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| Service and job specific context statement | |
| **Directorate:** | Health and Adult Services |
| **Service:** | Care and Support |
| **Post title:** | Team Manager |
| **Grade:** | M |
| **Responsible to:** | Service Manager |
| **Staff managed:** | Manage a multidisciplinary team |
| **Date of issue:** | August 2021 |
| **Job family:** | **C&S - Care & Support** |

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| Job context |
| You will be responsible for a team of professionally and vocationally qualified staff working within one any of the services shown below:   |  |  |  |  | | --- | --- | --- | --- | | **Care and Support Customer Service Centre** | **Discharge Hub Teams** | **Community Social Care Teams** | **Occupational Therapy Team** | | Will manage and be responsible for the Care and Support Team in the Customer Service Centre. The Care and Support team is a professionally qualified team made up of social workers, occupational therapy (OT), brokers and safeguarding decision makers and is the first point of contact for Adult Social Care. The aim of this service is to provide a better opportunity to ensure people get the right help at the right time, including diverting many people to other more appropriate solutions for their care needs – thus reducing demand for formal social care services through effective screening and triage to universal services and existing community resources.  The Care and Support team operate a 7 day service. Hours of operation to be confirmed. | The Locality Discharge Hub Teams are linked to key Acute Hospital sites. The primary focus of this team is to support timely and safe hospital discharges for people to the community.  This includes:  • Receive all Trusted Assessment documentation  • Support board/ward rounds (virtually where possible)  • Work into Emergency Department to support admission avoidance  • Gather additional information to support decision making and identify relevant pathway  • Start the Discharge to Assess assessment  • Monitor and maintain the discharge list  • Set up support (IAG/Equipment/PoC/Res or Nursing bed)  • Complete 48 hr post discharge follow up prior to transferring to the Community Social Care Team.  When capacity is available in the team, Social workers will also complete annual reviews, Carers assessments and reviews, Complete D2A and Care Act assessments and Safeguarding adults work.  The service will operate a 7 days service – hours of operation are to be confirmed. | This part of the pathway manages social care interventions and services based within the community- received from Care and Support or Discharge Hubs. Community Social Care teams are generic adult social care teams, working with people with physical disabilities, autism, learning disabilities and other long term conditions and frailty. The team will also work with young people Transitioning to Adults services.  Sensory service remain a specialism within Community Social Care and the Sensory Social Worker will work with people who are deaf, deafened, deafblind or people who have vision loss. The Sensory team is a countywide service and has a number of disciplines with it.  This part of the service aimed at supporting adults who require ongoing support / intervention following input from the Care and Support Team or the Discharge Hub.  This may require continued support in relation to short term intervention or prevention solutions, as well as completing assessments for long term needs including reablement and other prevention. The values and principles of recovery and maximising independence is embedded in short, medium and longer term support.  The service will provide a care co-ordination function ensuring care is co-ordinated around the adult with care and support needs and carers and every opportunity to maximise independence and promote wellbeing are taken advantage of. The service will also identify when specialist assessment / involvement is needed from other teams e.g. OT,Sensory, Supported Employment or Mental Health teams.  Effective support planning and asset and strength based approaches to assessment and review are essential elements of this service.  This team will complete work under the Care Act, Mental Capacity Act and DoLS, Adult Safeguarding, S117 and CHC and Transitions work. This includes assessment and support of Carers under the Care Act.  The service will operate a 7 day service.  Within each team there will be Social workers/SCP’s identified as ‘champions’ with specific knowledge and skills in relation to for example dementia, autism, Learning disability. | Will manage and be responsible for a dedicated team of Occupational Therapists within a locality. This team will link with discharge hubs and Community Social Care teams to promote independence and self care wherever possible. The team will work closely with reablement teams and independence co-ordinators. The team will contribute to MDT meetings to enhance a person’s progression to independence within locality or wider health teams.  The OT team will work with people to identify how their environment can promote their independence. This may be through advice for self purchase or provision of equipment, adaptations or creative solutions to enhance daily living. People will be supported through seeking funding, mainly Disabled Facilities Grants, to make their homes suitable for the longer term. Single handed care, moving and handling solutions and training for people and their carers are provided through this team. There will be close partnership working with housing, health partners, independent providers of care and primary care.  