Kent County Council

Job Description: ***Community Team Manager***

Directorate:	**Adult Social Care and Health Operations**
Unit/Section:	**Division – Community Teams**
Grade:	**KSK**
Responsible to:	**Partnership Assistant Director**

Purpose of the Job:

Responsible for the overall delivery of the team ensuring that all agreed service plans and statutory responsibilities are met, and quality services delivered. The role has responsibility for ensuring that services are outcome-focused, that the needs of people with care and support needs and their carers are met, risks are mitigated as far as possible and that the effective use of resources is maximised. The role requires high levels of professionalism, drive and tenacity to work with people with care and support needs and their families as partners, alongside statutory, private and voluntary and third sector organisations.

The Community Team Manager has a defining role in promoting the independence and wellbeing of citizens and empowering people with care and support needs and their carers within the locality. At the heart of this role is leading strength-based practice, seeking opportunities for integrated working to deliver the best outcomes for people we support, and their families, working across organisational boundaries.

Main duties and responsibilities:

1. Provide professional, strategic, operational and motivational leadership of staff including recruitment, training and development and creating a learning culture within the team to facilitate continuous improvement. Ensure that the different skills, experience and knowledge of team members are harnessed to maximise the benefits of an integrated approach to service delivery for people with care and support needs and their carers

2. Drive consistent high standards of practice in line with the Practice Framework ensuring that the team carry out their statutory functions including the effective and timely delivery of assessments, interventions and support promoting person centred creative care and support planning

3. Hold lead responsibility for statutory adult safeguarding, promoting best practice in making safeguarding personal, and ensuring effective action is taken to manage and reduce risk for people with care and support needs and their carers

4. Lead, manage and develop service delivery to provide consistent, high-quality, integrated, equitable and seamless services to people who use adult social care.

Promote equality, diversity and inclusion where all people are treated with dignity and their identity and culture are valued and respected

5. Drive performance, quality assurance and innovation for the service area in line with national and departmental targets and standards and to support the Department and Corporate Strategies. Accountable for delivering services within budget, driving innovation locally to ensure effective use of limited financial resources.

6. To build and promote positive relationships with partner organisations, representing the department at partnership forums. Develop a strong understanding of the local community and build relationships with community leaders. Build and promote positive relationships with residents and people we support, leading on the co-production activities and engagement with resident forums

7. Act as professional lead, on behalf of the division, for a specific aspect of Adult Social Care and Health, developing links with other teams across the Council, including the Principal Social Worker.

8. Develop and advise on commissioning strategies, where appropriate, in collaboration with commissioning within the area and across adult social care and health working in partnership with social care providers.

9. Maintain the service to operate during its operating hours and be part of an on-call rota if necessary.

Organisational Responsibilities KSJ and above

All corporate directors, directors and senior managers have an explicit responsibility to deliver the collective agenda of the Council. These are fundamental elements of their role not an addition and are summarised as follows:

Whole Council

- Seek to improve the lives of all residents in Kent and the economy of Kent
- Act as corporate parent to the Council's looked after children
- Take an active role in promoting and ensuring the Council's responsibilities for safeguarding are met.
- Understand, communicate and contribute to the delivery of KCC's strategic aims
- Meet statutory obligations and promote and ensure compliance with policies and procedures and the Council's Code of Conduct (Kent Code).
- Advise elected members and support the democratic process
- Promote the Council brand and enhance the overall reputation of the Council
- Understand and monitor the measures of performance, including customer insight, which define successful outcomes for KCC services
- Maintain and ensure a relentless focus on the customer
- Act to support the Council-wide need to deliver services within budget, thereby avoiding an overspend that could damage the financial viability of the Council • Overcome professional and service silos to achieve the County Council's objectives.

Integration of Services

- Focus resources where they have the biggest impact
- Deliver services that are flexible and adaptable
- Integrate services within KCC and work with partner agencies to ensure a seamless customer experience
- Fully and inclusively engage all staff in the delivery of services, demonstrating the Council's leadership values and competencies.

Embedding Commissioning and Engaging relevant markets

- Establish an outcome focused organisation
- Meet the financial regulations and standing orders of KCC
- Challenge the status quo and engage with the market to constantly improve
- Ensure all services are delivered effectively and efficiently
- Proactively and continuously seek to improve service delivery
- Proactively manage risk to avoid inertia whilst not exposing the Council to needless and avoidable challenge or loss

Managing Change

- Understand and support the Authority's overall change agenda
- Deliver required outcomes of service specific change on time and to budget
- Understand the quality of staff, support their development, nurture those with talent

- Identify the skills for the future and the level of staff through robust workforce planning
- Identify and deal with underperformance.
- Deliver to agreed budget and income targets.

Footnote: This job description is provided to assist the job holder to know what their main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

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Person Specification: ***Community Team Manager***

The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

	CRITERIA
QUALIFICATIONS	• Degree or Diploma level qualification in a relevant field (or equivalent). Registered practitioner in Social Work, Nursing or Occupational Therapy • Relevant professional registration • Management qualification or equivalent experience including completion of Managing in Kent, or willingness to work towards.
EXPERIENCE	• Experience of managing and delivering effective and efficient services within local government or the health and social care sector achieving positive outcomes for people with care and support needs • Expertise in leading, managing and motivating staff to deliver high quality results • Experience of managing complex budgets and resources and effective budget and resource management skills • Experience of working within a multi-agency/interagency setting • Experience of working in partnership with people we support and their carers, including in the coproduction of service design.
SKILLS AND ABILITIES	• Ability to demonstrate professional and strategic leadership • Ability to manage and motivate staff and inspire cultural change • Excellent organisational skills and ability to plan for future development • Ability to manage conflicting priorities and deliver results within timescale • Ability to manage risk and sustain effective partnerships and effective working relationships • Ability to work effectively in a politically sensitive environment and with health and social care systems and other partners • Ability to build constructive relationships with colleagues, partners, and providers in complex situations, including where there may be tensions

	• Ability to influence, persuade, negotiate and resolve conflict • Ability to work flexibly and reacting for business continuity, including cover for bank holidays, weekends and evenings. • A Full UK Driving Licence – The Council is committed to making reasonable adjustments so whilst this job requires the jobholder to drive your application will still be considered if you are unable to drive due to a disability.
KNOWLEDGE	• In depth knowledge and understanding of relevant social care and health legislation, regulations, policies and issues that affect the delivery of adult social care services • In depth knowledge of Adult Safeguarding and relevant policies and procedures • Knowledge of financial regulations • Knowledge of personnel practices to recruit, motivate and develop staff to achieve a high standard of service delivery • Knowledge and compliance of information governance, data protection and confidentiality issues • Knowledge and compliance with equality and diversity policies, procedures and legislation.
BEHAVIOURS AND KENT VALUES	We are brave. We do the right thing, we accept and offer challenge We are compassionate, understanding and respectful to all We are all responsible for the difference we make We are curious to innovate and improve We are strong together by sharing knowledge **We will empower people** to have as much choice and control as possible, encouraging them to lead on their support and live the life they want to live **We will listen to and respect the person's expertise** about their situation, whilst giving an honest professional opinion **We will be innovative in offering support** through technology, direct payments and fully exploring support from friends and family **We will uphold people's rights** with a positive and open practice approach.