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| **Job Description** |
| **Post title** | Team Manager – LD Integrated Community Service |
| **JE Reference No** | N6460 |
| **Grade** | Grade 14 |
| **Service** | Adult and Health Services |
| **Service Area** | Adult Care – LD/MH |
| **Reporting to** | Strategic Manager (Learning Disabilities/Mental Health) |
| **Location** | Your normal place of work will be a locality office within County Durham, but you may be required to work 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** 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 resources and services in the most effective and efficient way possible, ensuring that jointly agreed quality standards and strategic objectives are maintained and developed at a local level.

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| **Duties and responsibilities** |

Listed below are the responsibilities this role will be primarily responsible for:

* **Team Management**

To provide vision and leadership in the management of a specialist group of staff ensuring that effective systems are in place for the assessment of need, the allocation and monitoring of workloads and, the application of procedures and guidelines including those relating to Equality, Supervision and Appraisal and to all aspects of staff performance, personal development, health and welfare. The Team Manager will directly manage the services provided by Social Workers and Community Nurses and give day to day management to Occupational Therapists, Speech and Language Therapists, Physiotherapists and Psychologists and assistants to each professional group. Staff within Psychology and Therapies will be clinically line managed by the relevant professional heads within Tees, Esk and Wear Valley Trust, in co-co-ordination with the Team Manager although day-to-day management of their work will be the responsibility of the Team Manager. Psychiatrists will also form part of the local teams and have regular contact with them, although the Team Manager will not manage them.

* **Financial Management**

 To manage a designated budget ensuring that the joint agencies achieve value for money in all circumstances through the monitoring and control of expenditure and early identification of any financial irregularity. This will include budget management County Durham PCT, Children and Adults funds and TEWV which is delegated to locality team level. Such financial management will be required that the post holder maintains regular contact with finance sections within Children and Adults, Tees, Esk and Wear Valley Trust and the PCT.

* **Strategic Management**

 To identify opportunities for service development in line with central government directives and in accordance with objectives contained within Valuing People – “A Strategy for Learning Disabilities for the 21st Century”. To consider information relating to need and service gaps, and to seek appropriate sources of funding for the commissioning of such services, including reprioritisation and disinvestment within the delegated budget.

 To work with colleagues on a multi-disciplinary, partnership basis to ensure specific strategies including management of practice (as specified with “Valuing People”) are delivered within identified timescales.

* **Operations Management**

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

* **Professional Practice**

 To ensure that professional practice is carried out to the highest standards and is developed in line with Durham County Council and partner agencies stated objectives of continual improvement in the quality of service.

 To facilitate best practice within the Team and to ensure appropriate Clinical Governance/Best Valueby engaging staff with a ‘bottom up’ approach.

To ensure that any issues of concern relating to a team member’s performance are addressed through the established protocols existing for each employing authority within the integrated partnership

* **Quality Assurance**

 To set, monitor and evaluate standards of individual, team performance and service quality so that Service User, joint agency and national requirements are met and only high quality local services are commissioned and developed.

To implement, monitor and evaluate standards that are set as part of Tees, Esk and Wear Valley Trust’s Clinical Governance agenda and the local authority’s Best Value agenda.

To provide appropriate information that supports Clinical Governance and Best Value**.**

 To facilitate the development of Clinical Governance and Best Value action plans as part of the Team’s overall objectives.

* **Partnership**

 To facilitate and develop the local partnership strategy ensuring that the commissioning of local services is consistent with this approach. This will include chairing and co-ordination of specific Valuing People Task Groups consisting of a wide range of local agencies and service users and carers.

 To establish and maintain good collaborative arrangements with Primary Care Trusts, Primary Care Teams, Local Health Trusts and other relevant partner agencies.

A willingness to achieve NVQ Level 4 or an equivalent management qualification within 3 years of appointment (subject to available funding) and a commitment to continuous professional development.

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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.

* **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 | * Professional qualification in social or health care to Diploma level (or recognised equivalent)
* OR degree in relevant health / social care subject
* Current registration with appropriate professional body.
 | * NVQ 4 in Management or equivalent.
* Post qualification/registration qualification in relevant area. Teaching qualification to Diploma level.
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| Experience | * Relevant post-qualifying or registration experience including some project or personnel supervisory responsibilities, inter-agency and partnership development and the development of practice standards.
 | * All of the duties and responsibilities. Would suggest expanding:
* Experience of managing budgets
* Partnership Working
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| Skills & Knowledge | * Can speak with clarity in group settings and meetings.
* Can write with clarity and brevity.
* Can write specific Action Plans for specific targets.
* Can collect and analyse information for decision-making purposes.
* Can motivate and organise staff professional development opportunities.
* Can involve users of their service in staff training and planning future developments.
* Chair regular and effective team meetings.
* Able to accurately record expenditure and account for resources.
* Understand the purpose of direct observation at the point of service delivery.
* Employ methods of workload analysis planning and allocation.
* Uses supervision appraisal as vehicles for identifying training and professional development needs.
* Understand the centrality of user to their services.
* Have capacity to innovate and develop services.
* Have well developed inter-personal skills.
* Have your own organisational and administrative skills.
* Ability to negotiate
* Ability to manage complex budgets.
* Able to manage 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 learning disability services
* Knowledge of commissioning and provider services.
* Awareness of the legal framework.
* Knowledge of contracting and service level agreements.
* Knowledge of the principles of change and project management.
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| Personal Qualities | * High Standards
* Personal commitment and drive
* Flexible approach.
* Provide explicit advice and guidance when asked.
* Pass relevant research on the team
* Monitor careful actual expenditure against their planned expenditure.
* Use supervision to monitor workload, quality of work and development needs.
* Model effective decision-making
* Monitor application of acquired knowledge and skills at the point of service delivery.
* Following required standards and procedures to assessment needs and risks and involve the user of the service directly in the process.
* Shows integrity and fairness in decision making.
* Can demonstrate leadership.
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