

Service Manager

Role Profile

Service: Adult Services
Band: Band 11
Reporting to: Strategic Lead
Responsible for: Neighbourhood Team Senior Practitioners



TRAFFORD
COUNCIL

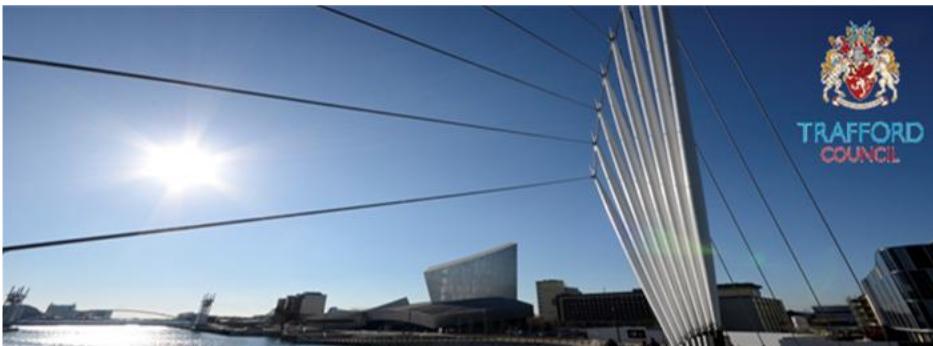
About Us

Trafford is a great place to live, work, learn and visit. From its leafy suburbs, to its more urban areas, the borough takes pride in its strong, diverse communities, its cultural and sporting heritage and its position at the heart of the region's economic powerhouse.

Trafford Council and its partners in the public, private and third sectors are embarking on a Vision which sees us working together to close inequality gaps and maximise Trafford's huge potential.

Our vision: Trafford – where all our residents, businesses and communities thrive

Our vision is about giving people in Trafford greater choice about where they live; to build and sustain in thriving communities; and to develop areas which we can all take pride in. It's about people living healthily; receiving care when they need it and having access to our green spaces with great transport links across the borough.



Our Culture

Trafford Council employs around 2300 non-school members of staff and as one of the biggest employers in the borough, we work hard to make Trafford Council an employer of choice. We care what you think and believe you are more than just a job role. We have a great benefits' package and a real focus on your health and wellbeing, as well as, extensive learning, succession and development opportunities.

For us, it's not just about *what* we achieve as an organisation, but *how* we do it. Therefore, all employees are expected to display our **EPIC** values.

At Trafford Council we are EPIC

We EMPOWER – We inspire and trust our people to deliver the best outcomes for our customers, communities and colleagues.

We are PEOPLE CENTRED – We value all people, within and external to the organisation and give those around us respect. We will act with honesty and integrity in all that we do, and create an environment that enables everyone we work with to thrive and succeed.

We are INCLUSIVE – We are committed to creating an environment that values and respects the diversity and richness differences bring.

We COLLABORATE – We build relationships, collaborate; treat people as equal partners and work together to make things happen.

About the Role

This Role Profile outlines the key tasks you will be expected to perform to give you an understanding of a typical day and the key activities that you will be expected to deliver or contribute to the delivery of.

The 'About You' section explores what qualifications, experience, skills and knowledge you will need for the role.

We are a values-based organisation and you will need to reflect our values, as well as the requirements in 'About You' in your application.

Overview

Neighbourhood Teams form part of the Integrated Neighbourhood Team (INT), working in partnership with the Trafford Local Care Organisation to deliver core services including District Nursing and Adult Social Care.

By working in Integrated Neighbourhood Teams, we can provide services that are tailored to local needs and we can deliver care collaboratively. This is important because we have four Neighbourhoods, each having different requirements. The Integrated Neighbourhood Team will work closely with GPs and build up links with others such as housing teams, the Voluntary, Community and Faith Sector or mental health workers. The integrated approach means everyone is working together around the needs of the Neighbourhood. At the centre of it all, are our communities. What this means is better health and wellbeing for people resulting in fewer people needing health or care services or having to go into hospital.

