

Kent County Council

Job Description: Team Manager

Directorate: Adult Social Care and Health
Unit/Section: Older People Physical Disability
Grade: KR12
Responsible to: Service Manager

Purpose of the Job:

Manage operational teams of both registered and unregistered staff providing a range of services within the functions of the operating model for Older People and Adults with Physical Disabilities, which include Promoting Independence/Short Term Pathways, Supporting Independence, Safeguarding, Quality Improvement and Social work functions. Hold accountability for the efficient working and performance of the team, ensuring adherence to the policies and procedures of the Council.

Utilise agreed monitoring and review methods such as; dashboards, wider divisional performance reports, staff supervision and workforce reports, develop the team's knowledge base and expertise to ensure services are delivered and meet the standards required whilst promoting closer integrated working with partnership agencies and local care systems.

Main duties and responsibilities:

1. Manage a team of registered and unregistered staff in the delivery of adult social care services. Ensure all staff adhere to policies, procedures, the Safeguarding Adults Framework, Mental Capacity Assessment and Best Interest requirements in assessing the needs of clients. Oversee and ensure appropriate contribution from the team to extended working hours rotas and similar initiatives.
2. Ensure staff produce, monitor, review and modify care and support plans to support clients in working towards their goals and outcomes to optimise independence and wellbeing. Manage the response to crisis intervention to meet immediate requirements and reduce risk.
3. Lead the maintenance of high practice standards and enable continued development of professional skills that meet service requirements. Provide a high-quality resource of professional advice, guidance and expertise to staff in the team, across the Directorate and to professionals from other partner agencies.
4. Responsible for communication with other Team Managers and KeAH to negotiate client transfer through the pathway and other team involvement in a seamless way.
5. Lead the continuous improvement of practices, procedures and initiatives to support high quality service delivery in conjunction with other key professionals. Identify and escalate issues of operational practice and inter-agency working that require improvement or development within OPPD; and/or partner agencies including CQC, Strategic Commissioning, and NHS.

6. Ensure that concerns are referred to the relevant team, so clients are fully supported as required. Monitor the progress of Safeguarding activity and local practices through audit and review, and ensure compliance with Safeguarding and Vulnerable Adults protocols and procedures.
7. Keep abreast of changes and new initiatives in practice, including changes in legislation, Adult Social Care and Health Directorate and Health policies, and guidance from relevant national organisations to ensure that these are reflected in policy and practice delivered within the locality.
8. Lead performance management across the locality, reviewing performance tracking systems at weekly team meetings, making sure scheduling of reviews/assessments is efficient, time slots are fully utilised and taking any actions necessary to manage risk and maintain required level of performance. Support the Service Manager in monitoring and taking action in wider Divisional service performance.
9. Support the Service Manager in the implementation and development of partnership working with Local Care systems and other agencies. Ensure staff co-ordinate interventions with other professionals to ensure that care and support is delivered in a person-centred and timely manner. Ensure that local practitioners are responsive to and knowledgeable about the local community and services available.
10. Manage the locality budget and panel arrangements (including practice assurance panel). Ensure that staff work with clients and service providers to determine that the level of service is appropriate to meet assessed eligible needs.
11. Alongside the Service Manager, undertake business and workforce planning, recruitment of staff, induction and development of staff (including students) utilising the Social Care Capabilities Framework, promoting quality in care as the underpinning standard of practice. Ensure there is a system in place for monitoring the outcomes from learning and development and application of knowledge and skills acquired. Manage and resolve any staffing issues, working with HR as appropriate.
12. Act as the locality point of communication for customer care and complaints handling in relation to relevant activity, promoting a high standard of customer care within the team, handling of difficult messages and consistent communication to clients, colleagues and staff.
13. Support the Service Manager in building resilience within the team, responding to emergency planning issues and ensuring there are business continuity arrangements in place at all times.

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

Organisational Responsibilities

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 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.

Kent County Council

Person Specification: 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	<ul style="list-style-type: none"> • Relevant degree or related professional qualification, to Social Work. • Up to date registration with appropriate professional body. • Management qualification to level 5 or equivalent experience. • Kent Manager (or working towards)
EXPERIENCE	<ul style="list-style-type: none"> • Substantial post qualification experience in relevant adults practice within adult social care. • Contributing to policy and practice formulation, implementation and review. • Joint Working with Health Authorities, other Directorates and external bodies. • Experience of budget, performance and staff management including Staff recruitment, supervision, motivation and development. • Demonstrable experience of successfully understanding and analysing performance management systems to identify development needs, addressing skills and knowledge gaps and managing poor performance • Prior managerial experience.
SKILLS AND ABILITIES	<ul style="list-style-type: none"> • Ability to work effectively as part of a team and with staff at all levels. • Excellent leadership and managerial skills. • Ability to make robust business decisions. • Professional and positive approach. • Have integrity, initiative and focus. • Ability to think, communicate and present information effectively. • Ability to work effectively under pressure, on a diverse range of tasks, with tight deadlines and deliver results. • Ability to motivate self, team and staff. • Ability to use computer or IT equipment proficiently. • Demonstrable commitment to equality and diversity • Effective administration and organisational skills. • Ability to tailor your approach to each conversation to be appropriate to the customer, even in difficult or challenging situations.
KNOWLEDGE	<ul style="list-style-type: none"> • Comprehensive understanding and knowledge of the relevant legislation appropriate to the client group. • Detailed knowledge of directorate and policies, procedures and practice. • Familiarity with recent research and government and corporate initiatives. • Knowledge of Financial Regulations

BEHAVIOURS AND KENT VALUES	<p>Kent Values:</p> <p>Open</p> <ul style="list-style-type: none"> • Value for money thinking • Innovative thinking • Risk managers • Managing expectations • Political awareness of unpopular decisions • Honesty/bravery • Solutions focussed <p>Invite contribution and challenge</p> <ul style="list-style-type: none"> • Co-production • Collaborative • Competition • Working together • Information Sharer • Integrated thinkers <p>Accountable</p> <ul style="list-style-type: none"> • Professionalism • Seeking constant improvement • Quick response in relation to delivery • Acting as a commercial business • Innovator • Capacity builder • Creative • Resilient
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