Job Description and Person Specification Profile – Team Manager

ASC Mental Health Team Manager

Team:	**Adult social Care Mental Health**
Service:	**Adults**
Salary & Grade/Band/Pay Range:	*Grade J to J+*
Job ID:	JH14A-
Professional Grade Category:	*Yes*
Responsible to:	*Service Unit Manager*
Contract Basis:	*Permanent*
Hours Per Week:	*36 hours per week*
Working Pattern:	*Monday to Friday predominantly with 6 day contract and occasional duty weekend shifts*
Location:	*ASC MH team*
Probationary Period:	6 months
Criminal records Check required:	*Yes*
Politically Restricted Post:	*No*

What's the post, and what are we looking for?

Main Duties and Responsibilities include:

- To be responsible for the organisation, management and supervision of Adult Social Care
- To contribute to overall strategic planning and management of the service and to the development of high quality services
- To lead the team ensuring that the functions of the Unit are carried out effectively and in accordance with legislation, regulations, guidance, standards and local procedures and priorities.
- To continually improve services in the light of service user views, performance data and stakeholder feedback in accordance with Best Value principles

1. **Management of People**
   - To manage the Team in line with Departmental policy, procedures and guidelines.
   - To work jointly with health care colleagues to manage the Administrative staff within the team.
   - To implement the Department's Supervision Policy.
   - Adhere to the Social Services' Human Resource Guidelines for Managers and/or Primary Care trust Human Resources guidance, with particular reference to:

(a) Recruitment and Selection

(b) Disciplinary/Grievance/Capability Procedures

(c) Equal opportunities Employment Code of Practice

(d) Attendance issues, ie Annual Leave, Flexi Leave, Sickness Absence, Compassionate/Special Leave, Flexible working, Maternity Provision.

(e) Exit interviews

- Address issues concerning staff welfare in accordance with Social Services Practice and Staff Care Policies or Primary Care Trust guidance.
- Comply with the Authority's or the Primary Care Trust's Health and Safety Regulations.
- Ensure induction of new staff joining the team as per Social care guidance.
- Ensure that the training and developmental needs of staff within the Team are evaluated and actioned in accordance with the authority's employee Development Review Scheme, and Departmental Training Strategy in accordance with Primary Care Trust appraisal systems for health personnel.
- Ensure that the staffing practices of the Team are in accordance with Social Services/Primary Care Trust guidelines, e.g. in relation to casual/temporary employment.
- Operate Personnel Practices within the Authority /Primary Care Trust's scheme of delegation and follow agreed consultation processes with employees and Trade Unions.

2. Management of Finance and Resources

- Management of all budgets held by the Team
- Responsibility for budget monitoring and for the control of income and expenditure within approved levels.
- Ensure that the Team operates within the Departmental Scheme of financial Delegation, Council Standing Orders and Financial Regulations/Primary Care Trust financial guidelines.
- Manage allocation of work in accordance with priorities, ensuring that assessments, care plans and review functions are implemented where required and monitored and reviewed according to local procedures and priorities.
- Maintain effective workload monitoring within the Team
- Contribute to the development of unit costs for the Team's activity
- Participate in out of hours management cover as appropriate to the service area.
- Contribute to proposals for cost effective use of resources and plans for disinvestment and reinvestment.
- Management/operational of team to accord with Best Value principles.

3. Management of Quality and Performance

- Responsibility for ensuring that work is undertaken to meet agreed standards.
- Establish, sustain and develop a quality audit system within the Team to ensure that the Team delivers services to the required standards and specifications.
- Contribute to the management of quality in the Business Unit.
- Manage the performance of the Team, setting individual and team targets.
- Responsibility for ensuing effective use of project management techniques, where appropriate.

4. Service Decisions

- Responsibility for decision making according to the Department's scheme of delegation

5. Business Planning

- Contribute to the planning process of the Business Unit and to develop, produce and monitor the Team Plan.
- Develop appropriate systems in conjunction with the Management Information Team for the collection of performance data and data analysis.
- Provision of reports using required formats for presentation and analysis of data.

6. Continuous Improvement

- Contribute to the devising, implementing and evaluation of changes with the involvement of front line staff to continually improve services, systems and standards, in conjunction with the Service Unit Management Team.

7. Management of Information

- Development of mixed media information for use of general public, partner agencies, other organisations, service users, families and carers and potential users of services.
- Ensure effective communication and information flows within the Team and between the Team and other Departments, relevant Agencies and organisations
- Ensure effective communication and information dissemination with/to current and potential Service Users
- Develop the involvement of service users in individual and service planning
- Ensure that the Team implements the Departmental Information and Communications Policy and liaises through the Departmental Information network
- Contribute to the response to queries and requests for information from Members and Members of Parliament (in respect of the Team) in accordance with Departmental guidelines and standards
- Effective use of information to ensure achievement of stated objectives and targets and as a means of securing service improvement.

