


GLPC Job Description

	Job Title	Team Manager
	Directorate	Adults Social Care & Health
	Department	Adult Social Care
	Grade	PO7
	Reports to	Head of Service/Service Manager
	Staffing Responsibility	Direct line management of 6 to 8 staff

Job Purpose:

To have full operational and leadership responsibility and accountability for a function within an adult social care service area.

To improve outcomes for adults who require statutory support and/or intervention by working in partnership with colleagues in Adult Care Services, the wider council, external support providers, police and voluntary and statutory agencies who provide services for vulnerable adults.

Manage a customer focused service

To support Service Managers in developing and implementing new and innovative services for adults who require statutory intervention/support.

To support Service Managers in the development of policies and procedures for the service.

Principal Accountabilities and Responsibilities:

- Manage a customer focused service and the effective use of resources supporting individuals to maximise their choice and independence.
- Make a positive contribution to the delivery of the service, this will include working flexibly and positively to achieve the objectives of the council.
- Manage and lead staff to achieve high performance and effective operational delivery, including developing and improving staff capability.
- Ensure that the council's overall vision, values and ethos are central to the requirements of the service.
- Support effective working relationships and act as an ambassador and advocate with external organisations
- Keep up to date with legislative practice, developments in service delivery and best practice to ensure the service performs effectively and to the highest standards.
- To provide expert guidance to Advanced Practitioners and other members of the Adult service on matters of Adult Social Care Policy, Law and Practice.
- To have devolved responsibility for the management of budgets within the designated service area, ensuring cost effective financial decision making and the most effective use of financial and other resources. To ensure that staff work within the appropriate financial regulations and procedures.

- To be the local authority lead for attending CPMG and developing relationships and working practice for the Integrated Care Pathway and Whole System Integration.
- To identify any projected budget variances, and identify and implement realistic solutions.
- To ensure that assessment of service user needs forms the basis of individual care planning as well as the wider commissioning strategy; evaluating the outcomes for individuals and their carers in line with the requirements of the Care Act.
- To ensure the design, development and monitoring of innovative and culturally appropriate packages of support.
- To ensure the effective allocation of work within the team, ensuring that high priority work is accorded the appropriate status as well as making certain that un-allocated work is safely managed. This includes collaborating with managers of other teams.
- To ensure that services are provided in a manner that reflects departmental and corporate policies and that decisions about resource allocation are made with due regard to the department's eligibility criteria.
- To establish and utilise effective management information and quality assurance systems to ensure that high standards of service delivery are achieved and performance targets are met, taking remedial action where necessary.
- To contribute to the development and implementation of the annual service plan.
- To undertake recruitment of staff within the agreed departmental recruitment procedures.
- To ensure rigorous, robust implementation and subsequent monitoring of individual outcomes.
- To ensure that all staff in the team working with vulnerable adults and those who may suffer significant harm receive the appropriate advice and support within designated timescales.
- To be responsible for the development of effective working links between the service areas, service users, health, education, the voluntary sector and other sections within the council.
- Effective investigation and resolution of customer complaints and Members enquiries within the scope of the team, or the service, when required to provide a customer focused service to resolve issues at an earlier stage.
- To deputise for the Service Managers in their absence and to provide cover for other team managers as appropriate.
- Safeguarding is everyone's responsibility and all employees are required to act in such a way that at all times safeguards the health and well being of children and vulnerable adults.
- Carry out duties with due regard to the council's customer care, equal opportunities, information governance, data protection and health and safety policies and procedures.
- Undertake any other duties commensurate with the general level of responsibility of this post.
- Operates within a framework set by Corporate and Departmental Management Teams, but with freedom to influence the shape of services. Including Prevention, Early Intervention, Support Planning and Zero Tolerance of Abuse.
- Define operating procedures and standards for the service and ensure that performance metrics are in place to manage them.
- Lead on policy development as directed by the Head of Service to ensure implementation of new legislative and operational policy requirements within Adult Social Care.
- Wide range of internal and external contacts and partnership working.
- Management / leadership of a high performance team.

DBS Status	Enhanced and Barred (Adults)
Politically Restricted (delete as appropriate)	No

Person Specification

Specify the qualifications, experience, skills and abilities required on the basis of the Job Description.	To be identified by: Application Form(A) Test/assessment (T) Interview (I) (Please indicate all that apply)
Qualifications and Professional Membership requirements: <ul style="list-style-type: none"> • Relevant professional qualification • Evidence of current registration with professional body • Evidence of significant relevant CPD. 	A A A
Knowledge (please specify all essential criteria): <ul style="list-style-type: none"> • Substantial post-qualifying experience including statutory work with Adults and their families. • An in-depth knowledge of the delivery of services to adults and the current issues and legislation affecting them. 	A, I A, I
Experience (please specify all essential criteria): Track record of achievement at a management level in a similarly large and complex organisation including: <ul style="list-style-type: none"> • Working in a range of roles across social care involving adults • Effectively providing support and supervision to staff in delivering outcome focused and cost effective assessments, support plans and services • The effective implementation of a performance management system and dealing with the poor performance of staff • Ensuring that the statutory duties of staff are understood and met • Experience of managing a team's performance and budgets 	A, I A, I A, I A, I A, I

