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| **Job Description** |
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| **POST TITLE** | **Occupational Therapy Team Manager** |
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| **DIRECTORATE** | **Adults Health and Integration** |
| **GRADE** | **PO6** |
| **LOCATION** | **London Borough of Hackney** |
| **RESPONSIBLE TO** | **Principal Therapy Lead** |
| **RESPONSIBLE FOR** | **Senior practitioners** |

**PURPOSE OF THE JOB**

As part of Hackney Adults Services, this post is pivotal in supporting the delivery of health and social care for people with long term conditions in Hackney, including service users placed out of the borough.

To lead and manage a team of practitioners, principally but not exclusively Occupational Therapists, and line-manage and supervise senior practitioners and other practitioners within your given service area.

To ensure that all staff provide a person-centred and strengths-based service to all service users and their carers/families.

To ensure compliance with Safeguarding Adults according to all relevant local and national policy and legislation.

To manage the performance of the team concerning Health and Social Care Key Performance Indicators and local and team performance measures

To contribute to FOI requests, respond to complaints and provide information, reports, and feedback as required.

**SERVICE SPECIFIC ACCOUNTABILITIES**

**Service Management**

* Deliver high quality, outcome-focused services for adults with long term conditions in a strength-based model.
* Supervise staff and give feedback on performance. Offer support, guidance, training opportunities and CPD progress. Undertake annual appraisals and CPD reviews – setting goals and outcomes for team members and the team as part of the wider Strategic Plan for Adults services
* Be responsible for ensuring service users are provided with high quality personalised and strengths-based approaches including information and advice concerning their health and social care needs.
* Ensure that work is allocated according to all relevant legislative thresholds including Care Act compliance for all service user groups and monitor caseloads, complexity and risk.
* Ensure effective communication with the team and hold regular meetings with staff. Monitor performance and workloads, quality of assessment, support plans and reviews.
* Work with other team managers to ensure that the whole service delivers the best outcomes for service users and their families.
* Ensure when relevant that the Transitions Pathway (Preparation for Adulthood) is effectively managed. Ensure that information is available concerning the pathway and liaise with colleagues in Children’s Services and Education to ensure continued best practice in Transitions.
* Operate within budgetary constraints and ensure Value for Money in the delivery of the occupational therapy service, specifically concerning the provision and recommendation of equipment and adaptations.
* Attend and where the appropriate chair, meetings relevant to the role including team meetings, wider meetings with the service, and others as directed by the Principal Therapy Lead including representing the Principal Therapy Lead as appropriate.
* Ensure that staff are aware of departmental policies and procedures, and statutory duties and that these are complied with.
* Contribute to sickness, capability, disciplinary and other Council processes as appropriate to the role.
* An ability to respond in an emergency and undertake contingency planning and risk assessments that require immediate service planning.

**Service Development**

* Contribute to the development and delivery of awareness training and guidance about your client group and your service to a wide range of audiences including health and social care professionals, partners and carers
* Contribute to reviews and developments of the service, including consultation with staff, service users and carers as appropriate.
* Liaise with teams within the Council and with external partners as necessary in the development of the service.
* Ability to undertake quality assurance exercises that ensure the team is compliant and fulfilling the goals and targets set out in the overarching strategic plan for adults.

**Performance and reporting**

* To ensure performance information is regularly reviewed, analysed and evaluated, that the information is used to address service delivery, highlight issues with senior management and propose, initiate and evaluate the outcome of remedial actions.
* To provide a range of accurate, up to date financial and other management information, statistics and reports and any remedial actions regularly to senior managers highlighting and explaining the reasons behind any issues.
* To manage individual staff performance and capabilities, and promote and encourage career development and progression at all levels.

**INTEGRATION, TEAMS & NEIGHBOURHOOD:**

* Eight neighbourhood areas have been created in City and Hackney Neighbourhoods, formed as much as possible around natural communities based on GP registered lists. These Neighbourhood areas serve populations of between 30,000 to 50,000 residents. The intention is for Neighbourhood areas to be small enough to provide personal care, but large enough to provide a broad range of resilient services.
* At the core of each Neighbourhood will be a community-centred, integrated team, working across healthcare, social care, public services, community groups and voluntary agencies and the people it serves. In essence, these are multi-disciplinary front-line teams, which will deliver integrated patient-centred services.
* It is intended that by working together, staff across different disciplines will experience improved communication between services, share knowledge and expertise, and coordinate care planning and delivery.
* In your role as a team manager, you will play a key role in supporting OT colleagues working in these neighbourhoods and helping to develop and deliver the neighbourhood vision.
* Work collaboratively with teams and individuals across the Council and partners.
* Develop staff to realise their potential, develop their career pathways within Hackney and at all times seek improved outcomes for Hackney residents**.**

**Other**

* To apply sound clinical reasoning to decision making.
* To reflect on and review one's own practice, and take responsibility for one's own continued professional development to provide and maintain a high standard of performance, in line with RCOT and HCPC requirements.
* To work outside normal office hours as required. To work flexibly in line with the health and care integration agenda.
* To carry out such other duties within the competence of the post-holder that may be required from time to time.

