable County-wide Service
32. To actively participate in directorate wide projects related to adults as approved by the senior management.
33. Deputise for the Operations Manager and Professional Lead Occupational Therapist, at internal and external meetings as and when required.
34. To advise and alert the Operations Manager of any situation that may be contentious, complex or critical or costly to the team or service so that an appropriate risk assessment and management plan can be put in place.
35. Other duties appropriate to the nature, level and grade of the post

Work Arrangements

Physical requirements:	To be able to attend meetings and provide service delivery throughout Northumberland.
Transport requirements:	Flexibility to meet the demands and delivery of the service.
Working patterns:	
Working conditions:	Occasional participation in Out of Hours support to service rota cover arrangements as required Office based/Agile working although some lone working within the community.

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PERSON SPECIFICATION

Post Title: Team Manager		Director/Service/Sector: Children's/Adult Services		Ref: Z263
Essential		Desirable		Assess by
Qualifications and Knowledge				
A professional Occupational Therapy qualification e.g., Degree in Occupational Therapy BSc (Hons), Diploma in Occupational Therapy, Masters in Occupational Therapy Health and Care Professions Council registration Practice Placement Qualification Highly specialised knowledge and expertise in the delivery of Occupational Therapy services Knowledge of adult/child development and issues around work with families/carers and adults/children including safeguarding and adult/child protection. Knowledge of preventative and public health approaches. Knowledge of Adult legislation. Up to date understanding of the key issues and relevant theoretical background facing professional adult social care Occupational Therapy. Understanding of Occupational Therapy outcome measures Comprehensive knowledge of Manual Handling Legislation Evidence of post qualification experience and training		Management qualification Diploma in Patient Handling or post-qualifying experience of Manual Handling skills Membership of Royal College of Occupational Therapy		
Experience				
Extensive experience in adult social or health care, for clients with Physical disabilities, Learning disabilities and mental health diagnosis. Significant experience of team management including appraisal and supervision Experience of managing performance to agreed standards and targets Ability to work in stressed and pressurised situations to meet deadlines Proved experience in decision making skills and abilities Experience of working with adult safeguarding systems and procedures.		Experience of working within a multi-agency setting. Experience of managing staff and services in the public or voluntary sector. Experience of budget management		
Skills and competencies				
Ability to lead and manage a multi-skilled team. Highly developed interpersonal skills with the ability to communicate effectively with a variety of people through a variety of mediums. Ability to lead and manage a multi-skilled team Ability to manage change and conflict Highly developed negotiating and organisational skills. Able to prioritise conflicting demands and requirements, meet tight deadlines and timescales. Work autonomously and set own and other's priorities Ability to use and be able to demonstrate to others effective manual handling techniques, which will require a moderate physical effort for short periods of time on an occasional basis.				

<p>Ability to assess service needs, develop and evaluate programmes and projects/plans to meet those needs.</p> <p>Ability to develop research and audit skills through participation in audit and/or research projects/activities as part of department/clinical team</p> <p>Ability to feedback and disseminate research/audit findings at a local, regional and national level as appropriate</p> <p>A commitment to equality of opportunity.</p> <p>An awareness of the principles of budget management.</p> <p>Effective IT skills to be able to write reports and update relevant systems.</p> <p>Experience using IT databases and spreadsheets.</p> <p>Ability to work across agency boundaries within a multi-professional setting.</p> <p>Ability to work at both operational and strategic levels in terms of future service development.</p>		
Physical, mental and emotional demands		
<p>To be a resilient practitioner with the ability to manage intense emotional demands</p> <p>Physically capable of discharging the full duties of the post</p> <p>Lengthy periods of mental attention and high levels of pressure from conflicting demands and pressure to meet statutory deadlines</p> <p>To work flexible and agile working arrangements in line with NCC policy</p> <p>Ability to meet the transport requirements of the job, which will include some journeys to adults and their families' homes and other establishments</p>		
Motivation		
<p>Commitment to inter-agency working.</p> <p>Willingness to work evenings/weekends when necessary</p> <p>Positive attitude towards supervision, training and continuous professional development.</p> <p>Willingness to attempt new challenges and approaches.</p> <p>Positive attitude toward supporting equality and diversity.</p>		
Other		
<p>The position requires an Enhanced Disclosure and Barring Service (DBS) check</p> <p>Well presented, to act as a role model for junior staff</p>		

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