

LONDON BOROUGH OF HACKNEY

JOB DESCRIPTION

POST TITLE:	Team Manager - Adult Social Care
DIRECTORATE	Adults, Health and Integration
SERVICE	Adult Social Care
GRADE:	PO7-PO8
RESPONSIBLE TO:	Deputy Head of Services - Mental Health
RESPONSIBLE FOR:	Management of staff within team, including but not limited to senior practitioners, social workers and support workers.

PURPOSE OF THE JOB

This is a London Borough of Hackney (LBH) role, based at East London NHS Foundation Trust (ELFT). ELFT provides a comprehensive mental health service to people from a diverse range of cultures and ethnic groups covering the City of London, Hackney, Newham and Tower Hamlets. The post holder should be dedicated to providing high-quality mental health social care within diverse, multi-disciplinary teams, with focus on delivering exceptional interventions that achieve the best possible outcomes for individuals with mental health needs.

The postholder will lead a dedicated team that provides an outstanding social work approach to the delivery of our statutory duties under the Care Act 2014 and related legislation. You will be a leader who has the ability to manage the culture, practice and performance of a group of dedicated professionals, who seek to support people to be independent and safe. To lead by example, demonstrating professional standards and the ability to achieve with staff positive impact and opportunities for our residents and their families/ carers.

It is preferable that the Team Manager is an Approved Mental Health Professional and will be expected to act as a senior AMHP, supervising the work of AMHPs via a management rota, offering support and advice and ensuring high practice standards are maintained and the legal frameworks are adhered to.

KEY ACCOUNTABILITIES

To lead and manage a team of mental health social work practitioners and support workers with a focus on our residents and sound legally literate practice, effectively using resources to help people maximise the independence and wellbeing of our residents.

To ensure that all staff adhere to our practice principles, including a focus on strength-based, trauma informed and anti-racist practice, with consideration of the intersectionality impacting on those with care and support needs with work with.

To ensure your team area is compliant with all legislative requirements and best practice, including in safeguarding adults and the use of mental capacity act.

To manage the performance of the team in relation to your key performance indicators, recognising your performance in the context of the departmental targets.

To respond on behalf of the team as appropriate, whether that be in Safeguarding Adult Reviews, internal learning mechanisms, Freedom of Information Requests, complaints or members enquiry.

To represent the Council in legal proceedings, including Courts, and where there are opportunities for learning, focusing on a culture of transparency and continuous improvement.

Duties commensurate with PO7 inclusive of the following:

Team Management

As a team manager, you are fully accountable for the overall functioning and performance of your mental health social work team. Your duties include as a manager:

- management of effective team allocation and prioritisation of cases based on guidance and in line with service objectives.
- provision of guidance and expertise to your staff and others within the department in order to manage complexity and risk.
- professional supervision to staff, with a focus on outcomes for residents, performance, capability, career progression and wellbeing of staff.
- Ensuring staff availability to respond to unplanned events and collaborating with other teams for seamless service delivery.
- Proactively managing employee-related matters including performance, conduct, and grievances in accordance with Council frameworks.
- Monitor performance and workloads, quality of assessment, support plans and reviews.
- Provide management support to the AMHP service.

Work with Residents and their Families/Carers

As a team manager you are accountable for ensuring that your team provides holistic and legally literate assessment of residents and carers, in partnership with others as required and in line with statutory guidelines. Your duties include as a manager:

- Ensure that work is allocated according to all relevant legislative requirements, monitoring caseloads, complexity and risk.

- delivery of targeted and effective social work interventions, aimed at achieving outcomes and managing risk effectively with individuals, their networks and colleagues.
- Ensuring your team delivers effective and literate assessments, reviews and care and support planning, focused on the voice of those who use services.
- Work with other team managers to ensure that the whole service delivers the best and most independent outcomes for service users and their families.
- Ensure when relevant that the Transitions Pathway (Preparation for Adulthood) or other transition from Children and Families Services for young people with care and support needs is effectively managed. Ensure that information is available in relation to the pathway and liaise with colleagues in Children's Services and Education to ensure continued best practice.
- Promote personalisation through provision of direct payments and individual service funds wherever possible. Liaise as appropriate with colleagues in the Direct Payments team, Client Affairs, Commissioning, Finance and Brokerage in relation to service outcomes and protocols.
- An ability to respond in an emergency and undertake contingency planning and risk assessments that require immediate service planning.
To develop robust working relationships with health colleagues and voluntary sector partners to promote interagency care planning.