**CORPORATE ACCOUNTABILITIES**

**Corporate Responsibilities**

* Promotes one organisation’ approach.
* To promote equality among all staff, and ensure that services are delivered in a non-discriminatory way, that is inclusive of disadvantaged groups
* Encouraging accountability amongst staff towards sustainability.
* Deputise for the line manager as required

**Service**

* Suggest new and innovative ways of delivering services that provide high quality and good value for money.
* Consistently apply high-quality service standards and levels of customer service, establish and monitor performance.

**People**

* Work collaboratively with teams and individuals across the Council and partners.
* Provide clarity around expected outcomes and standards.
* Develop staff to realise their potential, manage their careers and therefore improved outcomes for Hackney residents.
* Manage staff performance appropriately by providing constructive feedback and taking action where performance falls below the expected standard

**Finance**

1. Provide accurate information on budget spending and take appropriate action to mitigate budget over/underspend

| **Person Specification** |
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## **POST TITLE: Team Manager**

**GRADE: PO6**

**SKILLS AND EXPERIENCE**

* Extensive experience of working within Adults Services providing an Occupational Therapy service
* Extensive experience and knowledge of equipment and both minor and major adaptations in a community setting.
* Extensive experience in manual handling techniques and equipment.
* Experience of working in an integrated health and social care environment
* A sound knowledge and understanding of key principles and practice related to all relevant legislation
* Knowledge and understanding of all relevant statutory policies and procedures for service users, particularly Safeguarding Adults.
* Understand and be able to implement policy and procedures of the London Borough of Hackney.
* Have substantial post qualification experience in a statutory agency.
* Have experience in managing and supervising staff in paid or unpaid capacity across a range of disciplines.
* Experience in ways of promoting and working in anti-discriminatory practice.
* Be able to supervise and develop staff using a variety of methods.
* Be able to allocate work and monitor progress, quality, standards and outcomes of work.
* Be able to set priorities, manage the progress of own and others' work and compare demands
* Be able to communicate effectively verbally and in writing, with colleagues, other agencies and clients
* Be able to develop skills and change working methods to adapt to new situations.
* Experience in supporting adults with complex additional needs, including Mental Health and Autism.

**COMMUNICATION SKILLS**

* Able to communicate effectively in writing and verbally. Ability to produce reports to deadlines
* Capacity to establish and maintain effective communication and working relationships across partners, teams, external agencies and providers.
* Ability to develop working partnerships with various bodies which contribute to improved outcomes for service users.
* Ability to utilise negotiating and listening skills
* Ability to present complex information sensitively and match the needs of the audience.
* Work closely with the Principal Therapy Lead in the delivery of the OT service.

**PERSONAL EFFECTIVENESS**

* Ability to prioritise work, delegate tasks appropriately and ensure that work is delivered to a high standard.
* Ability to carry out work under own initiative, in an organised fashion and manage own workload and that of the team
* Ability to work in partnership with others, including those working in other agencies and across the integrated neighbourhood model.
* Ability to manage competing demands and work on a number of key areas simultaneously and meet deadlines.

**KNOWLEDGE AND TECHNICAL SKILLS**

* A good in-depth understanding of Care Act legislation and in particular legislation relating to the needs of people with additional and complex needs including the Mental Capacity Act, Continuing Healthcare, Deprivation of Liberty Safeguards, The Mental Health Act and Safeguarding.
* Knowledge of current best practices in public and community health and preventative services.
* Good understanding of the needs of people with complex additional needs and long term conditions and the impact this has on their ability to communicate and function.
* Good knowledge of available equipment options and their applied use.
* Extensive experience in manual handling techniques and methods.
* Extensive experience in the recommendation and design of minor and major adaptations, including the relevant legislation underlying the provision of such adaptations.
* Applied understanding of the national and local politics relating to the relevant user groups, and an appreciation of the political environment in which the services operate.
* Ability to acquire new skills and demonstrate a strong commitment to learning/continuous professional development for self and others.
* Working knowledge of administrative and contact management systems and a wide range of typical IT tools including client database, word processing, email and spreadsheet applications.

**Accountability**

* Understands political drivers and the role of members.
* Commitment to continuous learning and development for self and others.

**Delivery**

* Experience of setting targets and delegating tasks.
* Experience in monitoring performance and suggesting new ways of doing things.

**Decision Making**

* Proven experience in focusing on what is important and making decisions based on available information
* Able to make decisions that demonstrate commitment to the Council’s vision for a better Hackney.

**Working Together**

* Take into account others' views and harness the benefits of having a diverse workforce.
* Experience in working in teams that takes account of the needs of diverse stakeholder groups.

**QUALIFICATIONS**

* A UK state registered degree in Occupational Therapy or equivalent qualification from other nations.
* Registration with HCPC and RCOT
* A Current Enhanced DBS

***NB: All employees are expected to adhere to the Council's Equality & Diversity and Health & Safety Policies.***