About you

Your essential qualifications

- Good general standard of education
- Professional qualification required for service area (BA(hons) Social Work, Master Social Work

Your essential skills, knowledge and experience

- Previous Management skills
- Knowledge of Mental Health services
- Contribute to improvements at work
- Develop teams and individuals to enhance performance
- Develop your own resources
- Develop productive working relationships
- Working in partnership with external organisations
- Project management
- Provide information to support decision making
- Manage the use of physical resources
- Manage the use of financial resources
- Manage the performance of teams and individuals
- Respond to poor performance in the team
- Select personnel for activities
- Facilitate meetings
- Manage information for action
- Knowledge of Legislation, regulations and standards relevant to service area (mental health, Care Act, Capacity Act, Human rights Act etc)
- Knowledge of Assessment and care planning process and procedures relevant to service area
- Knowledge of Human growth and development and relationships
- Knowledge and experience of preparing court reports and attending court such as welfare applications, inherent jurisdiction etc
- Knowledge of Children transitioning from Childrens to adult services
- Knowledge of Planning and decision making structures and mechanisms relevant to the service area
- Knowledge of Social care theory
- Knowledge of Management theory and practice
- Knowledge of Government and local objectives and targets for the service area
- Knowledge of role and functions of key partner agencies in the statutory and voluntary sector
- Knowledge of current developments in relevant service area
- Knowledge of Best Value principles
- Ability to demonstrate leadership
- Willingness and ability to make informed and timely decisions
- Negotiation skills

- Ability to identify, analyse and communicate complex information
- Ability to communicate effectively in a variety of media
- Ability to influence others
- Ability to manage change
- Personal integrity and flexibility
- Public service orientation
- Ability to manage stress and to work under pressure

- Demonstrates an ability to carry out research and understand more complex issues
- Identifies key issues and relationships and makes systematic and rational judgements based on relevant information
- Thinks ahead to anticipate problems and opportunities
- Assertive and able to influence others
- Able to listen and understand information
- Able to negotiate and consult others
- Speaks and writes clearly and fluently to both individuals and groups
- Evaluates a variety of solutions before taking decisions/action
- Demonstrates readiness to make decisions and takes action to implement decisions
- Works hard to identify, understand and meet service user needs
- Understands the impact of service delivery for service users
- Works cooperatively, effectively and sensitively as part of the team
- Actively promotes equity and seeks to redress inequity and discrimination
- Generates creative solutions to work problems
- Shows willingness to question traditional assumptions
- Supports others in developing creative solutions to problems
- Models and demonstrates our STRIVE values and leadership behaviours
- Ability to fulfil all spoken aspects of the role with confidence through the medium of English

If you have the following experience or qualifications – then that's great!

- Substantial post qualifying experience in the relevant service area
- Experience of staff supervision
- AMHP qualification (extra payment for partaking in AMHP rota)
- Management of social care services or joint services

Our employees' skills, experience and knowledge are essential to our success along with their happiness, commitment, enthusiasm and motivation to be the best they can be.

What can you expect from us?

- A fair salary and benefits
- Opportunities for good health and wellbeing
- Help you to grow, develop and to do your best
- Enable you to be creative and innovative
- Fully involve you in changes that affect you and your work
- Listen, and act on your ideas and feedback

Working together, we are proud to work for Tameside & Glossop

Our **STRIVE** values underpin our practice and behaviours and are at the heart of everything that we do:

SUPPORT
We work in a supportive environment and actively encourage supporting each other to bring about innovation, improvement and sustainability. Good health and wellbeing is important to all of us.

TRUST
Trust is placed in us and we have trust in those that lead us. We feel empowered to support our residents and communities.

RESPECT
We relate to others in ways that we want others to understand and relate to us. The behaviour that we model sets what we expect.

INTEGRITY
We conduct ourselves and our services with honesty and fairness, modelling strong ethical and moral principles to ensure outcome driven results for our residents and communities.

VALUE DIVERSITY
We are all recognised for our diversity, , commitment, skills and achievements and will challenge inequalities.

ENGAGE
We experience consistency in our everyday work; by being involved and having good quality and timely communication across the whole organisation. Our leaders are accessible and open to discussion.

As well as making a difference to your community and working for one of the highest performing organisation's in the country, here are some other reasons we think you should consider a career with us:

Tameside Council and NHS Tameside & Glossop CCG have come together to form one organisation – Tameside & Glossop Strategic Commission. You will have an **induction** that will help you to understand what to expect once you start, how the organisation works and how your post contributes towards the Corporate Plan 'Our People Our Place Our Plan' aims and aspirations for the area.

The plan is structured by life course – Starting Well, Living Well and Ageing Well, underpinned by the idea of ensuring that Tameside & Glossop is a Great Place, and has a Vibrant Economy.

Tameside & Glossop Strategic Commission has a genuine **commitment to equality of opportunity** for its employees and citizens.

A comprehensive **workforce development programme**, leadership development programme, as well as an aspiring manager programme.

Up to 30 days leave per year depending on pay grade/band, in addition to statutory bank holidays. We also operate a **Holiday Purchase scheme.**

The commitment to improving the **work-life balance of employees** with a number of supportive procedures promoting, various types of flexible working. Along with, many family friendly policies in place, including generous schemes covering maternity, paternity, shared parental and adoption leave.

Tameside Council employees can join the **Local Government Pension Scheme (LGPS).** More information about GMPF and LGPS pensions can be found at www.gmpf.org.uk. NHS Tameside and Glossop CCG employees can join the **NHS Pension Scheme**. More information on this scheme can be found by visiting https://www.nhsbsa.nhs.uk/nhs-pensions. Teachers can join the **Teachers' Pension Scheme**. More information on this scheme can be found by visiting www.teacherspensions.co.uk.

Tameside & Glossop Strategic Commission offers a range of salary sacrifice schemes, plus a number of other **staff benefits** including discounts at local shops, restaurants, health and fitness clubs and much more.