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| **Department** | **People Services** |
| **Job Title** | **Deputy Team Manager** |
| **Grade** | **J** |
| **Primary Purpose of Job** | **To do everything possible to ensure the Department provides an efficient and effective service to the residents of Bolton and to support the Team Manager.**  |
| **Reporting To** | **Team Manager** |
| **Staffing** **Responsibilities** | **Management of staff providing an efficient and effective Assessment and Care Management Service.****Assisting Team Managers in the management of the Care Management within People Services.**  |

**Main Duties**

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| **1** | To deputise for the Team Manager as appropriate. |
| **2** | To assist in the management of risk at organisational, professional, and individual levels. |
| **3** | To work within national and departmental standards of professional practice and ensure own professional development. |
| **4** | To provide leadership and to support individuals and teams to achieve organisational objectives. |
| **5** | To assist in the management and control of resources and expenditure of budgets. |
| **6** | To reach decisions in relation to the level of response necessary for referrals and assist the Team Manager in the effective allocation of work to staff. |
| **7** | To assist the Team Manager in the effective management, support and supervision of staff by identifying and working with them on their own development and training needs where appropriate. |
| **8** | To contribute to continuous quality performance and assist in the implementation and monitoring of quality assurance systems. |
| **9** | To ensure that desired outcomes are achieved for individuals, families and carers whilst promoting the organisations strategic aims. |
| **10** | To adhere to policy, procedures and best practice and ensure that Adults are kept safe and adhere to adults safeguarding processes as required. |
| **11** | To prepare for, facilitate, chair and participate in the investigation and resolution of complaints, safeguarding investigations and decision-making forums. |
| **12**  | To adhere to the appropriate HR policies and procedure in the effective management of staff. |
| **13** | To assist the senior management teams in the delivery of objectives by managing change at all levels. |
| **14** | To contribute to the recruitment and selection process. |
| **15** | To undertake other duties and responsibilities as may be determined by the Managing Director for the Integrated Care Partnership & Adult Services as required.  |
| **16** | To continually review, develop and improve systems, processes, and services in support of the council’s pursuit of excellence in service delivery and values.  |
| **Date Job Description prepared/updated:** |  |
| **Job Description prepared by:** |  |



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| **Department** | **People services** |
| **Job Title** | **deputy team manager** |
| **Stage One** | Disabled candidates are guaranteed an interview if they meet the essential criteria |
| **The Minimum Essential Requirements for the above Post are as Follows:** | **Method of Assessment** |
| **1.** | **Skills and Knowledge** |
| 1. | Ability to assist the Team Manager to lead and manage the team, ensuring the work is allocated effectively.  | Application Form/Interview |
| 2. | Ability to monitor and review the performance of the team and individual staff members. | Application Form/Interview |
| 3. | To demonstrate the ability to chair, lead, facilitate and participate in meetings. | Interview |
| 4. | Knowledge and understanding of relevant Social care and Health legislation, current policy and good practise developments. | Application Form/Interview |
| 5. | Demonstrate ability to work with individuals, families and carers to deliver their desired outcomes through the application of appropriate social work methods the principles and values underpinning professional practice and be able to justify decisions and uphold social work practice, values and ethics. | Application Form/ Interview |
| 6. | Ability to accurately record and store information and reports to support effective decision making. | Application Form/Interview |
| 7. | Ability to identify and improve service provision to ensure contractual obligations are met by providers.  | Application Form/Interview |
| 8. | Ability to maintain and monitor compliance with quality assurance systems and follow up quality audits. | Application Form/Interview |
| 9. | To demonstrate ability to assist in contributing to project planning and preparation.  | Application Form/Interview |
| 10. | To have the ability to manage, organise, support and maintain the use of information technology systems and software. | Interview |
| 11. | Able to develop and manage your own time and resources, and review your performance, to meet agreed objectives. | Application Form/Interview |
| 12. | Demonstrate effective partnership working through the provision and exchange of information with internal and external partners. | Interview |
| 13. | To have an understanding of the need to develop effective working relationships with service users, colleagues and stakeholders to ensure the needs of Adults are identified and met. | Application Form/Interview |
| 14. | To be able to work effectively within multi-disciplinary teams and systems. | Interview |
| 15. | **Competencies** – Please note the council’s corporate competencies, which are considered to be essential for all roles, are in the attached CORE COMPETENCIES document. | Interview |

