



## Job Description

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.

Post Details	
Job Title	Team Manager – PACT (People Achieving Change Together)
Job Reference	713394
Service	Adult Social Care – Safeguarding
Team	PACT
Location	Shute End/Hybrid Working
Reports to	Service Manager – Safeguarding, Quality & Governance
Responsible for	4 x Registered staff, 2 x unregistered staff
Grade	NRSG5
Contract Type	Permanent, Full Time
Hours	Full time, 37 hours per week

Main Accountabilities	
1.	Provide supportive day-to-day operational oversight, ensuring fair allocation of work, thoughtful use of resources, and timely, collaborative responses to emerging issues. Maintain clear accountability and reflective sign-off to ensure statutory duties and our duty of care are met in ways that uphold safety, dignity and empowerment.
2.	Provide compassionate and accountable leadership for the team, fostering a safe, transparent and supportive working environment. Ensure fair and values-based recruitment, retention and performance management, and oversee compliance with legislation and organisational policies in ways that promote dignity, trust and professional growth.
3.	Champion and embed Trauma-Informed and Strengths-Based practice, working collaboratively with individuals and partner agencies. Ensure multi-agency frameworks and meetings are used effectively, and provide calm, skilled leadership by chairing the most complex meetings where required.
4.	Work collaboratively with stakeholders, including voluntary and community partners, to co-design innovative approaches and promote open, transparent and trusting dialogue that supports shared learning and positive change.
5.	Ensure statutory adult safeguarding duties are met in line with the Care Act and Pan-Berkshire policies, providing calm, accountable oversight of safeguarding activity within the team. Allocate safeguarding responsibilities in a transparent and proportionate way, ensuring staff have the appropriate skills, experience and training to undertake the work safely and confidently





6.	Work collaboratively with the Service Manager to support ongoing service development, contributing ideas and insight in a transparent and solution-focused way. Provide calm and confident leadership by deputising for the Service Manager when required, ensuring continuity, stability and relational practice across the service.
7.	Set clear, shared objectives for the team and all staff that align with service priorities and the wider organisational vision. Ensure goals are communicated transparently, developed collaboratively, and support a culture of clarity, consistency and positive change.
8.	Provide accountable and transparent governance of all team activity, ensuring legislation is followed, policies and procedures are applied consistently, and statutory and professional standards are met. Address issues in a timely, fair and proportionate way that promotes learning, safety and continuous improvement.
9.	Ensure customer concerns and complaints are responded to promptly, sensitively and with clear communication, resolving issues early wherever possible. Support a learning culture by sharing insights and lessons learned to strengthen practice and improve experiences
10.	Provide steady, compassionate leadership that supports and guides staff through periods of transformation and change, fostering trust, transparency and a sense of shared purpose.
11.	Maintain awareness of the wider social, political and financial context in which the council operates, and respond in a thoughtful, balanced and values-led way that supports stability, transparency and positive outcomes for people and the team.
12.	Work flexibly across Adult Social Care to meet service needs, contributing collaboratively and supporting colleagues in a way that promotes stability, shared purpose and consistent, person-centred practice.

Person Specification	Essential	Desirable
Education/Qualifications	Social Work or Occupational Therapy qualification, including current registration with the appropriate Body.	Management qualification, or willingness to work towards one.
	Willingness to undertake continuous professional development.	
	Demonstrable CPD relating to Trauma Informed Practice, or willingness to undertake this.	
Experience	Experience of working collaboratively in multiagency environments.	Demonstrable experience of having taken an active role in governance frameworks.
	Experience of conflict management.	Experience of working within Trauma Informed frameworks.
	Demonstrable experience of supervising and/or managing others.	
	Experience of having worked with people who require different approaches to engagement and able to demonstrate having delivered effective outcomes in this respect.	
Skills/Knowledge	Excellent time management skills and ability to prioritise.	Have experience of coaching and/or training others in specific subject matter related to the role.