Service Development

- Contribute to the development and delivery of understanding and guidance about mental health social work 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 or co-production where required 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 and through co-production with residents.
- Ability to undertake quality assurance exercises that ensure the team are compliant and fulfilling the goals and targets set out in the overarching strategic plan for adults. Embed any learning, both from internal and external audit or other learning outcomes, into the teams operations.

Performance and reporting

- To ensure performance information is regularly reviewed, analysed and evaluated, that the information is used to address service delivery, to highlight issues with senior management and to 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 on a regular basis 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.

Other

- To apply sound reasoning, judgement and decision making that is defensible to the area of work, law and your professional registration standards.
- To reflect on and review own practice, and take responsibility for own continued professional development to provide maintain a high standard of performance.
- 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.
- Attend and where appropriate chair, meetings relevant to the role including team meetings, wider meetings with the service, multi-disciplinary meetings and others as directed by any senior managers, including representing the Deputy Head of Service, Principal Therapies Lead or Head of Service as appropriate.

CORPORATE ACCOUNTABILITIES

Corporate Responsibilities

- Promote integrated working across health and social care.
- 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 ELFT, LBH and partners.
- Provide clarity around expected outcomes and standards.
- Develop staff to realise their potential, manage their careers and therefore improve outcomes for Hackney residents.
- Manage staff performance appropriately by providing constructive feedback and taking action where performance falls below the expected standard.

Finance

- Provide accurate information on budget spend and take appropriate action to mitigate budget over/under spend.
- Contribute towards discussion and idea generation on budget proposals and savings.
- Understand and be able to articulate the wider service pressures and how you work together to mitigate these.

CRITERIA FOR CAREER GRADE ADVANCEMENT

To be considered for the advancement to the PO8 career grade, employees will have to exhibit the following:

- Advanced leadership, capable of mentoring other team leaders, influencing policy changes, and leading or contributing to complex multi-agency projects. Should show proven success in strategic decision-making and/or conflict resolution within the team.
- Pursuing additional leadership or specialised training (such as systemic interventions or trauma-informed approaches), contributing to training programs, and actively participating in council-wide initiatives for professional development such as AMHP or BIA training.
- Taking a leading role in the development and implementation of new service delivery models or improvements that improve efficiency and outcomes; evaluating service effectiveness and leading quality improvement initiatives in your team or service.
- Demonstrating expertise in handling exceptionally complex or high-profile cases, providing guidance to other managers, and developing frameworks that reduce risks and enhance resident well-being.
- Leading collaborative efforts with major stakeholders, partners and community organisations, to develop and implement interventions that benefit communities.
- Exceeding performance expectations consistently, significantly contributing to surpassing team goals, and influencing higher-level organisational outcomes. Evidence of being able to lead teams, delivering on performance and quality assurance, surpassing team goals and delivering innovative approaches to service development.

The above criteria ensures that the advancement from PO7 to PO8 is merit-based, reflecting both individual achievements and contributions to broader organisational goals.

ANTI-RACISM & EQUAL OPPORTUNITIES

Hackney aspires to be an anti-racist organisation. The post holder should demonstrate through personal and professional example, a commitment to dismantling systemic racism, discrimination and injustice. We expect staff to make anti-racism and anti-oppressive ways of working a foundation of their practice.

To demonstrate a commitment to Anti-racism, equality of opportunity for all groups of staff and service users and to challenge discrimination, racism, sexism and other forms of unjust behaviour. Actively cultivating an inclusive, learning environment, celebrating cultural, heritage and religious diversity.

The post holder is expected to be committed to the Council's core values of public service, quality, equality and empowerment and to demonstrate this commitment in the way they carry out their duties

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

Hackney is committed to safeguarding and promoting the welfare of children and vulnerable adults and operates stringent safer recruitment procedures.

