

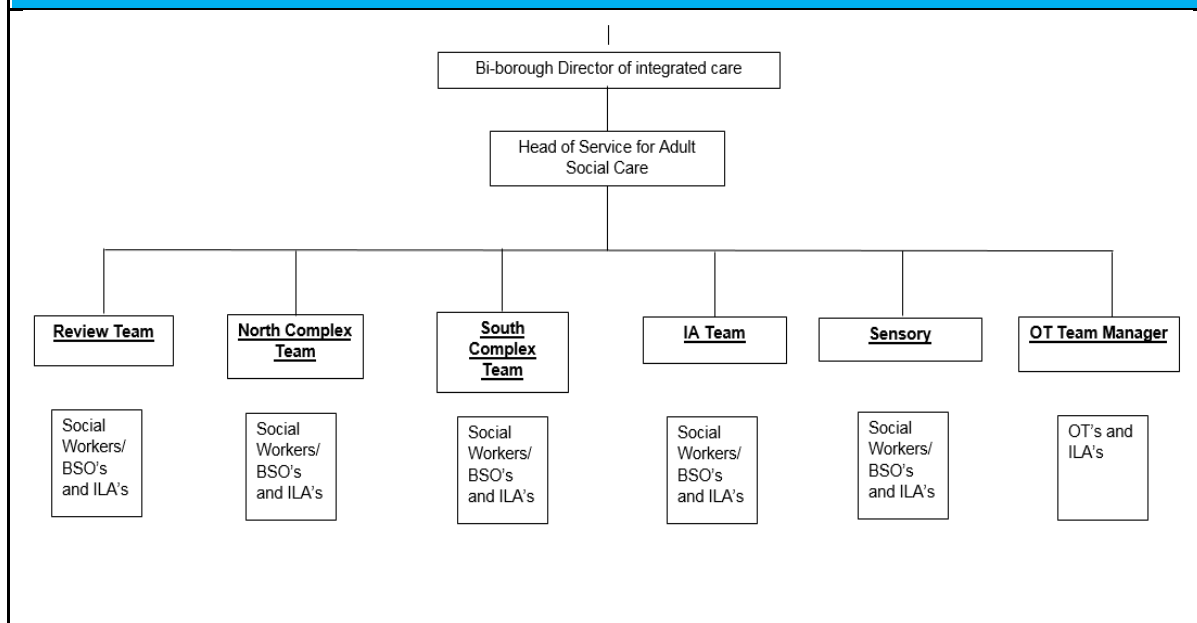
JOB DESCRIPTION

Job Title	Team Manager Community Health & Social Care - Adults
Department	Integrated Adult Health and Social Care (K&C)
Section or Service	Adult Social Care
Grade	Grade H

DESIGNATION:

Responsible to:	Head of Service for Health & Social Care - Adults (K&C)
Employees directly supervised (if applicable):	<p>The post will also have overall management responsibility for approximately 10 FTE staff including but not exclusively:</p> <ul style="list-style-type: none"> • Advanced Practitioners • Social Workers • Independent Living Assessors • Business Support Officer

Family Tree



1. JOB PURPOSE:

- Lead, direct, and develop the functions and operational management of a community team that are at different stages of planning for/ or achieving integration with health.
- Operationally manage a portfolio of health and social care services ensuring high quality, value for money services are delivered in accordance with key performance standards and contractual requirements.
- To ensure that the team provides an excellent service to residents and meets the Local Authorities and Central London Community Healthcare NHS trusts performance targets and legislative and policy requirements including Safeguarding and the Mental Capacity Act and effective risk management.

2. DESCRIPTION OF DUTIES:

- Manage and develop an innovative and creative service through personalisation which delivers choice and independence to residents.
- Work in partnership with colleagues and other service providers e.g. the Community Independence Service, GP's, Acute Trusts, Mental Health Services and voluntary and other external agencies to deliver the Out of Hospital Strategy across the three boroughs.
- Manage and control budgets for the purchase and provision of health and social care services ensuring quality, value for money service. Manage the budget for the portfolio of services, working closely with Finance colleagues to monitor expenditure and taking appropriate action.
- Manage high quality services ensuring appropriate access to the public, any referring agents and other professionals and ensuring that emergency situations are dealt with in a timely manner.
- Supervise, performance manage, develop and appraise members of the service as outlined in Departmental guidelines.
- Ensure that practice and decision making within the team is always implemented and in accordance with the legal frameworks, including the Care Act (2014), and the organisations standard operating procedures.
- Represent Adult Services at interdepartmental and external working groups and to undertake strategic information gathering and the development of service initiatives/Departmental guidelines/pilot projects, to inform current practice and future commissioning.

