



## RUTLAND COUNTY COUNCIL

### JOB DESCRIPTION

**Position Title:** Community Care Services Assistant Team Manager – MiCare/Supported Living/  
**Grade:** PO1  
**Directorate:** Adults & Health  
**Department:** Adult social care  
**Responsible to:** Community Care Services Senior Manager

---

#### **Purpose of the Job:**

To support the Team Manager in the management, development and performance of a high-quality service in accordance with the policies, objective and statutory requirements of the County Council and the Care Quality Commission Standards.

Develop and co-ordinate the work of the community care Services including Micare, supported living and the outreach service in Rutland to ensure they promote the independence and wellbeing of adults and vulnerable adults in line with the Plan for health and social care integration through the delivery of a Person-Centred approach to facilitate social inclusion.

Ensure Rutland's adult community is effectively safeguarded and that County's services are fully compliant with external regulation (eg. CQC) and Ofsted inspection criteria.

To ensure the Community Support Service is compliant with the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010 and the Care Quality Commission (Registration) Regulations 2009.

These posts fulfil the Council's statutory responsibility as 'Registered Manager' which holds them legally responsible for who comes into the service and ensuring correct care is afforded. They are also held accountable for implementing Care Quality Commission (CQC) guidance and policies.

#### **Main Responsibilities:**

1. To maintain the Provider Compliance Information required by the Care Quality Commission and act as a point of contact with the Commission for reporting incidents and facilitating inspection visits.



## **RUTLAND COUNTY COUNCIL**

2. To be responsible for, in conjunction with the Team Manager, maintaining all areas of the service to meet the standards and outcomes required to retain the Care Quality Commission registration. Contribute to inspection processes as implemented by the Care Quality Commission to enable the Council to respond to such inspections in an effective and timely manner.
3. To lead in the production of policies and guidance information for the Service relating to compliance with the Care Quality Commissions standards and regulations.
4. Manage the development and delivery of Inclusive Community Care Services both centre based and within the community in accordance with assessed need to support the needs of older people and vulnerable adults referred to the service.
5. Responsible for day-to-day management of the community care services including areas of MiCare, Supported Living and Outreach ensuring effective use of resources.
6. Manage Community care services Coordinators and Workers to deliver high quality inclusive of person-centred programmes to meet the identified outcomes of service users. Manage the performance of team members, addressing competency, conduct and capability issues as required
7. To plan, design and record service provision; monitor and evaluate the quality of service provided in accordance with statutory and practice regulations. Ensure that an effective and accessible complaints procedure is in place, providing a prompt and effective investigation of and response to complaints
8. Work closely with health and social care teams to identify and appropriately manage risk for people who use the service and their carers, referring onto specialist services as appropriate, working with multi-disciplinary teams and multi-agencies where necessary, in order to safeguard the individual.
9. To ensure the health and safety legislation is complied with and the workforce maintained, identifying when risk assessments need to be undertaken and completed.
10. To promote and contribute to the safety and wellbeing of all people in the community through the implementation of robust safeguarding practices and procedures. Fulfil responsibilities and obligations in relation to the safeguarding of vulnerable adults, ensuring that team members are aware of their responsibilities. Ensure the delivery of professional standards in compliance with National standards and regulations, the Mental Capacity Act and Deprivation of Liberty Standards (DoLS) to ensure the highest quality of support to service users and ensure vulnerable adults are safeguarded.



## RUTLAND COUNTY COUNCIL

11. To comply with the Leadership and Management Behaviours in order to contribute to the achievement of the Council's strategic aims and objectives.

### **Standard clauses:**

To act in accordance with the principles set out in the Employee Code of Conduct and the Council's Values, recognising the duty of all public sector employees to discharge public functions reasonably and according to the law.

To manage delegated budgets and ensure effective financial planning and monitoring in accordance with the Council's Financial Procedure rules.

To lead and develop a motivated team and ensure they are developed in their role through effective use of 'My Conversation'/supervision and effective performance management as appropriate.

