

 Stockton-on-Tees BOROUGH COUNCIL		JOB DESCRIPTION	
Directorate: Adults, Health and Wellbeing		Service Area: Adult Social Care	
JOB TITLE: Deputy Team Manager			
GRADE: N			
REPORTING TO: Team Manager			
1.	JOB SUMMARY: To provide operational leadership and professional practice oversight within Adult Social Care, supporting the delivery of safe, effective, strengths-based and legally compliant services. The post holder is responsible for the day-to-day management of practice, performance, workload allocation, risk and case progression, ensuring individuals receive timely, proportionate and outcome-focused interventions in line with statutory duties and organisational priorities. The role provides leadership, supervision and support to practitioners across Adult Social Care pathways, promotes high standards of professional practice and deputises for the Team Manager as required. The post holder will maintain a reduced caseload of complex or high-risk cases and work collaboratively across services and partner agencies to support integrated working, system flow and continuous improvement		
2.	MAIN RESPONSIBILITIES AND REQUIREMENTS		
	Practice Leadership and Workforce Development		
	1	Provide day-to-day professional leadership, promoting high-quality, strengths-based and legally compliant practice across the team	
	2	Support practitioners to make proportionate, defensible decisions, providing guidance and oversight at key decision points including access, assessment, safeguarding and care planning.	
	3	Promote consistent application of legislation, policy, professional standards and organisational procedures, fostering reflective practice, professional curiosity and continuous improvement	
	4	Provide formal and informal supervision, coaching and professional support to staff, including newly qualified social workers, students and less experienced practitioners	

	5	Support workforce development through performance management, wellbeing initiatives, identification of learning needs, recruitment, induction and retention activity
	Advice, Information and Signposting	
	6	Provide clear, accurate and accessible advice, information and signposting to statutory, community, voluntary and preventative services, promoting independence through digital and self-service options wherever appropriate.
	7.	Communicate available options, next steps and expected timescales clearly, managing expectations and supporting individuals to access the most appropriate services.
	Operational Management and Case Flow	
	8	Oversee workload allocation, case progression and resource capacity, ensuring work is distributed safely, equitably and in line with service priorities.
	9	Monitor performance and intervene where delays, risks, barriers or capacity pressures impact service delivery.
	10	Ensure effective triage, pathway decisions, transitions and demand management across Adult Social Care pathways, including prevention and hospital discharge services
	Safeguarding, Risk and Complex Practice	
	11	Provide oversight of safeguarding practice, complex casework and risk management, ensuring timely, proportionate and outcome-focused responses.
	12	Support decision-making in complex or high-risk situations, balancing independence, wellbeing and protection, and escalating issues where appropriate
	13	Manage a reduced caseload of complex or high-risk cases and undertake relevant statutory functions where required
	14	Provide professional guidance and case consultation on complex cases managed by other practitioners
	Quality Assurance and Performance	
	15	Monitor and improve practice quality through audit, case review, observation and performance analysis, ensuring compliance with statutory duties and professional standards.
	16	Lead or contribute to service improvement activities that improve outcomes, quality, timeliness and efficiency.
	Partnership Working and Service Leadership	
	17	Work collaboratively with internal teams, health partners and other agencies to support integrated working, coordinated care and effective system flow
	18	Represent the team within multi-agency forums, supporting the resolution of complex cases and barriers across organisational boundaries.
	19	Deputise for the Team Manager as required and contribute to service development, innovation and implementation of new ways of working.
	20	Promote a positive, learning-focused team culture aligned with organisational values and maintain professional registration, standards and continuous professional development.
3. GENERAL		
Job Evaluation - This job description has been compiled to inform and evaluate the grade using the NJC Job Evaluation scheme as adopted by Stockton Council.		

Other Duties - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

The Council's Values, Behaviours and Code of Conduct - The post holder is required to carry out the duties in accordance with the Council's Values and Behaviours, our code of conduct, professional standards and promote equality and diversity in the workplace.

Corporate Parenting - As Corporate Parents, we have the same ambition and high aspirations for all children in our care and care experienced young people: that Stockton-on-Tees is a great place to grow up, where children and young people are protected from harm and supported to be the best they can be in life.

Personal Development – As defined by the Council's Culture Statement, all employees will take responsibility for their own development.

Customer Services – The post holder is required to ensure that all customers both internal and external, receive a consistently high-quality level of service, commensurate to the standards required by Stockton on Tees Borough Council.

Policies and Procedures – The post holder is required to adhere to all Council Policies and Procedures.

Health and Safety – The post holder has a responsibility for their own health and safety and is required to carry out the duties in accordance with the Council Health and Safety policies and procedures.

Safeguarding – All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Stockton Council's Safeguarding Policy. In addition, employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.

	Name:	Signature:	Date
Job Description written by: (Manager)			
Job Description agreed by: (Post holder)			

Job Description dated June 26



PERSON SPECIFICATION

Job Title/Grade	Deputy Team Manager	N
Directorate / Service Area	Adults, Health and Wellbeing	Adult Social Care (Flexible across teams and pathways)
Post Ref:		

	ESSENTIAL	DESIRABLE	MEANS OF ASSESSMENT
Qualifications	Recognised Social Work qualification (e.g. Degree/DipSW/CQSW or equivalent) Registration with Social Work England (or eligibility to register) Practice Educator qualification AMHP or BIA qualification	Leadership qualification	Application form
Experience	Significant experience in Adult Social Care, including complex assessment, safeguarding and risk management	Experience of operational management or deputising for a manager Experience across different ASC pathways (e.g. front door, discharge, long-term)	Application / Interview

	Experience of supporting or supervising staff Experience of working in multi-agency environments and across service pathways	Experience of contributing to service improvement or transformation activity	
Knowledge & Skills	Strong knowledge of: • Care Act • Mental Capacity Act • Safeguarding frameworks Ability to support defensible decision-making and risk management Ability to lead, supervise and develop staff Ability to manage workload, performance and competing priorities Strong communication, analytical and organisational skills Ability to work across systems and services	Experience of interpreting performance data and driving improvement Knowledge of quality assurance and audit processes Experience of service development, innovation or transformation Understanding of integrated working with health and partner agencies Awareness of Technology Enabled Care (TEC) and digital approaches Experience of supporting workforce development or practice learning Awareness of resource management and value for money in care planning	
Specific behaviours relevant to the post	Demonstrates the Council's values and behaviours. Demonstrates professional leadership and accountability across practice, performance and team culture	Demonstrates leadership behaviours that support innovation and change Proactive and solution-focused approach to service challenges	Application / Interview

	Promotes a culture of learning, reflection and continuous improvement Ability to address performance issues and support improvement in practice Person-centred, outcome-focused and strengths-based approach Ability to influence, support and challenge practice appropriately Resilient and able to manage complexity and pressure Collaborative and team-focused approach Flexible and adaptable to changing service demands		
Other requirements	Ability to travel across the borough as required Enhanced DBS clearance Willingness to work flexibly across Adult Social Care pathways Ability to participate in duty systems, rota arrangements and extended hours where required	Full driving licence and access to a vehicle	

	Flexibility to work contracted hours over a 7-day period (7am–7pm)		
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Person Specification dated June 26

 Stockton-on-Tees BOROUGH COUNCIL	KNOWN RISKS FOR THIS ROLE
DIRECTORATE: Adults, Health and Wellbeing	SERVICE AREA: Assessment & Support Planning team
JOB TITLE: Deputy Team Manager	
GRADE: N	
JOB LOCATION / BUILDING: Dunedin House	
REPORTING TO: Sue Kirby Team manager	

The following are the known risks for this role as identified through a Risk Assessment. More than one risk may apply. Where there are no known risks, this will be indicated.

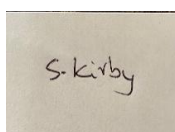
Known Risks - which require Baseline Health Surveillance Screening before or at start of employment and ongoing health surveillance with Occupational Health		
Known Risk	Yes	No
Noise: Employee is likely to be regularly exposed to noise above the exposure action level. (Daily or weekly exposure of 85dB)		x
Vibration: Employee will be exposed to vibration above the daily Exposure Action Value (EAV) of 2.5m/s ² A(8) 9		x
Respiratory: Employee will be exposed to Hazardous Substances such as machine generated wood dust, mineral dust, solder flux, glues, resins, cutting oils, latex. (Those working with respiratory/skin irritants or sensitizers as defined by COSHH)		x

Known Risks which require a Medical Assessment with Occupational Health prior to starting employment and ongoing assessment during employment.		
Known Risk	Yes	No
HGV/LGV/Fork Lift Truck/Passenger Carrying Vehicle/Minibus (Group 2) Licence Drivers: Employee will be required to drive an HGV/LGV/FLT/PCV/Minibus.		x
Asbestos: Employee likely to be exposed to asbestos. Work with asbestos' includes: ○ Work which removes, repairs, or disturbs asbestos ○ Ancillary work (work associated with the main work of repair, including maintenance work on equipment) ○ Supervisory Work (work involving direct supervision over those removing, repairing, or disturbing asbestos)		x

Known Risk	Yes	No
Lead: Employee likely to be exposed to lead or lead based products (handling, processing, repairing, maintenance, storage, disposal) The lead must also be in a form in which it is likely to be: - o Inhaled, e.g., lead dust, fume or vapour. - o Ingested, e.g., lead powder, dust, paint or paste; or - o Absorbed through the skin, e.g., lead alkyls or lead naphthenate. The regulations do not apply to work with materials or substances containing lead where, because of the nature of the work, lead cannot be inhaled, ingested, or absorbed.		x
Confined Spaces - Safety Critical: Employee will be required to work in a confined space where specialist equipment or breathing apparatus is needed.		x
Working at Heights - Safety Critical: Employee will be required to work at a height .		x
Blood-borne viruses: Employee is at risk of exposure to Blood-borne viruses e.g., needle stick injury, human bite, contact with human blood or other bodily fluids and sewerage.		x

Other Known Risks		
Known Risk	Yes	No
Council Vehicles or transport that does not require a Group 2 licence: Employee will be required to drive a Council vehicle or regularly transport service users/clients/pupils in their own vehicle as part of normal duties.		x
Food Handlers: Employee will be preparing and handling food <i>Food Handlers Questionnaire to be completed and sent to Occupational Health</i>		x
Night Workers: Employee will be regularly working at night <i>Optional Night Worker Questionnaire available</i>		x
Lone Working (including Home Working): Employee will be required to work alone.	x	
DSE Users: Employee will be required to use Display Screen Equipment (DSE) <i>DSE Training and assessment should be completed on commencement – arranged by manager</i>	x	
Any Other: Please identify any other known risks associated with this job role. Worker will be issued with Stay safe Lone worker device and will adhere to lone working procedure		

As the manager of this post, I declare that the details above are an accurate reflection of the risks associated with the post.



Signature of Manager:

Date: 22/6/26

For any queries related to this form, please refer to the Known Risk Managers Explanatory Notes, or email the Occupational Health Department: Occupational.Health@stockton.gov.uk