Occupational Therapists will provide support for safeguarding concerns where their professional expertise is required and Team Managers may take the role of Safeguarding Concerns Manager.  The team will be in a fundamental position to drive forward with integration to bring a co-ordinated team approach to Place, enhance the effectiveness of our resources and deliver an effective and seamless service to people in our communities. |   Enhanced DBS clearance is required. This role involves spoken communications so a confident use of English language is required.  Services in the Discharge Hub, Community Social Care and Occupational Therapy Teams will operate over 7 days, 8.00am-8.00pm Monday to Sunday. The specific requirements regarding operational working hours will be determined by service and operational team requirements, on a local basis. Therefore, you will be expected to work on a weekend and extended hours, subject to service needs, on a rota basis. |
| Job specifics |
| * Manage specific portfolios and have responsibility for developing and disseminating specialist practice, process and performance knowledge and skills to staff within the team and provide specialist advice. * Ensure the effective delivery of asset and strength based approaches to assessment and review, care management and reablement services for adults with care and support needs and carers within the service area. * Ensure the proactive and positive management of risk with adults with care and support needs and carers. * Ensure that eligibility criteria for social care is applied fairly and consistently across the service area. * Ensure that appropriate information, advice and guidance is available to adults with care and support needs, carers and those adults who do not meet the eligibility criteria to prevent, reduce and delay future needs in the service area. * Work proactively to enable care and support staff within the service area to develop innovative and creative solutions to meet adults, adults with care and support needs, and carers’ outcomes and wellbeing. * Proactively work towards embedding personalisation into practice within the service area including but not limited to individual budgets, direct payments, self-assessment and self-directed care. * Allocate work, provide professional supervision and development to ensure appropriate values, standards, and competence are maintained. * Ensure that practice encompasses the principles of recovery, and supports adults with care and support needs and their carers to maximise their independence. * Ensure the implementation of multi-agency safeguarding policy and operational guidance in the service area and will manage and co-ordinate safeguarding cases in accordance with Multi-agency policy, Making Safeguarding Personal and operational guidance. * Report any significant concerns, complaints or legal issues to the line manager. * Be aware of any legal issues within the service area requiring advice from legal services. * Work with the team to ensure that:   + The independence and safety of adults with care and support needs and their carers in North Yorkshire is maximised.   + Assessments of need are undertaken with adult with carer and support needs and their carers using the Directorate’s procedures   + Appropriate solutions are developed to meet the adult with care and support needs or carer’s preferred outcomes within specified resources   + Clear, concise and timely records of cases, care packages and actions are maintained in line with the Directorate’s policies and systems for file maintenance.   + Ensure that solutions and support have considered all appropriate funding streams and the financial resources of adults with care and support needs and their carers have been maximised. * Work with the line manager to contribute to the development of local resources to maximise community inclusion. Liaising with local, universal and other services to promote people’s access to them. * Participate in training, developmental and project activity including multi-disciplinary and multi-agency activity as agreed with the line manager. * As agreed with the line manager, represent the Directorate in court proceedings and with other agencies as required. * Ensure that the resources of the locality are used in a planned way in order to maintain an efficient and cost effective service which takes full account of both changing needs and resource availability. * Provide professional support and advice to adults with care and support needs and their carers on how their needs could be partly or wholly met by access to universal and other non-care services. * Deputise for the line manager as required within the Service Area, the Business Unit or wider Directorate * As agreed with the line manager, represent the Directorate at appropriate intra and inter agency meetings, promoting, liaising, consulting and engaging with adults with care and support needs, carers and partners from the independent and voluntary sector. * Contribute to the modernisation and development of the workforce. * Contribute to the analysis of all community needs across the Locality. * Contribute to working towards integration with health partners |

