

Team Manager
JOB DESCRIPTION

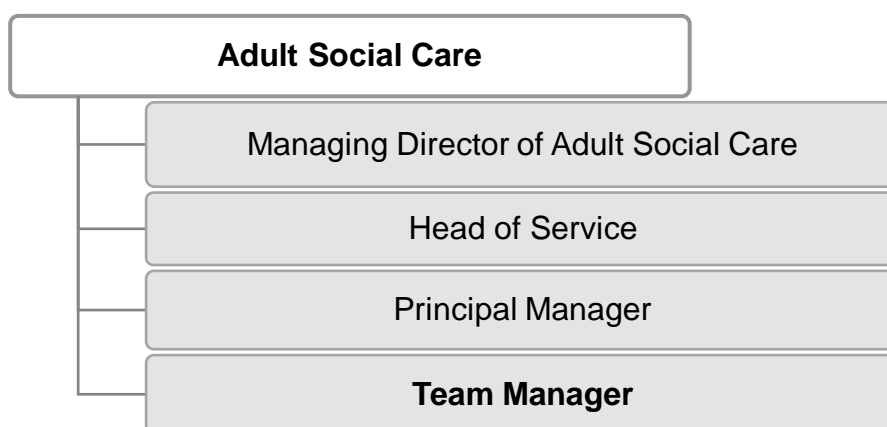
Job Title:	Team Manager
AfC Band:	5A
Directorate/Service:	Adult Social Care
Accountable To:	Managing Director of Adult Social Care
Responsible To:	Principal Manager
Base Location:	Swinton Civic Centre, M27 5DA
On-Call Requirement:	No
AfC Job Code:	

Values

Three values are at the heart of our organisation: **Care, Appreciate** and **Inspire**.

Our values and behaviours define what's important to us as we work alongside each other and with our patients and service users. They also shape what it feels like to work at the NCA and will be central to your development and performance conversations. Together, we will create a culture where care, appreciation and inspiration thrive.

Structure Chart



Job Summary

The Team Manager will be responsible for managing a leading a group of professionals to work within the principles of The Care Act 2014 and undertake the statutory duties of Adult Social Care in Salford.

The Team Manager will oversee all aspects of the day-to-day management of the team, including the provision of reflective supervision.

The Team Manager will promote and develop asset/strength-based assessments with clear outcomes and ensure that people have wider choice and control over their well-being.

The Team Manager will use data to analyse, review and report performance activity ensuring efficiency and effective use of resources.

Key Role and Responsibilities

Main purpose of the role

- Ensuring service objectives are achieved as part of the management team.
- Ensuring the delivery of effective services for adults through the promotion of high standards of practice in assessment, care planning and statutory duties.
- Undertake and ensure effective supervision of the team.
- Promote and develop asset/strength-based assessments with outcomes where people have wider choice and control over their well-being.

Main Tasks and Overview of Responsibilities

- Provide leadership and management to staff within your area of responsibility and ensure that their work is carried out within the current legislative and policy framework.
- Lead and contribute to service development and change in partnership with people, carers, and other stakeholders primarily in health and social care in support of integrated services.
- Ensure the development of best practice at an operational level continually reviewing performance of individuals and teams through analysis of data and 360 degree feedback.
- Ensure effective working with partners in health, children’s services, police, housing.
- Work collaboratively with other divisions of the directorate, Salford City Council, other NHS, statutory, voluntary, and private bodies.

Communications and Relationships

- Provide leadership and motivation to support staff and colleagues through ongoing development and change.

To be accountable for keeping up to date with changes and developments in legislation, policy and practice and act accordingly.

To establish and maintain effective communication with all relevant agencies.

Develop links with outside organisations to learn from existing developments and be able to benchmark progress.

Communicating service-related information to senior managers, staff, and external agencies, which will require negotiating and persuasive skills.

Prepare and deliver formal presentations on the team's performance.

Contribute to locality/city wide projects and initiatives, requiring a high level of written, verbal, analytical, and communication skills.

To act as a catalyst in promoting cultural change and change management within social care teams and across organisations.

To ensure significant or sensitive events/issues which may have implications for the ICO, or other partner organisations are brought to the attention of the appropriate manager.

Analytical and Judgmental Skills

The Team Manager is a key role responsible for ensuring mechanisms are in place for understanding data and monitoring performance in terms of finance, quality and the achievement of relevant internal and external targets.

To be aware of national and local performance and quality assurance issues.

Support and contribute to overall development, improvement, and evaluation of the service.

Participate in service monitoring and evaluation initiatives.

To take a proactive role in the continuous improvement of social care practice ensuring the quality of the work of the teams using quality assurance tools, such as case file audits /closure of case audits.

