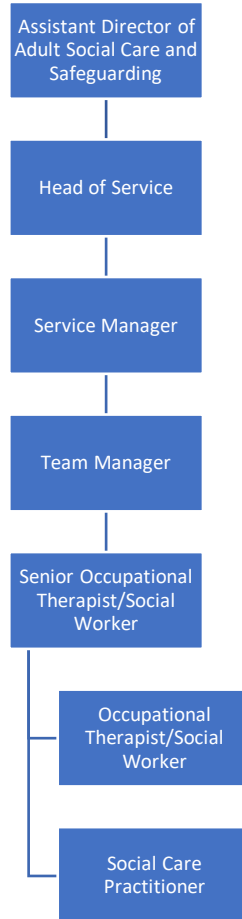
 WOKINGHAM BOROUGH COUNCIL	Job Description			Job Reference 711526
Job Title	Team Manager			
Service	Adult Social Care and Safeguarding	Team	West Social Care Team	
Location	Shute End/Hybrid Working			
Reports to	Service Manager			
Responsible for	Registered and non-registered Adult Social Care Professionals			
Grade NRS5				
<p>This job description has been designed to indicate the general nature and level of work required of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list and the line manager may vary duties from time to time which do not change the general character of the job or the level of responsibility entailed.</p>				
<u>Service Purpose</u>				
<p>To work within the Adult Social Care team 18+, undertaking direct work with customers who have a learning disability, physical disability, long term conditions, young carers and people transitioning into adulthood and older people. The main aim of the service is to enable people to live safely in the community, maximising their strengths and abilities to live as independently as they can, and supporting carers to continue in their caring role as long as they wish to and are able to.</p>				
<u>Purpose of the role</u>				
<p>To ensure that all work undertaken within the team is in accordance with relevant legal frameworks, guidance, policies and procedures to promote and ensure wellbeing, independence and safety. To provide leadership, management, and support to the team, ensuring that performance and quality standards are met. To deliver a culture of partnership and ensure collaborative working with all stakeholders.</p>				
<u>Main Accountabilities</u>				
1	Manage day to day operational activity of a social care team. Including ensuring appropriate allocation of work, achievement against KPI's, management of resources, oversight of delivery, escalation of issues arising as appropriate and effective sign off on completed work ensuring statutory Duties and Duty of Care are fulfilled.			
2	Lead and be accountable for all aspects of management of staff within a social care team, including ensuring all corporate policies and procedures are implemented and effective recruitment, retention and performance management is ensured.			
3	Ensure the team works collaboratively with all stakeholders by ensuring appropriate use of multiagency frameworks and meetings, including chairing the most complex meetings as appropriate, e.g., professionals' meetings, case conferences etc.			

4	To lead and ensure professional relationships with relevant stakeholders are developed and maintained, including with voluntary services, to enable collaborative multiagency working, develop innovative ways of working, and encourage an open and transparent dialogue.
5	To be accountable for ensuring statutory Duties concerning Adult Safeguarding activity undertaken within the team are effectively discharged in accordance with Sec 42 Care Act 2014 and Pan Berkshire Policies & Procedures. To ensure Safeguarding functions within the team are allocated according to staff have the necessary experience for the functions required.
6	To work collaboratively with the Service Manager around Service Development, and deputise for the Service Manager when appropriate and required
7	To ensure there are clear objectives in place for the team and for all staff, which align with service objectives and plans, and with the wider corporate agenda.
8	To be accountable for governance of all activity within the team to ensure adherence to legislation, effective application of Policies & Procedures, and that all statutory requirements and Professional Standards are met, with issues arising being addressed in the appropriate manner.
9	Be responsible for ensuring timely and sensitive resolution of customer complaints as early as possible, ensuring dissemination of lessons learned.
10	To use effective leadership skills, to effectively support and manage staff during periods of transformation and change,
11	To have awareness of the social, political, and financial environment the council operates within and appropriately respond to this.
12	To work across the ASC service as needed to meet the demands of the service.
Supervision Received	At least four weekly from Service Manager/Head of Service.
Supervision Given	Senior Social Workers / Senior Occupational Therapists, Social Workers / Occupational Therapists
Contacts & Working Relationships	Members of the community, Team members, other council services, Voluntary Sector, Care Providers, Commissioning teams, colleagues at a similar level in Health, Police, Fire Services, Finance colleagues in addition to Senior Management within WBC.
Management of resources or budget	Robust oversight of resource allocation to ensure effective use of budgets whilst discharging statutory Duties and delegated financial oversight for specified commissioned budgets. Management of a team of up to 18 staff from across professional disciplines.

Organisation Chart



Person Specification	
Qualifications	
Essential	Desirable
Social Work or Occupational Therapy qualification. Including registration with appropriate Body (SWE/HCPC).	Management qualification or working towards one.
Willingness to undertake continuous professional development	
Technical Skills	
Essential	Desirable
Ability to make non routine and complex judgements, including when under pressure, and escalating as and when appropriate.	
Strong IT skills, including proficient user Of Microsoft Office and client record systems	
Knowledge, Skills and Abilities	
Essential	Desirable
Excellent prioritisation and time management skills.	
Ability to manage others in a fast-paced environment	

Private: Information that contains a small amount of sensitive data which is essential to communicate with an individual but doesn't require to be sent via secure methods.

Demonstrable ability to communicate and work with people at a range of levels, across a range of situations and settings.	
Analytical skills, with the ability to negotiate and problem solve and find creative and innovative solutions.	
Ability to effectively produce and present information in a range of formats and to a variety of audiences, including senior management, e.g., reports, presentations etc.	
Ability to represent the Council in a range of forums and in accordance with the Council's values and standards.	
Knowledge of the legal and policy framework in relation to the role.	
Ability to use and act on performance data, to inform operational activity within the team.	
Experience	
Essential	Desirable
Experience of working collaboratively in multiagency environments.	Demonstrable experience of having taken an active role in governance frameworks.
Experience of conflict management.	
Demonstrable experience of supervising and/or managing people in an adult social care or health setting.	

Completed by:		July 2023
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