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PERSON SPECIFICATION

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DIRECTORATE	Adults, Health and Integration
SERVICE	Adult Social Care
GRADE:	PO7-PO8
RESPONSIBLE TO:	Deputy Head of Services - Mental Health
RESPONSIBLE FOR:	Management of staff within team, including but not limited to senior practitioners, social workers and support workers.

SKILLS AND EXPERIENCE

- Extensive experience of working within mental health social work.
- 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 policy and procedures, including Safeguarding Adults.
- Understand and be able to implement policy and procedures of London Borough of Hackney and East London NHS Foundation Trust.

- Have substantial post qualification (full time or equivalent) experience of working in a statutory agency.
- Have experience of managing and supervising staff in paid or unpaid capacity across a range of disciplines.
- Experience of ways of promoting and working in anti-racist and 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 comparing 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 of supporting adults with complex additional needs, including substance use, complex needs homelessness, mental health and autism.

COMMUNICATION SKILLS

- Able to communicate effectively in writing or 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 to the needs of the audience.
- Work closely with the Principal Social Worker and Principal Therapies Lead the pursuit of the development of skills and CPD within the social work and allied health and care workforce.

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.

- 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 (and forthcoming changes with Protection of Liberty Safeguards), The Mental Health Act and Safeguarding.
- Knowledge of current best practice in public and community health and preventative services.
- Good understanding of the needs of people with complex mental health needs, including the ability to recognise potential crisis situations.
- To be able to act responsively and responsibly to resolve crisis situations.
- 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 operates.
- 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 of monitoring performance and suggesting new ways of doing things.

Decision Making

- Proven experience of 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 of working in teams that takes account of the needs of diverse stakeholder groups.

QUALIFICATIONS

- A UK State Registered degree in Social Work or Occupational Therapy; CQSW or Dip SW.
- Registration with appropriate body (eg HCPC, RCOT or Social Work England in 2019).
- Management qualification desirable.
- A Current Enhanced DBS.

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Other

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- To reflect on and review own practice, and take responsibility for own continued professional development to provide maintain a high standard of performance.
- 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.
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- Taking a leading role in the development and implementation of new service delivery models or improvements that improve efficiency and outcomes; evaluating service effectiveness and leading quality improvement initiatives in your team or service.
- Demonstrating expertise in handling exceptionally complex or high-profile cases, providing guidance to other managers, and developing frameworks that reduce risks and enhance resident well-being.
- Leading collaborative efforts with major stakeholders, partners and community organisations, to develop and implement interventions that benefit communities.
- Exceeding performance expectations consistently, significantly contributing to surpassing team goals, and influencing higher-level organisational outcomes. Evidence of being able to lead teams, delivering on performance and quality assurance, surpassing team goals and delivering innovative approaches to service development.

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The post holder is expected to be committed to the Council's core values of public service, quality, equality and empowerment and to demonstrate this commitment in the way they carry out their duties

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SKILLS AND EXPERIENCE

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- 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 policy and procedures, including Safeguarding Adults.
- Understand and be able to implement policy and procedures of London Borough of Hackney and East London NHS Foundation Trust.

- Have substantial post qualification (full time or equivalent) experience of working in a statutory agency.
- Have experience of managing and supervising staff in paid or unpaid capacity across a range of disciplines.
- Experience of ways of promoting and working in anti-racist and 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 comparing demands.
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- Experience of supporting adults with complex additional needs, including substance use, complex needs homelessness, mental health and autism.

COMMUNICATION SKILLS

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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.

- Ability to manage competing demands and work on a number of key areas simultaneously and meet deadlines.

KNOWLEDGE AND TECHNICAL SKILLS

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- 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 of monitoring performance and suggesting new ways of doing things.

Decision Making

- Proven experience of 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 of working in teams that takes account of the needs of diverse stakeholder groups.

QUALIFICATIONS

- A UK State Registered degree in Social Work or Occupational Therapy; CQSW or Dip SW.
- Registration with appropriate body (eg HCPC, RCOT or Social Work England in 2019).
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