

Team Manager – Social Work

Service	Reporting to	Location	Grade
Adult Social Care	Principal Manager	Summerfield House, Royal Hospital, Eccles New Road, M5 5AP	5A

About the role

The Team Manager will be responsible for managing and 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 outcomes – Main Purpose and Tasks

- 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.
- 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.
- Demonstrate strategic alignment and strong collaborative skills to support the Principal Manager in driving service priorities and team governance under delegated responsibilities, including deputising as required.
- 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 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 neighbourhood 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.
- Exercise delegated management responsibilities to support the Principal Manager, including deputising in senior forums, governance groups, and operational planning meetings as required.
- 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.

What we need from you

- To model and demonstrate our values and leadership behaviours.
- Recognised Social Work Qualification
- Registered with Social Work England
- 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.
- 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.
- 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 supporting equality and valuing diversity.
- Standard keyboard skills, computer literacy, word processing skills.
- Management and leadership skills.
- Implementing change.
- Policy writing, development and co-ordination.
- Project Management.
- Legal literacy.
- High standard of writing.

What we can offer you

Your ongoing professional development and success in your role is important to us, and that is why we provide a variety of learning and development opportunities. Within the sections below you will find development options tailored to you which will enable you to further develop your existing skills and learn new ones at a pace that suits you best. If you are joining us now, your development will form part of ongoing discussions with your manager. If you are an existing employee, you should use your Personal Development Reviews to discuss your development with your manager and create your development journey. It's important you also take full advantage of any informal learning available to you during the course of your work.

Developing your leadership skills

We want to equip our leaders with the knowledge, skills and behaviours outlined in our #LeadingSalford programme. Our aim is to support you to lead highly engaged, motivated teams in today's rapidly changing environment. This will be achieved through a range of bite-size Master Classes designed to help you meet the expectations that we have of our Salford leaders. In addition to the core Master Classes, we also provide accredited leadership programmes which let you build on your experience, learn about emerging approaches, and further develop your leadership practice.

Online learning

Develop your knowledge across a wide range of areas through our Me-Learning platform, with over 200 free courses to choose from. To have the best possible start and comply with current legislation, you must complete the following modules: Welcome to Salford, Health and Safety in the Office, GDPR, Equality Essentials, and Safeguarding Children and Adults.

You may also benefit from a variety of courses in categories such as Business Skills, IT and Project Management which are available to learn at your own convenience and pace.

Professional Development

Gain role specific skills and time to learn through a wide range of development opportunities. Learn whilst working and get support towards your qualification through an apprenticeship standard. Access professional development ranging from entry level to master's type qualifications, including achieving a role appropriate qualification. Details can be found on [the Institute of apprenticeships](#) website.

A digital organisation

Developing your digital skills

Our ambition is to provide our workforce with the right level of digital capabilities needed to be successful. Whatever your current digital abilities are, we can provide development ranging from essential workplace skills to specialist workplace skills. These will be delivered through our Digital Skills Academy using both self-directed and guided learning opportunities to enable you to develop. Additionally, you can access free online courses through the [iDea website](#).

Sharing your digital skills

Our goal is to support you to share your digital knowledge with other people. Our Digital Eagles programme has been designed to cover basic digital skills and build your confidence to assist others. By the end of this programme, you will join hundreds of staff members who already are digital eagles, and be able to help colleagues, customers, residents, or people in your personal life with all things digital.

Our leadership behaviour framework

Leadership is action, not a position. It's not just what we do but how we do it.

Whatever your role at Salford, we all strive to achieve our vision and the best outcomes for the residents and communities of Salford.

As leaders, we all have an important part to play in achieving our organisational and service priorities. These priorities give us direction and a shared purpose in our roles and should be the focus when making decisions.

We can help make these priorities a reality by living and breathing our Salford values and leadership behaviours.

This framework is broken down into three main areas:



Leading Self - making sure we are role modelling the values and invested in our own development, demonstrating integrity and authenticity.

Leading People - where we create high performing teams, and a culture that is inclusive, open and where everyone has a voice.

Leading Salford - setting the vision and purpose, and connection to the city, empowering others around you to ensure residents are at the heart of what we do.

This behaviour framework will support us all to reflect and hold ourselves, and each other to account, as we strive for continuous improvement.

Full details of how this framework shapes our Leaders and is delivered in the workplace can be found on the [Salford Leadership](#) pages of our [greater.jobs](#) website.

Our organisation's values

We have four values: **Pride, Passion, People, Personal responsibility.**

[Our four values](#) are central to the way we communicate about the council and the way in which we behave with colleagues, customers, and partners - so that we live and breathe our values each day.

Our values



Pride

Passion

People

Personal responsibility

Application guidance

We are a values-based organisation so reflecting our values or a values-based approach in your evidence will support your application.

The different sections of this role profile are there to give you an understanding of the purpose of the role. The 'what we need from you' section outlines the minimum criteria you will need to meet within your application.

Role details

Completed by:

Date:

Job code:

Job score:

Date of evaluation: