Stockton-on-Tees BOROUGH COUNCIL	**JOB DESCRIPTION**
Directorate: **Adults, Health & Wellbeing**	**Service Area:** **Adult Social Care Early Intervention and Prevention**
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 a safe, effective and high-quality service.

The post holder will be responsible for the day-to-day management of practice, performance and risk, ensuring that individuals receive timely, proportionate and outcome-focused interventions in line with statutory duties and organisational priorities.

The role leads and supports practitioners across Adult Social Care pathways, ensuring effective decision-making, case progression and system flow, and will deputise for the Team Manager as required. The post holder will hold a reduced caseload of complex or high-risk cases alongside their leadership responsibilities.

This includes:

- Providing practice leadership and oversight, supporting high-quality and legally compliant decision-making
- Leading the day-to-day management of workload, allocation and case progression to ensure safe and timely interventions
- Supporting and supervising staff across all role levels, promoting development and professional standards
- Managing risk and safeguarding activity, ensuring proportionate and appropriate responses
- Driving performance, quality assurance and service improvement
- Working across teams and partner agencies to support system flow, integration and demand management

2. **MAIN RESPONSIBILITIES AND REQUIREMENTS**

A		**Practice Leadership and Oversight**
	1	Provide day-to-day professional leadership, ensuring high-quality, strengths-based and legally compliant practice
	2	Support practitioners to make proportionate, defensible decisions, particularly in complex or high-risk situations
	3	Provide guidance and oversight at key decision points, including access, assessment, safeguarding and care planning
	4	Promote consistent application of legislation, policy and professional standards across the team
	5	Lead reflective practice, professional curiosity and continuous improvement
B		**Supervision, Support and Workforce Development**
	6	Provide formal and informal supervision to allocated staff, supporting performance, development and wellbeing
	7	Coach and develop staff across all role levels
	8	Support newly qualified social workers, students and less experienced staff
	9	Identify learning and development needs and support continuous professional development
	10	Contribute to recruitment, induction and retention of staff
C		**Operational Management and Case Flow**
	11	Oversee allocation and management of workload to ensure safe, timely and equitable distribution
	12	Monitor case progression and intervene where delays, risks or barriers arise
	13	Ensure effective triage, pathway decisions and transitions across services
	14	Support system flow, including demand management, hospital discharge and prevention pathways
	15	Take action to address capacity pressures and service demand issues
D		**Safeguarding, Risk and Decision-Making**
	16	Provide oversight of safeguarding activity, ensuring appropriate, timely and proportionate responses
	17	Support decision-making in complex safeguarding situations and risk management forums
	18	Ensure risk is managed proportionately, balancing independence and protection
	19	Escalate high-risk or complex issues to the Team Manager where required
E		**Quality Assurance and Performance**
	20	Monitor practice quality through audits, observation and case review
	21	Ensure compliance with statutory duties, policy and procedural requirements
	22	Analyse performance data and support improvement in outcomes, timeliness and quality
	23	Lead or contribute to service improvement activity
F		**Partnership Working and System Leadership**
	24	Work collaboratively with health, partners and internal teams to support integrated working
	25	Represent the team in multi-agency forums and meetings
	26	Support the resolution of complex cases and system barriers across organisational boundaries
G		**Case Responsibility**

	27	Manage a reduced caseload of complex or high-risk cases, for service oversight, escalation and leadership purposes
	28	Undertake statutory duties as required (e.g. safeguarding, MCA, Care Act functions)
	29	Provide input and guidance on complex cases held by others
H		**Deputising and Service Leadership**
	30	Deputise for the Team Manager as required
	31	Contribute to service development, innovation and new ways of working
	32	Promote a positive team culture aligned with organisational values
I		**Learning, Development and Professional Standards**
	33	Participate in supervision, appraisal and continuous professional development
	34	Maintain professional registration and standards of practice

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:			
Job Description agreed by: (Post holder)	…….	…….	…….

Job Description dated 05/06/26

Stockton-on-Tees BOROUGH COUNCIL

PERSON SPECIFICATION

Job Title/Grade	**Deputy Team Manager**	**N**
Directorate / Service Area	**Adults, Health & Wellbeing**	**Adult Social Care**
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) Or Allied Professional with Current HCPC registration and experience 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 supporting or supervising staff Experience of working in multi-agency environments and across service pathways	Experience of operational management or deputising for a manager Experience across different ASC pathways (e.g. front door, discharge, long-term) Experience of contributing to service improvement or transformation activity	Application / Interview
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 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	Demonstrates leadership behaviours that support innovation and change Proactive and solution-focused approach to service challenges	Application / Interview
Other requirements	Ability to travel across the borough as required Enhanced DBS clearance	Full driving licence and access to a vehicle	

	Willingness to work flexibly across Adult Social Care pathways Ability to participate in duty systems, rota arrangements and extended hours where required Flexibility to work contracted hours over a 7-day period (7am–7pm)		

Person Specification dated 05/06/26

Stockton-on-Tees BOROUGH COUNCIL	**KNOWN RISKS FOR THIS ROLE**
DIRECTORATE: Adults, Health & Wellbeing	**SERVCE AREA: Adult Social Care**
JOB TITLE: Deputy Team Manager	
GRADE: N	
JOB LOCATION / BUILDING: Dunedin House	
REPORTING TO: *Adult Social Care 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/s2 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: o Work which removes, repairs, or disturbs asbestos o Ancillary work (work associated with the main work of repair, including maintenance work on equipment) o 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: ○ Inhaled, e.g., lead dust, fume or vapour. ○ Ingested, e.g., lead powder, dust, paint or paste; or ○ 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 *Food Handlers Questionnaire to be completed and sent to Occupational Health*		**x**
Night Workers: Employee will be regularly working at night *Optional Night Worker Questionnaire available*		**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) ***DSE Training and assessment should be completed on commencement – arranged by manager***	**x**	
Any Other: Please identify any other known risks associated with this job role.		

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: C Malham Date: 27/10/2026

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