Job Description

Job title	Team Manager
Directorate	PEOPLE : Children and Adults
Division	Adult Social Care
	SW4
Range	Choose an item.
Reports to	Operations Manager

Main purpose of the job:

Provide strong and effective leadership, supporting a team to deliver positive outcomes for people across Medway, using strengths-based practice. Be responsible for the overall delivery of effective and efficient services within the team, ensuring that statutory responsibilities are met through high quality social care practice.

Provide day to day management of the team and be responsible for managing competing priorities, ensuring a safe service and promoting staff wellbeing.

Liaise with stakeholders in a way that promotes the vision and values of the Council.

Accountabilities and outcomes:

Lead, direct, and provide support in the development of the functions and operational management of a team within a designated budget by efficient deployment of resources according to need in order to ensure the safeguarding and welfare of people.

Manage and motivate team and individual performance, providing direction and leadership, undertaking staff appraisals, addressing welfare, capability and disciplinary issues, advising on personal development, training and coaching, providing CPD and learning opportunities, and sharing evidence learning from experience, in order to maximise performance from individuals, satisfy personal aspirations and to ensure that staff fulfil their potential and secure best professional practice. This will include promoting a creative strengths-based culture to supporting people.

Ensure that the team provides an excellent service to residents and improves practice by embedding the Quality Assurance Framework within the team and providing feedback and monitoring information to ensure excellent performance against internal and external performance measures and to fulfil statutory reporting requirements.

Support the Operations Manager in ensuring the workload of the service area is prioritised appropriately and is allocated to members of the team, making best use of their skills and capability to cover demand and maintain high quality service provision.

Contribute to the development of knowledge and skills of the team, including newly qualified staff and students by sharing knowledge and examples of good practice.

Contribute to the development of adult social care provision and policy, and promote new ways of developing services, taking account of national and local initiatives, as well as performance indicators and audits.

Contribute to organisational change and development, supporting others to do so in ways which maintain a focus on positive outcomes for people who use services, families, carers and communities.

Provide cover in the absence of the Operations Manager and for other Team Managers as and when required in order to effectively deliver services and maintain business continuity.

Perform duties and work at all times in a way that ensures the safeguarding and welfare of people.

At the discretion of the Head of Service, such other activities as may from time to time be agreed consistent with the nature of the job described above.

Key Corporate Accountabilities:

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Development Framework.

To actively promote the Council's Fair Access, Diversity and Inclusion Policy and observe the standard of conduct which prevents discrimination taking place.

To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

Accountabilities to the Adults we work with:

Make no decision without me about me.

- Be a good listener.

- Be non-judgemental.
- Be contactable.
- Be honest.
- Be focused.
- Be realistic.
- Be a good timekeeper.
- Be resourceful in your approach.
- Be ambitious and professionally curious for Adults with care and support needs and promote others to share the same drive.

Organisation:

This role reports to the Operation Manager

The post holder will have line management responsibility.

The post holder will be required to liaise with all stakeholders both internal and external to the organisation.

Working Style:

HYBRID - a flexible working arrangement whereby an employee can undertake their work either in the office and/or partially or mainly from home on a temporary or permanent basis.

Person specification

All criteria at level A are considered essential unless stated otherwise.

Qualifications

Level A

- Degree in Social Work, Occupational Therapy or Nursing.
- Obtained Practice Educator Award and/or Best Interest Assessor and/or Approved Mental Health qualification (as appropriate to the role).
- Registration with Social Work England, HCPC or RCN.

Level B

- Evidence of ongoing continuous professional development in accordance with Social Work England (SWE), Health Care Professions Council (HCPC) or Royal College of Nursing (RCN) Professional Standards.

Level C

- Commitment to work towards Management qualification (ILM Level 5 or equivalent)

Knowledge

Level A

- Extensive knowledge of adult social care resources required to deliver effective care and support to customers and their carers.
- A comprehensive understanding of relevant health and social care legislation and policies and procedures and ability to apply it in practice.
- Excellent knowledge and practical application of risk assessment and safeguarding adult's statutory frameworks and current agendas.
- A broad knowledge of the role of the Court of Protection
- Understands equality and diversity and promotes this across the service.

Level B

- Has vast knowledge of a variety of funding streams and actively promotes the use of these within your team
- Knowledge of HR procedures to manage a team effectively.

Level C

- Up to date knowledge and understanding of changes to legislation and practices across the Social Care sector
- Good knowledge in regard to disputes relating to funding streams so able to act as a first point of challenge.

Experience

Level A

- Experienced in providing clear expectations around team and individual performance through target setting
- Experience in monitoring performance in relation to throughput of work both within the team and individual staff.
- Experienced in using performance systems to interpret data in order to analyse and action accordingly.
- Experience in the provision of regular high-quality supervision.
- Experienced in managing high risk cases to ensure they are managed effectively.

Level B

- Experienced in identifying and escalating team performance issues relating to service delivery.
- Experienced in supporting senior staff to manage individual performance in their role as supervisors
- Experienced in understanding performance data and identifying areas of concern to escalate and develop plans to improve.
- Experienced in developing individuals and teams, identifying performance capabilities and implementing necessary training needs by creating opportunities for learning.
- Experienced in utilising 3-way supervision as a means of mediation and support.
  Experienced providing guidance and advice to staff on management of high-risk cases and escalate as appropriate within management.
  Experienced in managing staffing budget within available resources.

Level C

- Experienced in setting team targets to improve performance, identifying potential concerns, resource availability and process effectiveness.
- Experienced in identifying and escalate team performance issues which could be leading to wider organisational concerns and present potential solutions.
- Experienced in monitoring the quality of practice of the team and be accountable for improvements
- Experienced in negotiating and engaging with internal and external partners to achieve outcomes.
- Experienced in promoting and embedding the use of community partner and charity organisations.
  Can effectively manages staffing budget within available resources with a plan to action areas of concern.

Skills

Level A

- Ability to maintain workforce morale and engagement and have proactive practices to manage workforce lifecycle.
- Ability to promote a positive culture within the team, fostering collaboration and inclusivity.
- Ability to adapt communication style to varying audiences.

- Ability to build strong relationships with their team but also with stakeholders and customers.
- Active listening, fostering effective communication in order to build strong relationships within your team.
- Shows sound judgement in decision making, resolving problems and providing direction.
- Ability to effectively manage the workload including prioritising work and delivering outcomes within defined timescales.
- Skills in identifying and managing risk including use of risk assessment. Ability to use supervision to monitor performance.

Level B

- Shows support for changes that have been agreed corporately, irrespective of own views.
- Ability to ensures that team members receive regular feedback on their performance, recognising excellence and support improvement as appropriate.
- Considers budget implications while meeting essential assessed outcomes
- Ability to negotiate, engage and persuade team members to collectively reach agreements and achieve outcomes.
- Ability to utilise varying methods of communication to effectively convey information, ideas and instructions to individuals and the team.
- Ability to engage and involve staff in organisational change.
- Provides professional complaint responses within specified timescale.

Level C

- Effectively communicate with the team and have challenging conversation as required.
- Ability to effectively escalate barriers to effective working both internally and externally when appropriate.
- Ability to manage and make decisions with complex work, where there are elements of conflict present.
- Ability to provide/receive constructive feedback to/from individuals and the team to develop professionally
- Developed skills in group supervision and reflective practice sessions