

/Northumberland County Council
JOB DESCRIPTION

Post Title: Team Manager Adult Social Care	Director/Service/Sector: Adult Social Care		Office Use
Band: 11	Workplace: Locality Team Office / Agile		JE ref: Z261 HRMS ref:
Responsible to: Operations Manager	Date: January 2022		
Job Purpose: To lead and manage a Social Work/Care Management locality team. To work collaboratively with service users and their families/carers to assess their needs and plan and deliver services in accordance with statutory duties within the legislation and regulation framework. To provide service strategic planning, supervision, consultation and other management tasks to comply with statutory responsibilities in line with NCC policy and procedures and, ensuring that the duties necessary to comply with statutory and NCC Adult's Safeguarding procedures and policies are carried out.			
Resources	Staff	Lead a social work/care management locality team. Line management of social workers/care managers and any other staff as directed by senior management.	
	Finance	Shared accountability for operational budget and to adopt day to day budget monitoring responsibility for the specific service budgets. Strategically managing the finances to identify cross-cutting growth opportunities and efficiencies.	
	Physical	Day to day updating and maintenance of complex, sensitive and confidential data, including electronic client data systems.	
	Clients	Contact with adults and their families/carers including within their own homes. There will be contact with a range of agencies and partners.	
Duties and key result areas:			
<ol style="list-style-type: none"> 1. To ensure that adequate arrangements are in place to promote welfare, independence and well-being of adults. 2. Responsible for the management oversight and quality assurance of complex assessments. 3. To take responsibility for developing strategies, skills, expertise and knowledge for a wide range of practice issues and to provide consultation, coaching and mentoring within the team and across the service. This will include taking responsibility to maintain and develop professional links and leads with multi agency professionals. 4. To oversee the operation of the social work/care management team, making decisions and providing advice and guidance to social workers and care managers with regard to adults. Chairing MDT meetings. Allocating work to specified social work/care management staff in accordance with guidance and supporting them to ensure the delivery of effective, multi-disciplinary services. Ensuring that work is of a consistently appropriate standard. 5. To be conversant with operational and practice issues pertaining to the delivery of social work to adults and families/carers to ensure that adults most in need are prioritised and responded to appropriately. 6. Provide regular, formal and informal supervision and appraisal to staff and develop a professional skills base through the provision of training and development as appropriate. 7. Manage and maintain positive relationships with partner organisations and other external bodies. 8. Responsible for ensuring that the team achieve key service delivery objectives identified within the service plan. In addition, develop and implement systems to ensure satisfactory team performance against key performance indicators. 9. Responsible for ensuring that the objectives set out in statutory guidance and departmental procedures are implemented within the team. 10. Responsible for ensuring that specific areas of service delivery are developed and delivered to meet the needs of adults and families/carers requiring specialist social work for a range of associated assessed needs. 11. To manage financial and other resources effectively and efficiently in line with NCC regulations and to report to senior management on a regular basis regarding the financial position of the designated service area. 12. To monitor and evaluate team performance against service targets including the monitoring of caseloads and the complexity of cases. 13. To provide reports and updates to the management teams as required. 14. To ensure the maintenance of record keeping in accordance with statutory requirements and NCC policy and procedures. 15. To manage the recruitment, selection, training and development of staff in accordance with NCC policies and procedures. 			

16. To ensure the service is adult and family/carer centred, focussing and promoting the overall safety and safeguarding of all vulnerable adults and those at risk of significant harm.
17. Contribute to the strategic development of the service by developing new ways of working and efficient practices.
18. To actively participate in directorate wide projects related to adults as approved by the senior management.
19. Deputise for the Operations Manager - at internal and external meetings as and when required.
20. To advise and alert the Operations Manager of any situation that may be contentious, complex or critical or costly to the team or service so that an appropriate risk assessment and management plan can be put in place.
21. Other duties appropriate to the nature, level and grade of the post.

Work Arrangements

Physical requirements:	To be able to attend meetings and provide service delivery throughout Northumberland.
Transport requirements:	Flexibility to meet the demands and delivery of the service.
Working patterns:	Occasional participation in Out of Hours support to service rota cover arrangements as required
Working conditions:	Office based although some lone working within the community.

Northumberland County Council
PERSON SPECIFICATION

Post Title: Team Manager	Director/Service/Sector: Adult Social care	Ref: Z261
Essential	Desirable	Assess by
Qualifications and Knowledge		
A professional social work qualification e.g. Degree in Social Work, DipSW, CQSW, CSS Valid HCPC registration. Evidence of CPD. Knowledge of adult social care and issues around work with families/carers including safeguarding/ mental capacity/DOLS. Detailed knowledge of adult's legislation. Up to date understanding of the key issues and relevant theoretical background facing professional adult social care social workers,	Management qualification Completion of or working towards the PQ Award.	
Experience		
In depth diverse experience in adult social care Significant experience of team management including appraisal and supervision Experience of managing performance to agreed standards and targets Ability to work in stressed and pressurised situations to meet deadlines Proven experience in decision making skills and abilities	Experience of working within a multi-agency setting. Experience of budget management	
Skills and competencies		
Highly developed interpersonal skills with the ability to communicate effectively with a variety of people through a variety of mediums Ability to lead and manage a multi-skilled team. Ability to manage change and conflict. Highly developed negotiating and organisational skills. Able to prioritise conflicting demands and requirements, meet tight deadlines and timescales. Ability to assess service needs, develop and evaluate programmes and projects/plans to meet those needs. A commitment to equality of opportunity. An awareness of the principles of budget management. Effective IT skills to be able to write reports, produce court documentation and update relevant systems. Ability to work across agency boundaries within a multi-professional setting. Ability to work at both operational and strategic levels in terms of future service development.	Use of IT databases and spreadsheets	
Physical, mental and emotional demands		
To be a resilient practitioner with the ability to manage intense emotional demands. Able to meet the physical demands of the post. Lengthy periods of mental attention and high levels of pressure from conflicting demands and pressure to meet statutory deadlines.		

<p>To be able to satisfy the mobility requirements of the post which will include some journeys to adults and their families' home. To work agilely in line with the Council policy.</p>		
<p>Other</p>		
<p>This position requires an Enhanced Disclosure and Barring Service (DBS) Check. Commitment to inter-agency working. Willingness to work occasional evenings/weekends. Positive attitude towards supervision and training. Willingness to attempt new challenges and approaches. Positive attitude towards supporting equality and diversity.</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