- Ensure excellent performance against internal and external performance measures and fulfil statutory reporting requirements.
- To manage safeguarding through the Safeguarding Adult processes. This will involve working in partnership with the Adult's Safeguarding Team. The role may also include undertaking the Safeguarding Adult Manager role and undertaking the co-ordination of section 42 Safeguarding Adult enquiries and promoting outcome-focused practice and decision making.
- Ensure that practice and decision making within the team is always implemented, in accordance with the Care Act (2014). That decisions are underpinned an excellent understanding of the Mental Capacity Act (2004) and reflects best practice in applying Deprivation of Liberty Safeguards.
- Respond to complaints, Freedom of Information requests and Data Protection enquiries from members of the public, as well as requests for Information from councillors and MP's in line with each organisations policies and procedures.
- Ensure systems are in place to monitor service delivery, ensuring quality and financial standards are met, and working within the designated Clinical Governance and Quality Assurance Systems.
- Promote and develop the culture of a learning organisation that is fully committed to providing excellence in both health and customer care and to providing continuous improvement.
- Review key performance indicators on a monthly basis and taking appropriate action to manage areas of concern in a proactive and timely way, monitoring the performance of the team, the service and the Department regularly to ensure that performance indicators are being met and any concerns are proactively managed.
- Provide line management and supervision to senior staff and other directly managed staff and for overall management responsibility for all other team members in line with each organisations policies and procedures, including access and user involvement requirements.
- Ensure regular supervision and appraisal, in line with the Departmental Supervision Policy. Ensure an equitable caseload within and across teams.
- Responsible for selecting/recruiting and providing inductions for all new team members, managing all personnel and performance issues including health and safety/disciplinary/sickness monitoring matters for all team members, and liaising with HR and occupational health staff, whilst embracing and taking forward the Council's commitment to Valuing Diversity through the recruitment and process and training of staff, and the commissioning and monitoring of service provision.

- Develop an effective annual business plan with the Head of Service for the portfolio of services managed to meet the timetable set by the Business Development team. Develop business cases as required.
- The post holder reports directly to and will be supervised by the Head of Service and will deputise for the Head of Service as and when required.
- Accountable for any other tasks and responsibilities as requested by the Assistant Director Health and Social Care – Adults to deliver CLCH's and the Local Authorities Health and Social Services responsibilities and those appropriate to the post.
- Participate in out of hours On Call arrangements established to support delivery of services outside of normal working hours as required:

All staff are expected to carry out their job in compliance with the Councils Constitution and NHS requirements. This means being familiar with the policies and procedures relevant to the job and asking for information and advice if you are unsure of the correct course of action.

Leadership

- Ensure regular supervision and appraisal, in line with the Departmental Supervision Policy.
- The post holder reports directly to and will be supervised by the Head of Service and will deputise for the Head of Service as and when required.

Operational Management

- Provide line management and supervision to senior staff and other directly managed staff and for overall management responsibility for all other team members in line with each organisations policies and procedures, including access and user involvement requirements.
- Respond to complaints, Freedom of Information requests and Data Protection enquiries from members of the public, as well as requests for Information from councillors and MP's in line with each organisations policies and procedures.
- Review key performance indicators on a monthly basis and taking appropriate action to manage areas of concern in a proactive and timely way, monitoring the performance of the team, the service and the Department regularly to ensure that performance indicators are being met and any concerns are proactively managed.
- Ensure an equitable caseload within and across teams.

- Responsible for selecting/recruiting and providing inductions for all new team members, managing all personnel and performance issues including health and safety/disciplinary/sickness monitoring matters for all team members, and liaising with HR and occupational health staff, whilst embracing and taking forward the Council's commitment to Valuing Diversity through the recruitment and process and training of staff, and the commissioning and monitoring of service provision.

Quality

- Promote and develop the culture of a learning organisation that is fully committed to providing excellence in both health and customer care and to providing continuous improvement.
- Ensure systems are in place to monitor service delivery, ensuring quality and financial standards are met, and working within the designated Clinical Governance and Quality Assurance Systems.

Financial Management

- Manage the budget for the portfolio of services, working closely with Finance colleagues to monitor expenditure and taking appropriate action to deal with variances, escalating significant issues to the Head of Service at an early stage, and complying with standing financial instructions for LCH and the Tri-borough organisations.

Business Planning

- Develop an effective annual business plan with the Head of Service for the portfolio of services managed to meet the time table set by the Business Development team.

Other responsibilities

- Accountable for any other tasks and responsibilities as requested by the Assistant Director Health and Social Care – Adults to deliver CLCH's and the Local Authorities Health and Social Services responsibilities and those appropriate to the post.
- Participate in out of hours On Call arrangements established to support delivery of services outside of normal working hours as required:

All staff are expected to carry out their job in compliance with the Councils Constitution and NHS requirements. This means being familiar with the policies and procedures relevant to the job and asking for information and advice if you are unsure of the correct course of action.

The duties and responsibilities outlined in this job profile are indicative of the role, however they are not exhaustive and may be subject to change. In addition, you will be required to undertake other reasonable duties as directed by your manager.

SELECTION CRITERIA/PERSON SPECIFICATION

Job Title:

Team Manager Community Health & Social Care - Adults

Conditions to Note:

Candidates:

When completing your application form, please address your answers directly to each of the selection criteria below. This enables the panel to assess your ability to meet each criterion. It is essential that you give at least one example of your ability to meet each of the four Values and Behaviours: Putting Communities First, Respect, Integrity and Working Together.

