

Northumberland County Council

JOB DESCRIPTION

Post Title: Team Manager		Director/Service/Sector: One-Call/ ERC Team /Telecare Wardens/ Home Improvement Service	Office Use
Band: 9		Workplace: Foundry House, Bedlington	JE ref: 3996
Responsible to: Operational Manager		Date:	
<p>Job Purpose: To provide day to day management of the staff in the relevant service area. Provide advice and guidance to staff under the direction of the Operational Manager. To assist in the process of monitoring and reviewing standard operating procedures across the service.</p> <p>The role will involve providing leadership to the team, to work with other teams within the County Council and to ensure that work programmes are appropriately timetabled to promote develop and implement improvement of systems and procedures. To provide expert knowledge and support to the team in terms of information, advice, and guidance to be given to service users and colleagues. To contribute to the management of the relevant service areas ensuring their development and providing annual performance appraisal.</p>			
Resources	Staff	One-Call x 24; Enquiry and Referral Co-ordinators x 18; Telecare/Wardens x 30; Home Improvement Service x 13 staff across Home Improvement (HIS)/Adaptation and Repair Service (ARTS)	
	Finance	Staff budget management for relevant service area <ul style="list-style-type: none"> • One-Call and Enquiry and Referral Co-ordinators - £1.07 million • Telecare and Wardens - £1.05 million Staff and non-staffing service budget management for relevant service area <ul style="list-style-type: none"> • HIS/ARTS - £817k, also Budget monitoring of the Disabled Facilities Grant 	
	Physical	<ul style="list-style-type: none"> • Responsible for the safe use of equipment other than equipment which they personally use • Authorised signatory for expenses and timesheets • Periods of intense concentration as well as frequent interruptions from staff, clients and customers • Frequently dealing with sensitive and complex situations 	
	Clients	Residents of Northumberland	
<p>Duties and key result areas:</p> <ul style="list-style-type: none"> • Ability to liaise and collaborate with clinicians, managers, and other staff to encourage partnership working within NCC and with other key stakeholders • Able to work effectively as a team member to achieve team objectives • Able to supervise team members to achieve project outcomes • Regular liaison with service users, providers, finance team, Care Management and external partners where necessary in order to monitor processes and resolve specific queries. • Provide information, advice and guidance to both staff and service users • Must be able to manage complaints or handle difficult or unexpected situations • Establish and maintain effective communication with various individuals and groups on complex, potentially stressful topics in a range of situations • Ability to analyse, interpret and present data clearly • Experience of report writing • Ability to contribute to the development of policies and strategies • High level of IT skills (Microsoft Office applications including the use of spreadsheets, databases and other software packages for analytical data extraction) • Experience of supervising staff 			

- Excellent time management and organisational skills
- You may also need to travel between different sites as required for the performance of your duties. You may also be expected to work at any of the NCC sites. NCC would consider making reasonable adjustments to the role, if necessary, to enable a disabled person to undertake the role
- Evidence of strong analytical skills with the ability to collect, analyse and interpret complex data using a variety of techniques
- Able to proactively anticipate challenges which will impact on the Council in terms of safety and quality
- To work closely with management and other staff to ensure that appropriate systems are in place to ensure process and client safety
- Able to analyse and collate complex data to a high level and make recommendations and action plans with a view to improving client care
- Use software databases to collate and analyse data and run reports to support performance management
- Contributes to development and management of team plans
- Co-ordinates service area workloads, assessing and reprioritising plans to meet service needs
- Ensures that work programs are developed which provide appropriate cover
- Plans and assists in organising meetings
- Advanced planning, organisational and administrative skills
- Able to manage Council processes through effective management skills and coordination of key staff
- Able to plan and develop own work programme and assist in planning and organising work of the relevant service area
- IT and Keyboard skill
- Driver (desirable)
- Assists patients/relatives/carers during regular telephone contacts
- Regular contact with patients as part of service activity
- To provide advice, guidance and practical support to staff, carers, and the public
- To assist staff in the design of departmental referral documentation
- To monitor standards of service delivery via performance management data and mystery shopping exercises
- To produce information regarding quality of client care delivered in the Council
- Responsible for creating procedures for the department
- Ensures that monitoring procedures are appropriately timetabled, promoting, developing and implementing improvement of systems and procedures.
- Contributes to the development of policies
- Contributes to the development and implementation of local protocols
- To support the Council in the evaluation of policy and service delivery
- Responsible for day-to-day management of the service area
- Provides specialist training across own and Council services where applicable
- Participate in annual appraisal
- To maintain own professional development and contribute to the development of colleagues
- To attend all mandatory annual training, including fire training and manual handling update sessions
- To promote best practice in health, safety and security within the context of the job role
- Responsible for the operation of one or more information systems within the department, where this is the major job responsibility.
- Regular requirement to use computer software to collect and analyse data and produce reports
- To set up project related and departmental databases, enter and extract project related data
- To maintain efficient and effective system for filing and electronic data
- To contribute to the development of information systems for Council initiatives
- To plan and identify key and future developments within the teams
- Ability to prepare agendas, supporting papers, convene meetings and take minutes as appropriate
- Ensures that data bases are updated appropriately to ensure that information on systems is accurate and up to date
- To identify the need for further changes in practice through system audit and performance management
- To identify areas of practice which would benefit from improvements in the light of new evidence available