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| **2. Experience/Qualifications/Training etc** |
| 1. | Relevant qualification and professional registration as applicable. | Application Form/Interview |
| 2. | Minimum of 3 years post qualification experience.  | Application Form/Interview |
| 3. | Experience of supervision and management of workload with a professional setting. | Application Form/Interview |
| **3. Work Related Circumstances** |
| 1. | Bolton Council is a Smoke-Free Employer. | Interview |
| 2. | This post has been designated an essential car user post. Applicants must hold a full, current and valid driving licence and a vehicle with a current valid MOT certificate. There must also be adequate vehicle insurance cover to comply with the council’s requirements, in line with the Travel Costs Reimbursement Policy. | Application FormInterview |
| 3. | This post is subject to an enhanced disclosure from the Disclosure & Barring Service. | Interview |

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| **STAGE TWO** | Will only be used in the event of a large number of applicants meeting the minimum essential requirements |
| **Additional Requirements** | **Method of Assessment** |
| **1. Skills and Knowledge** |
| 1. | Experience of supervision and decision making at a senior level. | Application Form |

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| **Date Person Specification prepared/updated** |  |
| **Person Specification prepared by** |  |

**These core competencies are considered essential for all roles within Bolton Council. Please be prepared to be assessed on any of these during the interview process and, for the successful applicant, throughout the probationary period.**

**Developing Self & Others**

Promote a learning environment to embed a learning culture.  Support others to develop their skills and knowledge to fulfil their potential. Actively pursue your own development. Support and promote the principles of Investors in People.

**Civil Contingencies**

Bolton Council has a statutory duty under the Civil Contingencies Act to respond in the event of an emergency. If Bolton Council’s Emergency Management Plan is activated, you may be required to assist in maintaining key Council services and supporting the community.  This could require working outside of routine working hours and working from places other than your normal place of work.

**Equality & Diversity**

Uphold the principles of fairness and the Equality Act in all undertakings as a Bolton Council employee, including providing a fair, accessible service irrespective of customer’s race, religion, gender, sexuality, disability or age.

**Customer Care**

The ability to fully understand, assess and resolve the needs of all customers including those who present with complex situations, in a manner that respects dignity and expresses a caring & professional image.

**Health & Safety**

Take responsibility for the health and safety of yourself and others who may be affected by your acts or omissions, and comply with all health and safety legislation, policy and safe working practice, including participating in training activities necessary to your post.

**Data Protection and Confidentiality**

Ensure that any personal data or confidential data you hold is kept securely and is not disclosed, whether electronically, verbally or in writing, to any unauthorised third party. Follow Council policies and procedures on dealing with personal information and information assets, including The Code of Conduct, Data Protection, Acceptable Use and Information Security policies. Personal or confidential data should only be accessed or used for council purposes.

**Fluency Duty**

Should you be required, as a regular and intrinsic part of your role, to speak to members of the public in English, you must be able to converse at ease with customers and provide advice in accurate spoken English, as required byThe Immigration Act 2016.

**Working Hours**

The nature and demands of the role are not always predictable and there will be an expectation that work will be required outside of normal hours from time to time.

**Safeguarding**

This Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. Should the role involve working with the above groups, you will be subject to an Enhanced Disclosure and Barred List check by the Disclosure & Barring Service.

**The values of an organisation are those key principles by which people are expected to work to day to day. They’re our culture and help define what is expected of each and every one of us**.