Recruiting Managers:

The following values and behaviours are essential criteria in each post and must be addressed directly by candidates. The Guidance Notes on values and behaviours for managers give example questions to probe candidates in the interview and application stages of the recruitment process.

Values & Behaviours

The Royal Borough of Kensington and Chelsea has identified four key behaviours and values that should be demonstrated by all council employees. Successful candidates will show the ability to meet these behaviours.

A	<p>Equal Opportunities</p> <ul style="list-style-type: none"> • Demonstrate an understanding of and commitment to Council policies in relation to Equal Opportunity, Customer Care and service delivery, and the ability to implement these policies in the workplace.
B	<p>Qualifications</p> <p>Essential:</p> <ul style="list-style-type: none"> • Overall sound educational attainment • Registered Professional qualification social work or equivalent qualification in Education / Health professional etc. Proven experience and skills of working at a senior level in a professional lead role across complex environments
C	<p>Skills; Experience and Attitude</p> <p>Essential:</p> <ul style="list-style-type: none"> • Demonstrable experience of leading and managing multi-agency teams and ensuring effective service delivery, according to organisational values.

- Knowledge of the legislation, statutory guidance and best practice that underpins social work and social care for Adults and Health.
- Experienced in successfully translating statute, etc. into excellent policy and practice.
- Demonstrable experience of managing extensive budgets in a complex, controlled environment where competing priorities frequently exist.
- Highly experienced people manager, capable of leading number of managers and staff according to and embedding organisational values and behaviours.
- Skills and experience in implementing large scale change and reform that impacts on practice and procedures
- Proven experience of successful interaction and working diplomatically, preferably in a democratic environment at corporate, board level.
- Skilled Chair and constructive participant in a variety of meeting environments.
- Experience in constructing measures, metrics, performance indicators, etc. and using these to shape and drive performance.
- Professional leadership that inspires and motivates quality service delivery

<p>D</p>	<div data-bbox="245 232 852 309" style="background-color: #00AEEF; color: white; padding: 5px; text-align: center; border-radius: 10px;">PUTTING COMMUNITIES FIRST</div> <ul style="list-style-type: none"> • We put local people at the heart of decision making in everything we do. • We seek to include and involve: all voices matter. • We provide quality services that are responsive, effective and efficient. <p>The following examples are indicators of effective behaviour:</p> <ul style="list-style-type: none"> • I actively involve and include the communities that I serve in my work. • I shall reflect the views of the communities in my daily work. • I shall improve the service I provide through seeking feedback from others. <p>Our residents will feel that:</p> <ul style="list-style-type: none"> • I have been included • I can see how my views have been taken into account • I can see improvements and developments based on my input
<p>E</p>	<div data-bbox="252 826 826 913" style="background-color: #00AEEF; color: white; padding: 5px; text-align: center; border-radius: 10px;">RESPECT</div> <ul style="list-style-type: none"> • We listen to everyone and value the personal experiences of people in our communities and of each other. • We adopt a fair and involving approach regardless of any way in which an individual is different to us. <p>The following examples are indicators of effective behaviour:</p> <ul style="list-style-type: none"> • I adapt my approach to take account of all differences and cultures in the community and with colleagues. • I ensure I am equitable and fair by including those who are quiet or may not be able to represent themselves. • I communicate in a way that is respectful, encourages involvement and meets people's needs. <p>Our residents will feel that:</p> <ul style="list-style-type: none"> • I feel my culture and background are respected. • I have confidence that action is being taken. • I feel I am being treated fairly.
<p>F</p>	<div data-bbox="258 1433 833 1514" style="background-color: #00AEEF; color: white; padding: 5px; text-align: center; border-radius: 10px;">INTEGRITY</div> <ul style="list-style-type: none"> • We act with openness, honesty, compassion, responsibility and humility. • We let people know what we are doing and communicate why and how decisions have been made. <p>The following examples are indicators of effective behaviour:</p> <ul style="list-style-type: none"> • I demonstrate empathy in my interactions with others. • I am honest and transparent about the decisions I take. • I follow through on the actions I say I will take and take ownership for communicating the outcome. <p>Our residents will feel that:</p> <ul style="list-style-type: none"> • I am told when something is not possible and the reasons why are explained to me. • I feel my perspective is listened to and understood. • I feel my views are valued

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WORKING TOGETHER

- We work together and in partnership with everyone that has an impact on the lives of our residents.
- We want to understand, learn from each other and continually adapt.

The following examples are indicators of effective behaviour:

- I work with others to provide an effective service for residents, local communities and other departments within the Council.
- I seek ways to work with other departments to deliver a seamless service and find opportunities to improve.
- I seek out opportunities to learn from my colleagues and build on good practice.

Our residents will feel that:

- I can get my issue resolved without being passed around departments.
- I find it easy to access the services that I need.
- I feel the Council is open to new ideas.