

## Job Description

<b>Job Title: Team Manager</b>	<b>Service Area: Adults</b>
<b>Division/Section: LB Newham</b>	<b>Job Number: Various</b>
<b>Grade: P07</b>	<b>Date last updated: 22<sup>nd</sup> November 2019</b>

### **People at the heart of everything we do**

We are committed to putting people – Newham residents and Council staff – at the heart of all we do. Our approach is a collaborative joint enterprise between residents, the Mayor, Members, Council staff and the Corporate Management Team.

### **Equality and diversity**

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity policy in the course of their work.

### **Protecting our staff and services**

Adherence to health and safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good health and safety practices and manage risks appropriately.

### **Corporate parent**

We believe that every member of staff working for Newham Council should understand and fulfil our corporate parenting responsibilities for our looked after children that we have under the Children and Social Work Act 2017.

## **Overall Purpose of Job**

- The post holder will be working in a busy Adult Social Care Team.
- The service consists of three clusters each with their own Team Manager. Two dealing with complex needs for Adults, including specialist learning disability, physical disability and older people. The remaining team will specialise in managing safeguarding adult cases from referral through to closure and review. The post holder will manage one of the above clusters. This vacancy is for a generic Team Manager in adult social care setting, preferably with demonstrable experience of learning disability customers.
- To provide leadership, case management, guidance, support and expert advice to social care staff, internal/external partners as required, maintaining the highest level of professional service.
- To provide direct line management to social care staff to include Senior Practitioners, Social Workers, Occupational Therapists and Social Care Officers.
- To be accountable for the efficient operation of services and the overall quality of practice within the team, and work closely with quality assurance colleagues to continuously develop, improve and audit care standards.

- To contribute to the development, delivery and review of planning, performance, commissioning and governance of services so that overall costs are reduced but the life chances of adults are maximised.
- To develop robust mechanisms to ensure clear communications of service plans, objectives and service changes with the team, ensuring that staff are engaged directly in any review and with the development of services.
- To deliver the key strategic aims of the organisation and to ensure that the customers of Newham have access to high quality services.

## **Job Context**

The post holder reports to Service Manager.

1. The post holder has line management responsibility for between 6 and 8 staff.
2. The post holder has budget responsibility for £1m which includes scheme of delegation authorisation of smaller care packages to an agreed value.
3. The post holder will be required to work some evenings, weekends and occasional public holidays in order to meet service requirements and in order to ensure appropriate representation of the Council with residents, the Mayor and elected members, and external bodies.

## **Key Tasks and Accountabilities:**

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

To undertake all responsibilities listed below:

1. To manage the efficient operation of the team and ensure the delivery of high quality, responsive and safe assessment, support planning, brokerage and 6 week review to meet the needs of adults and their family/carers and promote an ethos of positive partnerships, within specified allocated resources and in line with national and local standards and operational requirements.
2. To establish and maintain high professional standards of social care practice, including clear standards in terms of quality of intervention and best professional practice; clear, sound and up to date recording and decision making; and clear expectations around performance and productivity.
3. To ensure that support and services offered fully embrace and promote person centred planning approaches; independence, choice and control and that staff are supported in complex decision making about risk.
4. To develop and embed a performance culture within the team that delivers results through rigorous challenge, disciplined execution and continual improvement, ensuring that resources are targeted on business priorities and meeting customer needs.

5. To ensure that robust systems, procedures and standards are in place to deliver high quality and safe assessment, support planning, review and undertaking routine audit and remedial actions to address areas for improvement.
6. To be responsible for the safeguarding of adults ensuring that robust processes are embedded in the practice of the team and that all staff are fully aware and comply with their roles and responsibilities within the Safeguarding Adults/Risk Management framework, and are trained and supported to deliver this to a high level of competence. This includes Mental Capacity Act deprivation of liberty safeguards and the protection of service user's financial resources and affairs where needed.
7. To chair/take part in case conferences, reviews and meetings as appropriate including the Risk Enablement, ensuring that people who use services and their family/carers are supported in making a full contribution to the meetings.
8. To oversee and ensure close links and advice with legal colleagues in the preparation of reports for formal legal processes including Court of Protection, mental capacity, deprivation of liberty and safeguarding practices.
9. To investigate and respond to safeguards, risk management boards, complaints and compliments and provide detailed and professional responses in accordance with relevant standards and time frames.
10. To be responsible for ensuring that all staff understand, comply with, and contribute to through personal reflective practice, the development and delivery of operational policies, best practice and improved ways of working. Encourage innovation and identify opportunities for continued improvement.
11. To be responsible for the management of devolved budgets, ensuring that financial governance arrangements are followed and that services are provided within budget and reflect best value, to provide reports and information to senior managers on expenditure projected, and taking timely remedial action where required.
12. To ensure the effective operation and further development of client data and performance management information systems, ensuring that information is timely, accurate and complete and complies with statutory recording requirements, including its analysis, interpretation, processing and presentation.
13. To be responsible for ensuring workforce capacity and capability and for development activities, including supervision, performance appraisals and training needs analysis, to maintain the professionally safe delivery and viability of service. To oversee, administer and carry out responsibilities within Human Resources policies and procedures including recruitment, capability and conduct, sickness absence, and compliance with DBS and HCPC requirements for individual team members.
14. To be fully conversant with changes to national, regional and local influences, legislation and processes in respect of assessment, support planning, brokerage, review and enablement activity, to plan and implement consequent service change and provide professional advice and support to staff, elected Members, regulators, other stakeholders and council officers, including report writing and making presentations.

15. To lead on and contribute to service development and service improvement projects as agreed with line manager and to represent and promote adult social care and transition across the Council, with key partners, on pan London groups and external as required. Ensure that service improvement plans impact positively on service user needs and are aligned with local priorities and goals.
16. To be responsible for building positive relationships with key partners and stakeholders, including service users and carers, and the development of appropriate mechanisms to gather feedback on the effectiveness, perceived value and fitness for purpose of services, reporting trends and user satisfaction as appropriate.
17. To be responsible for ensuring that effective risk management arrangements are in place to minimise the Council's exposure to risk and uncertainty in full compliance with the Council's Emergency and Business Continuity Planning policies.
18. To meet the registration requirements of HCPC (where appropriate).
19. To deputise for the line manager and provide operational cover for other team managers as required.
20. To carry out any other duties in line with the purpose and grade of the job.

## Personal Specification

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### IMPORTANT INFORMATION FOR APPLICANTS

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

<b>CRITERIA</b>	<b>METHOD OF ASSESSMENT</b>
<p><b>KNOWLEDGE:</b></p> <p>Expert knowledge and application of the relevant legislation, statutory responsibilities and guidance relating to Care Act 2014 including appropriate quality standards and practice guidance.</p> <p>Expert knowledge of the main provisions, and social policy context of:</p> <ul style="list-style-type: none"> <li>• Care Act 2014</li> <li>• Mental Health Act 1983, and 2007 Disabled Persons (Services, Consultation and Representation) Act 1986</li> <li>• Chronically Sick and Disabled Persons Act 1970</li> <li>• Carer's Act 1993 (Recognition of Services)</li> <li>• Community Care Direct Payment Acts 1995</li> <li>• Mental Capacity Act 2005, including Code of Practice and associated Code of Practice for deprivation of liberty safeguards</li> <li>• NHS Continuing Healthcare guidance 2009</li> <li>• Pan London Safeguarding Procedures</li> </ul>	<p>Application Form/Interview/Test</p> <p>Application Form/Interview/Test</p>

<p>Good knowledge and understanding of legislation and the national agendas relating to:</p> <ul style="list-style-type: none"> <li>• Safeguarding Adults</li> <li>• Ordinary Residence</li> <li>• No Recourse to Public Funds</li> <li>• Children’s Act 1989 and future amendments</li> <li>• Mental Capacity Act</li> <li>• Best Interest Decision Making</li> <li>• Deprivation of Liberty Assessment</li> <li>• Court of Protection</li> </ul>	<p>Application Form/Interview/Test</p>
<p>Good knowledge of the current policy and issues in social work practice specifically Safeguarding, Risk Assessment/Management and choice and control.</p>	<p>Application Form/Interview/Test</p>
<p>Good knowledge and understanding of the management and leadership aspects of the role.</p>	<p>Application Form/Interview/Test</p>
<p>Demonstrable knowledge of quality systems and the ability to monitor the work of the team.</p>	<p>Application Form/Interview/Test</p>
<p>Good knowledge and experience of financial systems and managing budgets.</p>	<p>Application Form/Interview/Test</p>
<p>Good knowledge and competence of IT systems and the capacity to use them to harness their potential in organising and supporting the work of the service.</p>	<p>Application Form/Interview/Test</p>
<p><b>EXPERIENCE:</b></p> <p>Experience and application of the relevant legislation, statutory responsibilities and guidance relating to Care Act 2014 including appropriate quality standards and practice guidance.</p> <p>Demonstrable in depth experience of working in a busy Social Care Complex needs environment</p> <p>Experience of applying the Care Act and ability to manage complex casework</p> <p>Experience of advising, coaching and supporting staff within the team</p> <p>Demonstrable experience and understanding of dealing with NRPF</p>	<p>Application Form/Interview/Test</p> <p>Application Form/Interview/Test</p> <p>Application Form/Interview/Test</p> <p>Application Form/Interview/Test</p> <p>Application Form/Interview/Test</p>