To respond to complaints, MP enquiries or other formal correspondence in line with the policy and procedure and provide a high level of customer care.

Physical Skills

Be able to drive with a full UK driving license.

Can use IT systems.

Responsibility for Policy/Service Development

To support policy development alongside the Principal Social Worker and Head of Service.

To contribute to the governance and oversight for policy development and the creation of standard operating procedures.

To develop clear and transparent Standard Operating Procedures.

Responsibilities for Human Resources

Management of the team.

Ensure staff are set realistic but challenging objectives within their appraisals and supervisions and are motivated and given appropriate guidance to achieve them.

Lead on and participate in the recruitment and selection of staff.

Ensure all staff are aware of employers' policies and procedures relating to HR.

Manage staff disciplinary, grievance and performance and ill health issues in line with policies and procedures.

Ensure all staff have a Personal Development Review/appraisal in accordance with organisational policy.

Ensure all staff are compliant with mandatory training.

Review and assess skill mix within the team with a view to developing new and innovative roles.

Provide and ensure effective line management and reflective supervision to the team.

Support a culture of coaching, mentoring and peer support within the team.

Responsibility for Information Governance

Enable effective use and appropriate sharing of data and information to plan services and improve outcomes for people.

Ensure all data is managed in line with legislation.

Ensure you and your team are compliant with information governance mandatory training.

Adhere to the confidentiality code of conduct and the caldicott principles.

Financial Responsibility

To oversee the team budget.

To prioritise the budget ensuring fairness and inclusivity.

To authorise all spend related to the budget.

To ensure financial and other resources are managed effectively.

To highlight pressures on the budget and areas requiring further investment.

To ensure the service is cost effective and best value for money is the priority.

Planning and Organisational Skills

To manage competing demands and support the senior leadership team to ensure service delivery.

To ensure contingency planning for vacancies, staff sickness and maternity leave.

To be responsible for planning own workload in line with competing agendas and priorities.

Contribute to the development of systems and processes.

Contribute to the development of policies, procedures, and guidelines.

To manage a waiting list and be able to prioritise work effectively for allocation.

Equality and Diversity

Ensure compliance across the service area with policies and procedures on equality and diversity.

Champion inclusivity, equality and diversity.

Challenge anti-oppressive and anti-discriminatory practice and behaviour.

Ensure a golden thread of inclusivity throughout all workforce related activity.

Contribute to staff networks and initiatives, promoting career development opportunities to staff with protected characteristics.

Champion reasonable adjustments in the workplace.

PERSON SPECIFICATION

Job Title:	Team Manager
AfC Band:	5A

	Essential	Desirable	Assessment
Qualifications	<ul style="list-style-type: none"> Recognised Social Work Qualification. 	<ul style="list-style-type: none"> Best Interest Assessor Approved Mental Health Assessor Practice Educator 	A
Professional Registration	<ul style="list-style-type: none"> Registered with Social Work England. 		A
Knowledge, Training & Experience	<ul style="list-style-type: none"> Extensive knowledge, training and experience in adult social health and social care services. Thorough understanding of the legislative framework and experience of application. Experience of managing and supervising staff. Knowledge of best practice guidance and experience in adopting a strengths based and trauma informed approach. Experience of effective partnership working. Knowledge and understanding of issues relating to the involvement of people in the planning, development, and evaluation of services 	<ul style="list-style-type: none"> Leadership qualification Evidence of embedding strengths-based, person-centred practice at a team or service level. Involvement in co-production initiatives with people and carers. Experience of using data to drive service improvements and outcomes. Understanding of digital transformation within adult social care Experience of presenting to a range of audiences, including senior 	A / I

	<ul style="list-style-type: none"> • Ability to initiate and develop new approaches to service delivery and evidence of involvement in change management • Able to analyse and make decisions in relation to risk. • Ability to keep accurate records and communicate complex and/or sensitive information clearly and concisely both verbally and in written form. • To respond to complaints, MP enquiries or other formal correspondence in line with the policy and procedure and provide a high level of customer care. • Understanding of the business planning process and an ability to collate, monitor and present statistical information • An understanding of performance management and the ability to improve performance effectively • Ability to work within a budgetary framework • Post registration qualification (e.g., practice educator, DOLS, AMHP) • To demonstrate an awareness and understanding of 	<p>leaders and external partners / stakeholders.</p> <ul style="list-style-type: none"> • Experience of conflict resolution and managing difficult conversations with staff, partners and people who draw upon services 	
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	supporting equality and valuing diversity. <ul style="list-style-type: none"> • High standard of computer literacy and word processing skills. 		
Skills & Abilities	<ul style="list-style-type: none"> • Management and leadership skills. • Implementing change. • Policy writing, development and co-ordination. • Project Management. • Legal literacy. • High standard of writing. • Resilient and adaptable, with the ability to lead through change. 		A / I

Living our Values

All colleagues are expected to demonstrate the NCA values and underpinning behaviours as you carry out your role.

