

## Part A: Key Requirements

<b>Job Title</b>	<b>TEAM MANAGER</b>
<b>Department</b>	<b>Adult Social Care</b>
<b>Job Family</b>	<b>Health and Social Care, People Care and Support Direct Provision – Level 4</b>
<b>1. PURPOSE OF THE JOB</b>	
<p>Working with Social Workers and other professionals, often in difficult situations and under significant pressure, the Team Manager will support team members to operate to their required level and use their own expertise and decision making skills to resolve complex issues.</p> <p>As a member of a multi-disciplinary, multi-professional team the Team Manager will effectively provide the day-to-day management and leadership of the team, in accordance with statutory guidance and policy</p> <p>The Team Manager will work collaboratively with other professionals and Managers across social care to provide effective leadership of the service, ensuring that a person centred approach is used and maintained</p> <p>The Team Manager will demonstrate a high level of expertise to develop effective working partnerships, applying strategic awareness and a significant degree of judgement to problem solving and decision making</p>	
<b>2. MAIN AREAS OF RESPONSIBILITY</b>	
<b>Information / Advice</b>	Provide information support, guidance, advice to ensure that issues of concern are addressed appropriately and in a polite, professional and timely manner
<b>Assessment</b>	Ensure that team members are sufficiently skilled and qualified to undertake quality assessments at the appropriate level, including multiagency, multi-professional, risk assessment, best interest assessment and other as required in line with legislative and policy guidance and requirements for service area.
<b>Planning</b>	<p>Quality assure planning processes for assessment / care planning for decision making bodies, panels</p> <p>Ensure that care / support / action planning activity incorporates the views of the individual, carers and families as central to the process, underpinned by a strength / asset based approach</p>
<b>Recording / Presenting information</b>	<p>Accurately record and input data into recording systems to meet critical departmental performance indicators, maximising the effective use of technology</p> <p>Prepare written reports and data for departmental / team events meetings, relevant tribunals and effectively deliver formal presentations as required</p> <p>Prepare and deliver presentations of information, research or updates to a range of audiences including strategic managers, partners and elected members</p> <p>Prepare reports in relation to the performance of the team</p>

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<b>Review</b>	Ensure that reviews of assessed services, including carers assessments and complex packages of care are undertaken following Blackburn with Darwen Borough Council process
<b>People and Leadership</b>	<p>Effectively manage a team of professionals who carry a caseload of complex cases in accordance with Blackburn with Darwen Borough Council Policies and statutory legislation to ensure the provision of a cohesive and high functioning social work service</p> <p>Provide professional leadership, in line with the Council Leadership Framework, to social care staff and contribute to the effective operational and strategic management of services</p> <p>Directly manage staff in ensuring the delivery of best outcomes for those who are vulnerable and supporting staff by utilising robust decision making skills</p> <p>Manage HR processes including induction, training and personal development, attendance management, retention, grievance/disciplinary/capability, etc.</p> <p>Lead professionals in reflective practice through regular supervisions, appraisal, team meetings and the identification of continuing professional development needs / development opportunities</p> <p>Ensure that the job holder and any social workers are working to the appropriate level of their professional frameworks and that they have recorded evidence to meet the standards for the regulatory body</p> <p>Positively support the training of the future social care workforce through provision of placements for students / newly qualified workers and other work experience trainees as required</p> <p>Assist the Service Lead and cover / attend events in their absence as required</p>
<b>Practice and Systems</b>	<p>Act as a professional advisor to the Senior Leadership Team and other partners actively contributing to governance arrangements by demonstrating, through experience, an expert knowledge of standards for professional multidisciplinary care</p> <p>To ensure that the views of the adults / children, young people and their families are sought and included in all social work assessments, service planning and outcomes</p> <p>As a member of the leadership and management team for the service area contribute to the strategic and policy developments in the area of work</p> <p>Ensure that Social Workers fully explore and maximize the use of alternative solutions including telecare, telehealth and innovative work with colleagues across the social care workforce to ensure an appropriate and joined up response</p> <p>Promote use of local and community resources and ensure a strength based approach is used to assess and meet needs</p> <p>Ensure that knowledge of social care practice and legislation is kept up to date within the team</p>
<b>Governance and accountability</b>	Take a lead role in the professional development and improvement in the quality of service delivery within the Borough ensuring that the standard of performance and social care practices are of the highest quality to achieve the best outcomes for service users