Demonstrable experience and understanding of dealing with Ordinary Residence	Application Form/Interview/Test
Demonstrable experience of managing a high pressure, high volume complex needs team	Application Form/Interview/Test
Demonstrable experience of target setting and managing of performance in relation to complex assessment and support planning activity	Application Form/Interview/Test
Experience of managing both Social Work and Occupational Therapy disciplines	Application Form/Interview/Test
Experience of managing budgets and monitoring budgets within a highly pressurised and complex needs service	Application Form/Interview/Test
Experience of developing a service to ensure efficiency of processes and operational procedures	Application Form/Interview/Test
<b>SKILLS AND ABILITIES:</b>	
Ability to manage, motivate and develop a complex assessment team effectively achieve high levels of performance from staff	Application Form/Interview/Test
Ability to manage a budget, develop and maintain effective organisational processes and procedures	Application Form/Interview/Test
Ability to lead and chair multi-disciplinary meetings	Application Form/Interview/Test
Ability to negotiate with and influence customers, staff, internal and external partners	Application Form/Interview/Test
Ability to represent the service at a variety of internal and external meetings	Application Form/Interview/Test
Ability to make sound professional judgements, including high risk issues concerning customers, families and carers	Application Form/Interview/Test
Commitment to the achievement of the highest possible standards of professional practice by all team members through co-working, coaching/mentoring, advice and guidance	Application Form/Interview/Test

<p><b>PERSONAL STYLE AND BEHAVIOUR:</b></p> <p>Has a high degree of personal integrity, uses political judgement and sensitivity, shows the capacity for self-motivation and empowerment of staff and works well under pressure.</p> <p>Demonstrate a strong commitment to the public service</p> <p>Demonstrate a strong commitment to the promotion of equal opportunities</p> <p>Demonstrate good Interpersonal and networking styles, including leadership behaviours</p> <p>Show appropriate sensitivity towards the needs of customers and carers</p> <p>Quality, excellence and outcome focussed.</p> <p>Facilitation, motivational and negotiation skills.</p> <p>Resilient with ability to prioritise and work to tight deadlines.</p> <p>Advanced problem solving and decision making skills.</p> <p>Self-motivated, assertive, proactive and innovative.</p> <p>Self-starter – completer – finisher</p> <p>Ability to use judgement and sensitivity</p> <p>Must have customer centred approach when dealing with service users.</p> <p>Ability to identify areas for development and show commitment to self and staff career development.</p>	<p>Application Form/Interview/Test</p>
<p><b>OTHER SPECIAL REQUIREMENTS:</b></p> <p>The post holder must have:</p> <p>Educated to degree-level or equivalent in a relevant area, or equivalent by experience.</p> <p>To be registered as a social or occupational therapy worker with the</p>	<p>Application Form/Interview</p> <p>HCP Register</p>

<p>appropriate professional registering body - Health and Care Professions Council (HCPC)</p> <p>Evidence of continuous managerial and professional development.</p> <p>Willingness and ability to work occasional evenings and weekends to maintain service delivery.</p> <p>Some of the duties undertaken by this post [may/will] require the post holder to have a full current driving licence, and be willing to drive a Council vehicle after completing a Council driving test.</p> <p>This post is subject to an enhanced DBS check.</p> <p>The Local Government &amp; Housing Act 1989 imposes restrictions on political activities for certain categories of local government employees. This post may be considered politically restricted in accordance with the provisions of the above Act. Should this be the case you will be notified and your contract of employment amended</p> <p>This post is exempt from The Rehabilitation of Offenders Act (1974).</p>	<p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview/Test</p> <p>Satisfactory clearance at conditional offer stage</p> <p>Application Form</p> <p>Application Form</p>
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