	Ability to operate in and manage others in a fast-paced environment.	Knowledge and understanding of Trauma Informed Practice.
	Be able 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 find creative, innovative solutions.	
	Ability to effectively produce and present information in a range of formats and to a variety of audiences.	
	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.	
<b>Behaviours/Attributes/Technical Skills</b>	Ability to make non routine and complex judgements, including when under pressure, including escalating as and when appropriate.	
	Strong IT skills, including proficient use of Microsoft Office and client record systems.	
	A commitment to relational work, Trauma Informed Practice and a desire to work creatively in a Strengths Based manner.	
	An interest in exploring innovative ways of working with people who are harder for traditional services to reach.	

**Purpose Details**

<b>Service Purpose</b>	<p>The PACT Team works with people who have Care Act-eligible needs, or who may be at risk of requiring Care Act support without early relational intervention. The team supports individuals who are not currently engaged with services and who may have found traditional models of support difficult to access or sustain.</p> <p>This includes young people meeting Transitional Safeguarding thresholds, and people whose circumstances may feel chaotic, where there is risk or experience of exploitation, and where relational, persistent support can prevent, reduce or delay the development of Care Act needs. The team also works with individuals for whom hoarding presents significant risks and where coordinated, multi-agency intervention is required to promote safety, wellbeing and positive change.</p>
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<b>Role Purpose</b>	Ensure all team practice aligns with relevant legislation, guidance and organisational policies, promoting wellbeing, independence and safety. Lead and support the team to embed a Relational and Trauma-Informed Approach and apply Strengths-Based Practice consistently. Provide calm, accountable leadership that maintains high performance and quality standards. Foster a culture of partnership, encouraging open, collaborative working with all stakeholders.
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### Supervision and Relationships

<b>Supervision Received</b>	4-6 weekly from Service Manager – Safeguarding, Quality & Governance
<b>Supervision Given</b>	4-6 weekly to x2 Senior Practitioners
<b>Contacts</b>	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.

### Resources/Budget Management

Provide transparent and accountable oversight of resource allocation to ensure budgets are used responsibly while meeting statutory duties, including delegated financial oversight for agreed commissioned services. Lead and support a multi-disciplinary team of up to 18 staff, fostering a collaborative, values-led culture that promotes safety, trust and high-quality practice.

### Special Requirements

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### Occupational Health Risk Assessment

Occupational Health Risk Assessment	Details
Skin/Respiratory Sensitisers	<N>
Working at Height	<N>
Exposure to Noise (>80-85dB)	<N>
Confined Spaces	<N>
Frequent Display Screen Equipment Use	<Y>
Driving for Work	<Y>
Hand Arm Vibration	<N>
Lone Working	<Y>





Healthcare/Social Contact with Patients	<Y>
Blood Borne Viruses Exposure	<N>
Food Handling	<N>
Working with Animals	<N>
Specialised Medical Screening	<N>
Night Working	<N>
Safety Critical Work	<N>

Nature of the Role	Details
Healthcare or Hospital Work	<N>
Working with Children (under 18)	<Y>
Working with Elderly/Vulnerable Adults	<Y>
Work Environment Details	Shute End/Hybrid Working

Role Involvement	Details
Working with Children	<Y>
Working with Vulnerable Adults	<Y>
Both of the Above	<Y>
Providing Care/Supervision for Children	<N>
Providing Care/Supervision for Vulnerable Adults	<N>
Both of the Above	<N>
None of the Above	N

Disclosure and Barring Service (DBS)	Details
DBS Requirement	Enhanced Children's & Adults
Eligibility Tool	Find out which DBS check is right for your employee - GOV.UK ( <a href="#">Find out which DBS check is right for your employee - GOV.UK</a> )

**Re-checks**





**WOKINGHAM**  
BOROUGH COUNCIL

<Details of required regular checks in line with regulations.>

### Evaluation Declaration

Date of Evaluation:	
Evaluated by:	

