



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
Job Reference	712483
Service	Adult Social Care and Safeguarding
Team	First Contact
Location	Shute End/Hybrid Working
Reports to	Josephine Lukehurst
Responsible for	Registered and non-registered Adult Social Care Professionals
Grade	NRSG5
Contract Type	Permanent
Hours	Full-Time

Main Accountabilities	
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.

Person Specification	Essential	Desirable
Education/Qualifications	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.	
Experience	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 adult social care or health setting.	
Skills/Knowledge	Excellent prioritisation and time management skills	
	Ability to manage others in a fast-paced Environment.	
	Strong IT skills, including proficient user of Microsoft Office and client record systems	
	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.	
Behaviours/Attributes	Ability to make non routine and complex judgements, including when under pressure, and escalating as and when appropriate.	

Purpose Details

Service Purpose	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.
Role Purpose	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.

Supervision and Relationships

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	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

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.

Special Requirements

SWE / HCPC registration.

Enhanced Adults DBS

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

N

Blood Borne Viruses Exposure

N

Food Handling

N

Specialised Medical Screening

N

Night Working

N





Nature of the Role	Details
Healthcare or Hospital Work	N
Working with Children (under 18)	N
Working with Elderly/Disabled Adults	Y
Work Environment Details	Shute End /office /Hybrid home working

Role Involvement	Details
Working with Children	N
Working with Vulnerable Adults	Y
Both of the Above	N
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 Adults
Eligibility Tool	Find out which DBS check is right for your employee - GOV.UK (Find out which DBS check is right for your employee - GOV.UK)

Evaluation Declaration	
Date of Evaluation:	July 2023
Evaluated by:	