- The post holder will work on own initiative within broad occupational policies with minimal supervision
- Specialist lead for audit projects
- The post holder will meet with the Operational Manager on a regular basis to review progress and as required to address specific issues arising

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

Transport requirements:	The post holder works primarily in an office environment, with liaison across other Departments and sites as required. The post holder works in an open plan office with daily IT use
Working patterns:	
Working conditions:	

Mainly office based, Regular requirement to deal with clients or carers who may be in an agitated state, may be aggressive and/ or abusive or who may have communication difficulties. Dealing regularly with intense emotional situations. Required to deal with and support staff to deal with clients who may be threatening self-harm or making threats to staff.

Northumberland County Council
PERSON SPECIFICATION

Post Title:	Director/Service/Sector:	Ref:
		Assess by
Qualifications and Knowledge		
<p>Essential</p> <ul style="list-style-type: none"> • Good basic education, A level or equivalent • A relevant degree or equivalent professional qualification; or equivalent training/experience and evidence of continuing professional development plus further training and experience to post graduate diploma level equivalent • Specialist experience of quality improvement initiatives and of managing change through training/courses. • Specialist knowledge of software packages to provide expertise to a range of staff • Knowledge of medical terminology would be an advantage • Knowledge of Caldicott, and Data Protection 	Leadership Qualification	
Experience		
<ul style="list-style-type: none"> • Previous administrative systems experience • Experience of working in the NHS/Local Government • Specialist experience in quality improvement initiatives through training / courses • Evidence of strong analytical skills with the ability to collect, interpret and present data clearly • Experience of giving information, advice and guidance • Experience of working with the public • Knowledge of care management provision and processes within a social care setting • Knowledge of Caldicott, ethics and data protection 	<ul style="list-style-type: none"> • Local Government experience • Knowledge of medical terminology • Experience of strategic planning • Good understanding of current government and NHS strategy and policy in respect of social care standards • Knowledge of Care Act requirements • Experience of supervising staff • Experience of the Disabled Facilities Grant (where applicable) 	
Skills and competencies		
<ul style="list-style-type: none"> • Excellent interpersonal skills • Excellent oral and written communication skills in particular the ability to present the essential meaning of a complex combination of data • Able to use persuasion, negotiation and decision-making skills in overcoming resistance to change • Able to communicate effectively with all grades and disciplines of staff including senior and clinical staff • Excellent oral and written communication skills • Ability to present the essential meaning of a complex combination of data • High level of IT skills • Ability to use software packages Ability to prepare agendas, supporting papers, convene meetings and take minutes as appropriate 	Presentation skills	

<ul style="list-style-type: none"> • Excellent time management and organisational skills 		
Physical, mental, emotional and environmental demands		
<ul style="list-style-type: none"> • There is a frequent requirement for concentration where the work pattern is unpredictable The post holder is required to facilitate input from a range of colleagues and work effectively as part of a team. produce high quality work within tight deadlines • analyse and interpret statistical and other information • Prolonged periods of time spent sitting at a workstation requiring periods of intense enhanced mental concentration. • Ability to deal with emergencies in a calm and effective manner, taking control of situation, ability to work with unplanned often emergency situations. Requirement to regularly deal confidently with people in distress. Regular requirement to deal with clients or carers who may be in an agitated state, may be aggressive and/ or abusive or who may have communication difficulties. Dealing regularly with intense emotional situations. Required to deal with and support staff to deal with clients who may be threatening self-harm or making threats to staff. <p>Working Conditions Mainly office based, Regular requirement to deal with clients or carers who may be in an agitated state, may be aggressive and/ or abusive or who may have communication difficulties. Dealing regularly with intense emotional situations. Required to deal with and support staff to deal with clients who may be threatening self-harm or making threats to staff.</p>		
Motivation		
<ul style="list-style-type: none"> • Excellent interpersonal skills • Ability to work as part of a team • Ability to work independently 		
Other		
<p>You may also need to travel between Council premises as required for the performance of your duties. You may also be expected to work at any of the Council sites.</p>		

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