Values	Behaviours (I will...)
CARE We listen and treat each other with kindness.	Provide the highest standard of care, with compassion and kindness.
	Communicate clearly, actively listen and be person centred.
	Seek to understand and empathise.
	Collaborate to deliver services that are safe and give confidence in our care.
APPRECIATE We value and respect each other's contribution.	Recognise and openly acknowledge how we all make a difference.
	Value and respect others and share in celebrating our successes.

	Treat people fairly, notice, champion and positively appreciate diversity.
	Provide constructive feedback to support growth and development.
INSPIRE We speak up and find ways to be even better.	Have a voice and act with integrity and honesty.
	Make time to learn, share and find new ways of working.
	Be positive, be open to change and empower others.
	Work with my team and other teams to agree and deliver best outcomes.

Appendix

The below details all the standard Trust requirements which must be incorporated within the role.

Infection Prevention
<p>Employees will adhere to all Trust Infection Control policies and procedures relevant to the post. They will be expected to minimise the risk of infection/cross infection at all times, and this may include cleaning responsibilities and necessary training to ensure a clean, safe environment. Colleagues will be expected to undertake any mandatory training required for the post and seek expert advice from the Infection Control team as required.</p>
Safeguarding
<p>The Trust is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all employees and volunteers to share this commitment. You will be expected to fulfil your mandatory safeguarding training at the level applicable to this role.</p>
Mental Capacity Act (MCA)
<p>All colleagues should ensure they understand, and apply, the framework of the Mental Capacity Act to their areas of responsibility, ensuring the individuals rights in situations where someone needs additional support or safeguards to be put in place. You will be expected to fulfil the mandatory training applicable to your role.</p>

Health and Safety
<p>Employees must act in accordance with the Health & Safety at Work Act 1974, and subsequent legislation, under which they must take reasonable care to avoid injury to themselves and to others who may be affected by their work activities. Employees are required to co-operate with the Trust in meeting statutory requirements. Employees must not intentionally or recklessly interfere with, or misuse anything that is provided in the interest of the health, safety and welfare of colleagues, patients, and the general public.</p>
Confidentiality and Data Protection
<p>Employees are required to uphold the confidentiality of all records held by the Trust, whether patient records or Trust information. Unauthorised disclosure of any confidential information, or that covered by the Data Protection Act may result in disciplinary action.</p>
Equality and Diversity
<p>All colleagues are required to understand the equality and diversity commitments and statutory obligations under the Equality Act 2010. You must act in ways that support Equality, Diversity, and Inclusion (EDI) and recognise the importance of people's rights in accordance with legislation, policies, frameworks, procedures, and good practice.</p> <p>Colleagues must recognise and report any behaviour that undermines equality under Trust policy and further EDI activity by:</p> <ul style="list-style-type: none"> • eliminating discrimination, harassment and victimisation • advancing equality of opportunity between people who share a protected characteristic and those who don't • fostering good relations between people who share a relevant protected characteristic and those who don't • understanding the impact of policies, services and practice on people with different protected characteristics
Code of Conduct
<p>Colleagues that have a national Code of Conduct are expected to adhere to that Code and failure to do so could result in disciplinary action being taken. Colleagues who do not have a regulatory body are expected to conduct themselves in a professional manner and in line with the Trust values and policies at all times.</p>
Leadership and Development
<p>We believe our colleagues play a vital role in delivering excellence, and that everyone has the ability to demonstrate leadership and make a difference. As a member of our</p>

team, we expect you to live the NCA values: Care, Appreciate and Inspire through your daily habits, to improve outcomes for patients, customers and service users across the system. In return we provide a range of development opportunities that help you to realise your potential and reach your professional best.

As you join us, you are required to attend our Corporate Induction, complete the Trust's mandatory training and participate in the NCA Accelerated Leader Development Programme if you are in a leadership or management role. Your annual My Time appraisal conversation helps to continually review your contribution and ongoing priorities through your Personal Development Plan, informed through a wide choice of development available to you.

Flexibility

This job description is not intended to be exhaustive, and it is likely that duties may be altered from time to time, in discussion with the post holder. This job description is intended to provide a broad outline of the main responsibilities only. The post holder will need to be flexible in developing the role with initial and on-going discussions with the designated manager.