Take reasonable care for your health and safety and have regard to other persons who may be affected by the performance of your duties, in accordance with the provisions of Health and Safety legislation and Rutland County Council's and Departmental codes of practice and procedures. You will exercise proper care in handling, operating and safeguarding any equipment, vehicle or appliance provided, used or issued by the Council or provided or issued by a third party for individual or collective use in the performance of your duties.

This job description indicates the main areas of activity of this post. From time to time, however, other tasks/duties may be required but these will fall within the general areas of responsibility and grade of the post. Any changes which are of a permanent nature will, following consultation with you, be included in the job description in specific terms and will be formally issued to you.

### **Behaviours and outcomes:**

Work collaboratively across The Community Care Services to ensure a joined up, consistent service that adds value to the people we provide support to.

Be ambitious for making a difference to peoples lives and champion best practice guidance for services to achieve the best outcomes.

To be a role model for the One Council ethos and values.

Respond to pressure and change be flexible and adaptable to sustain performance.

Build and manage relationships, share knowledge and skills to deliver shared goals.

Actively support new initiatives and try different ways of doing things.



## RUTLAND COUNTY COUNCIL

### Dimensions:

Support the management of daily budgets

Directly line manages staff – responsible for recruitment, 1:1s and performance management.

## JOB REQUIREMENTS

### QUALIFICATIONS/TRAINING/EDUCATION

Essential	Method of Assessment *
Holds or is working towards a Registered Managers Qualification (required within 2 years of employment) and is approved as fit to be a Registered Manager by the Care Quality Commission. Educated to Level 5 or equivalent or professional qualification in health and social care	A
Desirable	Method of Assessment *
Evidence of further professional development	A

### EXPERIENCE/KNOWLEDGE

Essential	Method of Assessment *
Experience of working in a management role in a related health and social care service.	A/I
Sound knowledge and understanding of appropriate legislation and national agenda for adult social care services.	A/I
Experienced negotiator with the resilience and ability to work under pressure and to tight deadlines.	A/I
Proven team leader; experience of working with a wide range of agencies or in a multi-agency team.	A/I



## RUTLAND COUNTY COUNCIL

Has up to date knowledge of legislation and guidance in relation working with, and safeguarding vulnerable adults.	A/I
Displays commitment and a positive attitude to disability and an understanding of the purpose of advocacy.	A/I
Up to date knowledge of the protection and safeguarding of adults.	A/I

Desirable	Method of Assessment *
Experiencing of working with rural communities.	A/I

### **SKILLS**

Essential	Method of Assessment *
Has integrity and is of good character	A/I
Leadership skills	A/I
Highly developed organisation skills.	A/I
Ability to inspire and encourage co-operations	A/I
Strong interpersonal skills.	A/I
Ability to work analytically & creatively	A/I
Excellent communicator with good presentation and report writing skills.	A/I
Experience of team working across a range of disciplines.	A/I
IT literate.	A/T

### **EQUALITY AND DIVERSITY**

Essential	Method of Assessment *
Able to recognise discrimination and be proactive in ensuring the Council's policy is put into practice.	A/I



## RUTLAND COUNTY COUNCIL

### OTHER

Essential	Method of Assessment *
Flexible in working patterns to fulfil commitments of the role and team.	A/I
Willingness and ability to visit other sites as and when required.	A/I

\* A = Application Form    D = Documentary evidence    I = Interview    T = Test

### STRUCTURE

**NOTE:** These requirements must be reviewed each time this post becomes vacant. The reviewing manager must sign below. If changed, please submit both the original job description and amended job description to the Human Resources Department.

DATE	CHANGE - YES/NO	PREPARED BY (Name & Position Title)
18/2/16	Yes – onto new JD format	Emmajane Perkins Service Manager ASC
28/11/16	no	Emmajane Perkins Service Manager ASC
July 2022	Yes – to reflect Registered Manager accountability	John Morley – Strategic Director Adults and Health
July 2025	Yes – onto new JD format	Tammy Thurley – Community Care Services Senior Manager