

Northumberland County Council

**JOB DESCRIPTION**

<b>Post Title: Team Manager – Northumberland Home Support Service</b>	<b>Director/Service/Sector:</b> Children's Services – Disabled Children's Service		<b>Office Use</b>
<b>Band: 10</b>	<b>Workplace:</b> Your normal place of work will be at ..... However, you may be required to work at any council workplace within Northumberland County Council		JE ref: 4381 HRMS ref:
<b>Responsible to: Senior Manager for Disabled Children</b>	<b>Date: November 2023</b>	<b>Responsible For:</b> Day to day management of the Northumberland Home Service within the Disabled Children's Service	
<b>Job Purpose:</b>  To manage the Northumberland Home Support Service, its staff and all related resources, and to ensure that it achieves its objectives.  To ensure delivery of a high quality and responsive service to disabled children in Northumberland in line with assessed need.			
<b>Resources</b>	Staff	10/15 - Managing staff who will deliver services across all locations within Northumberland.	
	Finance	Management of delegated budgets up to £100,000. Authority for spending approvals in line with the Council's Scheme of Delegation.	
	Physical	Day to day updating and maintenance of complex, sensitive and confidential data, including electronic client data systems.	
	Clients	Substantial contact with disabled children, including those considered most vulnerable, and families including within their own homes. Lone Working and working within the community.	
<b>Duties and key result areas:</b>  <ol style="list-style-type: none"> <li>1. Take responsibility for the day-to-day operation of the service and plan effectively to ensure that the specified aims and objectives of the service are achieved. This will include producing an annual Business Plan for the service.</li> <li>2. Ensure that all relevant National Standards, Statutory Policy, Codes of Practice, and Procedural Guidelines are followed. Ensure that specific written guidance is provided to staff in this area of the service.</li> <li>3. To be the Registered Manager in respect of the service's CQC registration and to ensure compliance with all CQC requirements.</li> <li>4. Manage the recruitment and selection of staff and ensure that induction, supervision and appraisal is provided. Identify and meet individual and team training and development needs in order to raise standards of professionalism and practice.</li> <li>5. Create a learning environment and inspire others, while also effectively challenging and addressing poor performance, and managing attendance.</li> <li>6. Manage the budget for the service effectively and ensure that all the resources of the service are effectively maintained. This includes responsibility for Health and Safety and risk assessments.</li> </ol>			

7. Ensure that families are provided with effective, timely and efficient support, which takes into account their individual needs. Provide families with information about the service, and manage any difficulties or complaints in line with the Council's Policy.
8. Ensure that all necessary recording and documentation is completed and that all relevant electronic databases are maintained.
9. Develop good working relationships with other services working to support disabled children and young people in Northumberland. Ensure that those who refer to the service are provided with information about the service and an effective, timely and efficient response.
10. Ensure that quality assurance and outcome measures are in place and that the service is prepared for internal and external scrutiny, audit and inspection. Provide unit costs and performance data as required.
11. Work collaboratively with other Team Managers to ensure that a full range of services are provided and maintained - this will include understanding other services and supporting those services as needed.
12. Participate, as required, in a rota and/or "on call" system which will provide support to staff and advice to families. This will at times require availability across 7 days per week/24 hours per day and will include Bank Holidays.
13. To ensure that duties are undertaken with due regard and compliance with GDPR and other legislation.
14. Any other duties consistent with the level and grade of the post.

## **COMMON DUTIES AND RESPONSIBILITIES**

### **Quality Assurance**

To set, monitor and evaluate standards at individual, team performance and service quality so that the user and the Service's requirements are met and that the highest standards are maintained.

To establish and monitor appropriate procedures to ensure that quality data are reported and used in decision making processes and to demonstrate through behaviour and actions a firm commitment to data security and confidentiality as appropriate.

### **Communication**

To establish and manage the team communications systems ensuring that the Service's procedures, policies, strategies and objectives of continual improvement in quality of its service to internal and external customers.

### **Professional Practice**

To ensure that professional practice in the team is carried out to the highest standards and developed in line with the Service's stated objectives of continual improvement in quality of its service to internal and external customers.

**Health and Safety**

Manage health and safety in their area of responsibility in accordance with the relevant section(s) of the Corporate/Service Health and Safety Policy and to ensure that the Health and Safety policy, organisation arrangements and procedures as they relate to areas, activities and personnel under your control are understood, implemented and monitored.

**General Management (where applicable)**

To provide vision and leadership to staff within a specialist team, ensuring that effective systems are in place for workload allocation and management, the application of the Authority's and the Service's policies and procedures, including those relating to equality, supervision and appraisal and all aspects of their performance, personal development, health and welfare.

**Financial Management (where applicable)**

To manage a designated budget (as required) ensuring that the Service achieves value for money in all circumstances through the monitoring and control of expenditure and the early identification of any financial irregularity.

**Appraisal**

All members of staff will receive appraisals and it is the responsibility of each member of staff to follow guidance on the appraisal process.

**Equality & Diversity**

As an organisation we are committed to promoting a just society that gives everyone an equal chance to learn, work and live free from discrimination and prejudice. To ensure our commitment is put into practice we have an equality policy which includes responsibility for all staff to eliminate unfair and unlawful discrimination, advance equality of opportunity for all and foster good relations.