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	<p>Contribute to the performance and Quality Assurance Framework underpinning the requirements of the service including undertaking audits of casework and providing written feedback consistent with requirements of the Quality Assurance Framework</p> <p>Ensure with partners, the establishment and use of appropriate systems to record, review and improve performance and outcomes which comply with regulatory expectations of an excellent authority</p> <p>Assist in the establishment, management and maintenance of monitoring systems for assessment and case management in order to maintain effective professional, managerial and budgetary control</p> <p>Address issues of concern / malpractice as raised by public and wider professionals</p> <p>Advise wider social care colleagues in order to ensure the provision of social care services meets regulatory standards and complies with legislation, guidance and regulations</p> <p>Ensure that the Council meets its statutory obligations to those who are vulnerable complying with legislation, policy and procedures and relevant frameworks</p>
<b>Resources</b> - Budgets - Building - Equipment	<p>Manage and monitor budgets, prepare and analyse and present data as required to effectively run the service within allocated resource</p> <p>Take responsibility for building management /security as required</p> <p>Responsible for own work area and equipment</p>
<b>General</b>	<p><u>One Workforce</u></p> <p><i>To be one workforce made up of different services who are all working to the same principles and values. This will be achieved through a collaborative culture of shared values and principles</i></p> <p>Work with colleagues across the Social Care workforce including multi-professional, multi-agency teams, individuals, and statutory, voluntary and private agencies to achieve and enhance best practice outcomes through a joined up approach</p> <p><u>Person Centered Practice</u></p> <p>Respond to all contacts with high level communication skills including listening, reflection and politeness with acknowledgement of the individual's situation</p> <p>Ensure that team members understand the importance of including views of the adult / child, young person, carer and families in all assessment, service planning processes</p> <p>Ensure that team members are striving for adults / children, young people, carers and their families to retain / achieve independence as far as possible and to empower them in the control of their own lives using person centered planning and strength / asset based approach</p> <p><u>Safeguarding</u></p> <p>Manage risk and safeguarding processes for those who are vulnerable</p> <p>Develop and improve services by identifying issues and risks to service delivery or the safeguarding of adults / children, young people and their families and make decisions related to high risk issues</p>

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	Ensure that complex assessments, safeguarding investigations and reviews are undertaken in line with departmental policy and procedures for the Council to meet its statutory obligations as per National Guidance and Standards
	<u>Risk</u> Ensure team members compliance with all statutory requirements particularly in relation to risk management, safety and resilience using escalation routes when risk is identified  Ensure that team members understand and adhere to lone working procedures
	<u>Legislation</u> Have and maintain a thorough understanding of and compliance with relevant legislative, policy and procedural guidance, codes of practice and departmental policies and procedures
	<u>Change / Innovation</u> Engage appropriately with relevant change programmes and pro-actively drive innovation and continuous improvement to achieve best value and positive / effective outcomes for citizens
	<u>Continuing Professional Development</u> Help team members to actively participate in and reflect on practice through supervisions, appraisal, team meetings and development opportunities  Undertake own planned continuing professional development to improve skills, practice and knowledge to meet required standards  Take personal responsibility for appropriate continuing professional development to support service area expertise and own leadership and management practice  Ensure that team members understand the importance of taking personal responsibility for their own appropriate continuing professional development to support Social Work practice

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### 3. KNOWLEDGE, SKILLS & ABILITIES

Knowledge Skills & Abilities to undertake key requirements of the role as above.

Social Work qualification plus significant practical experience in a relevant area, with a clear understanding of the principles and concepts of their professional field and the applicable standards and regulations

Able to demonstrate the high level of knowledge and skills required to:

- \* Support the Council's vision and corporate objectives.
- \* Effectively manage the significant day to day challenges of the role.
- \* Achieve continuous improvement in performance, encouraging innovation and appropriate challenges to the status quo.
- \* Maintain an evidence based culture, which is person centred, commands the confidence of commissioners and customers, and promotes multi-disciplinary and cross organisational working
- \* Ensure a strong customer focus with clear emphasis on the importance of relationships with people who use services,

Able to manage a wide-ranging portfolio, informed by a sound knowledge of the social care sector and the regulatory framework within which the sector is required to work

Highly developed interpersonal skills, and ability to focus on enabling the highest practice standard

Ability to provide a clear sense of direction and take ownership of planned objectives, delegating successfully when required

**Note:** *These key requirements outline the specific requirements of the post and must be read in conjunction with the Contract of Employment; Health and Social Care Profile – Direct Provision Level 4 ; the Council's Behaviour Framework and any requirements of the Council / Regulatory body or other local /national requirements*

<b><u>Mandatory Qualifications / Development</u></b>	
Social Work qualification Registration with social work regulatory body	Team Managers in Social Work teams (Essential)
Level 4 / 5 / 6 qualification	(As appropriate to role)
Leadership / management qualification	All (Hold or working towards)
BWD Leadership Framework and Induction	All new Managers
Programme of mandatory and continuing development activity as outlined by Council process, National directives and departmental requirements	All Managers (Development areas to be identified via Personal Development Planning)