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| Structure |
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| Job Description |

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| Job purpose | The core focus of this job is to support the Service Manager in the delivery of services, through the supervision of staff, responsibility for delegated aspects of budget management and contributing to practice and performance improvement.  You will manage specific portfolios and will have responsibility for developing and disseminating specialist practice, process and performance knowledge and skills to staff within the team and will provide specialist advice. |
| Operational management | * Provide effective leadership, advice and support to other staff in relation to the service area. * Provide supervision and management oversight to staff within the team, undertaking the allocation of workload, monitor performance and resolve workload issues as they arise * Provide appropriate challenge to the decisions of other staff within the team to retain a focus on performance and objectives. * Deliver project, training and development activity as required, including multi-disciplinary and multi-agency activities. * Deliver targets as set down in the service and team plans. * Ensure applicable risk assessments/moving and handling plans are completed, as appropriate |
| Communications | * Communicate effectively with other practitioners and professionals to ensure required outcomes are achieved. * To represent North Yorkshire County Council as required with internal and external customers. * Respond and contribute to complaints and concerns within agreed timescales |
| Partnership / corporate working | * Liaise with statutory and voluntary agencies and work within a broad range of services. * Represent the team/service at intra and inter agency meetings. * Effectively promote your role in sustaining good relationships across agencies. |
| Resource management | * Carry out people management processes such as recruitment, development, and absence management, setting targets, providing feedback on performance and effectively addressing development and learning issues. * Undertake professional monthly supervision of staff as well as annual staff appraisals, ensuring that all team members are appropriately appraised and supervised. * Ensure effective and robust financial management systems are in place and adhered to, in order to deliver against budget. * In the line managers absence make critical decisions regarding financial resources and people management. * Support the line manager in delivering transformational change, through effective modelling of positive behaviours and delivering innovative solutions to service delivery and development. * Deliver high standards of performance against agreed indicators. * Ensure value for money and efficiency targets are met |
| Systems and information | * Use of appropriate databases and systems to ensure effective delivery of the service and, as appropriate, to quality assure the work of other professional and support staff. * Effectively evidence management oversight of critical decisions and practice. * Encourage the team to share information and best practice. * Ensure service information is available to service users, their families and the general public as appropriate. |
| Strategic management | * Act as a recognised expert within a specialist field. E.g. Occupational Therapy or Social Work within adult services * Develop and implement policies and procedures at team level. * Contribute to the development of practice and policy within the team and across the service. * Contribute to the annual business planning process and to service planning including the identification and achievement of team objectives. |
| Safeguarding | * To be committed to safeguarding and promote the welfare of children, young people and adults, raising concerns as appropriate |

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| Person Specification | |
| Essential upon appointment | **Desirable on appointment** |
| Knowledge   * Thorough knowledge and understanding of Care Act compliant practice, including effective assessment, support planning and review (including Mental Capacity Act). * Thorough knowledge of statutory requirements, including requirements in respect of carers, equality and anti-discrimination legislation, maintaining a safe working environment, data protection and confidentiality. * Significant knowledge of community services for adults with care and support needs and their carers and personalisation and associated legislation. * Knowledge and understanding of how Equality & Diversity, Dignity & Respect and Human Rights will apply * Comprehensive understanding of Adult Safeguarding policy and practice * For OT Team Manager - Thorough knowledge of Moving and Handling legislation and regulations. |  |
| Experience   * Comprehensive experience and understanding of the delivery of effective social care practice. * Comprehensive experience of working within Adult Safeguarding practice and guidance. * You can show experience of using Problem solving skills – uses creativity and innovation to generate solutions to problems that offer best value * Demonstrable experience of supervision/professional consultation in a management, consultative or practice education role * Demonstrable experience of initiating the appropriate statutory and other actions required to undertake adult protection investigations. Demonstrable experience of undertaking safeguarding investigations. * Experience of working positively in a changing environment. | * Substantial experience as a senior practitioner in a relevant professional field * Experience of managing the recruitment and selection process * Some experience of staff management skills including recruitment and selection, performance management and development (may have been obtained when supervising a student etc.) * Experience of budget management * Experience of implementing effective auditing and quality assurance processes * Demonstrable experience of managing performance, supervising, appraising and developing staff. * Demonstrable experience of chairing safeguarding meetings. |
| Occupational Skills   * Ability to manage, supervise and support a diverse range of staff * Developed practice skills for this portfolio area, including the ability to engage and communicate with service users and with a range of other stakeholders * Effective written communication skills – communicates effectively in writing to produce documents in a range of formats and styles to suit a range of audiences. Completes accurate written records. * The ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post. * Risk management skills – you assess and manage risk effectively * Resilience * Ability to organise and prioritise workloads effectively, and to meet necessary timescales * Good IT skills including use of email, intranet, internet, word, excel and inputting data. * Financial/budget skills – ability to process and/or monitor financial information to support the line manager. * Decision making skills – can make decisions which may involve difficult choices or considered risks within own area of responsibility. * Ability to make decisions based on relevant information and which may involve choices and considered risks. * Problem solving skills – uses creativity and innovation to generate solutions to problems * Ability to set targets, manage performance, and appraise staff across different activity areas. * Ability to monitor services and practices to ensure agreed standards are maintained and intervene constructively where necessary * Ability to support, challenge and motivate staff * Ability to present, explain and negotiate the service’s activities and objectives in a wide range of contexts |  |
| Professional Qualifications/Training/Registrations required by law, and/or essential for the performance of the role   * A professional social care or health qualification e.g. Social Work, OT with current registration with relevant professional body | Post Graduate Qualifications for:   * Best Interest Assessor * Approved Mental Health Professional * Practice Educator * Management Qualification |
| Other Requirements   * Ability to travel across the County * Ability to attend meetings outside of normal business hours |  |
| Behaviours | [Link](http://www.northyorks.gov.uk/article/23524/What-you-should-know-before-applying-for-a-job) |

You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.