These policies apply to all employees of Northumberland County Council.

**Confidentiality**

All members of staff are required to undertake that they will not divulge to anyone personal and/or confidential information to which they may have access during their work.

All members of staff must be aware that they have explicit responsibility for the confidentiality and security of information received and imported in the course of work and using Council information assets. The Council has a Personal Information Security Policy in place.

**Induction**

The Council has in place an induction programme designed to help new employees to become effective in their roles and to find their way in the organisation.

The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.

**Work Arrangements**

Physical requirements:  
Transport requirements

Need to visit disabled children and their families and on occasion attend other meetings pertaining to the care of disabled children and young people throughout Northumberland.

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**PERSON SPECIFICATION**

<b>Post Title:</b> Team Manager – Northumberland Home Support Service	<b>Director/Service/Sector:</b> Children Services – Disabled Children’s Service	Ref: 4381
<b>Essential</b>	<b>Desirable</b>	<b>Assess by</b>
<b>Knowledge and Qualifications</b>		
<ul style="list-style-type: none"> <li>• Recognised professional or child care qualification - minimum of NVQ 4 or equivalent.</li> <li>• Excellent written and verbal communication skills</li> <li>• Good understanding of other agencies and how they function and provide support to families</li> <li>• Understanding of the needs of children and their families - including children with disabilities</li> <li>• Understanding of child development</li> <li>• Knowledge of and experience in using IT systems</li> <li>• Understanding of the legal and statutory framework relevant to working with disabled children and their families</li> <li>• Understanding of challenging behaviour</li> <li>• Understanding of safeguarding procedures and the actions which must be undertaken to protect children from harm. Able to identify risk and take appropriate action, and also able to support staff to do this.</li> </ul>	<ul style="list-style-type: none"> <li>• A recognised Management Qualification</li> <li>• Social Work Qualification</li> <li>• Educated to degree level</li> </ul>	
<b>Experience</b>		
<ul style="list-style-type: none"> <li>• Significant experience of working with children/young people in a relevant setting</li> <li>• Experience of supervising others</li> <li>• Experience of managing a budget</li> <li>• Experience of managing performance.</li> <li>• Experience of working with people from other agencies.</li> <li>• Experience of managing challenging situations</li> <li>• Experience of working with children with disabilities and their families</li> </ul>	<ul style="list-style-type: none"> <li>• Experience from a range of settings</li> <li>• Experience of delivering training</li> <li>• Experience of managing a service or team</li> <li>• Experience of managing change</li> <li>• Experience of risk assessment</li> </ul>	

<b>Skills and competencies</b>		
<ul style="list-style-type: none"> <li>• Able to engage with children of all ages and people with all levels of ability</li> <li>• Ability to be enthusiastic, outgoing, and confident</li> <li>• Ability to work in partnership with children and families and other professionals.</li> <li>• Ability to lead others/manage a group of people</li> <li>• Able to contribute to the service development</li> <li>• Excellent organisational skills including the ability to plan rotas/timetables etc.</li> <li>• Ability to manage conflict</li> <li>• Able to prioritise conflicting demands and requirements, meet tight deadlines and timescales</li> <li>• Well-developed interpersonal skills with the ability to communicate effectively with a variety of people</li> <li>• Ability to assess service needs, develop and evaluate programmes and projects/plans to meet those needs over both short- medium term as well as planning for longer term projects/service delivery</li> <li>• A commitment to equality of opportunity</li> <li>• Ability to work across agency boundaries within a multi professional setting</li> <li>• Ability to work independently and use own initiative to make decisions on a day to day to basis</li> </ul>	<ul style="list-style-type: none"> <li>• Experience in using alternative methods of communication</li> <li>• Excellent recording and report writing skills using electronic data information systems</li> </ul>	
<b>Physical, mental and emotional demands</b>		
<ul style="list-style-type: none"> <li>• Able to meet the physical and emotional demands of the post with support from line manager</li> <li>• To be able to satisfy the mobility requirements of the post across the whole of Northumberland</li> <li>• Positive attitude to supervision and training</li> <li>• Positive attitudes to combating discrimination</li> <li>• Ability to effectively support staff who may come into contact with young people who are experiencing trauma/abuse/neglect, or children with life limiting disabilities</li> <li>• Flexibility in carrying out duties.</li> <li>• Capable of discharging the full duties of the post including the ability to work under pressure that may require lengthy periods of concentration</li> </ul>		

<b>Motivation</b>		
<ul style="list-style-type: none"> <li>In the Disabled Children's Service we are highly motivated and ambitious for every young person we support; it is a requirement for all staff members to strive to improve quality of life and opportunities for disabled children.</li> </ul>		
<b>Other</b>		
<ul style="list-style-type: none"> <li>Ability and willingness to be flexible in order to meet the needs of disabled children and families – this includes the ability to participate, as required, in a rota and/or “on call” system which may at times require availability outside of usual working hours</li> <li>Able to relate well to challenging people</li> <li>Willing to take responsibility for service development</li> <li>Able to drive with a current driving license and access to a car</li> <li>Commitment to inter-agency working.</li> </ul>		

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g., case studies/visits