Main Priorities

- Ensure the neighbourhood services have provision of advice/information to promote health and wellbeing and safety. This will include an ability to demonstrate, consider interpret and communicate a range of options to meet individual's needs.
- Take responsibility for the day-to-day management, development and co-ordination of the activities of a multi-agency team within a specific neighbourhood.
- Ensure the delivery of a high quality, effective and efficient service which is responsive, flexible and reflects the needs of adults within the designated geographical area and supports the delivery of the services objectives.
- Develop and facilitate close working relationships with partner agencies, from both the statutory and voluntary/community sectors to ensure that integrated support is being provided to service users and their families to achieve the required outcomes.
- Oversee the delivery of services for service users and their families/carers based on an assessment of need and within available resources.

Key Duties

General

- Ensuring the delivery of services continuously improves the quality of life outcomes for service users within the neighbourhoods.
- Responsibility for the operational management of the All-Age Integrated Health & Social Care within a specified neighbourhood to ensure the most effective service contribution to a range of service provision.
- Continually reviewing the operational effectiveness of the contribution of the neighbourhood teams to integrated multi-disciplinary pathways and plans of care and implementing required improvements.
- Actively supporting the Strategic Lead to ensure the service complies with CQC Standards, NICE guidelines, statutory requirements and other national targets.
- Deputising for the Strategic Lead when required.
- Leading on the management of specific projects or speciality as defined within the neighbourhood portfolios supported by the Strategic Lead, colleagues and service leads.
- Supporting the ongoing development of the service in response to patient/service user feedback and national policy developments.
- Developing effective relationships with patients/ service users, partners, other service providers and commissioners.
- Working with the Strategic Lead and other relevant staff to plan, co-ordinate and develop contribution of the Neighbourhoods to a range of pathways within context of the All-Age Integrated Health and Social Care Service Provision.
- Ensuring deployment of staff within services and care pathways enables effective delivery of integrated services, reviewing skill mix as required.
- Working with the Strategic Lead and other relevant staff to contribute effectively to the business and service development planning process, taking account of National and local targets.
- Working with the Service to implement actions which are identified by any Service Improvement Reviews.
- Undertaking any other reasonable duty, which is appropriate to the band, when requested by Senior Staff.

Policy and Services Development

- Working with the service to ensure policies and procedures, professional standards and requirements are implemented and understood within the Neighbourhoods. Ensuring all staff function safely and effectively to implement and monitor governance and risk management standards for Adult Social Care
- Advising the Strategic Lead on issues of service delivery, including shortfalls, service pressures and proposing and implementing remedial action, as appropriate.

- Negotiating with health and social care professionals, service users and other agencies in developing multi-disciplinary and inter-agency team working.
- Focusing on service transformation and redesign as appropriate.
- Developing and responding to service needs in line with Business Plan Provider Services plus national and regional requirements.

Planning and Organising

- Ensuring effective communication with the All-Age Integrated Health and Social Care service, secondary care and partnership agencies striving to achieve service integration in patient/service user care.
- Contributing to the business planning process as requested by the Strategic Lead, within the context of the Trafford community services and neighbourhood working.
- Working to implement service plans which reflect the priorities of the Divisional Business Plan for, Trafford Council and national guidelines.
- Working with the Service to ensure all staff attend mandatory and professional training programmes.
- Planning, organising and Chairing regular team meetings for staff, or support service/team leads in undertaking this task.
- Working with the service to implement agreed changes in service delivery.

Governance

- Ensuring that all staff are aware of and maintain client confidentiality in accordance with current data protection guidance, managing and maintaining both written and electronic contemporaneous records.
- Supporting and promoting the importance of patient/service user feedback; acting on this in future planning and responding to key messages from the local population.
- Working with the service to ensure patient/service user/carer complaints are managed sensitively and that they are used to inform the improvement of services in line with local and national policy.
- Ensuring that all patients/service users, clients, family and carers are accorded dignity, respect and are afforded treatment in a non-discriminatory manner.
- Advising and liaising within the parameters of the integrated governance framework alongside the Strategic Lead on operational issues/risks within the neighbourhood.
- Working with the Joint Directors and Clinical Leads for Governance to ensure quality standards are maintained (may change dependent on emerging structures).
- Supporting the Strategic Lead in identifying risk and developing plans to address this; engaging service and team leads in the process.

- Working with the Service to ensure risk is assessed within the workplace and environment and advise the Head of Governance for Provider services of all accidents and omissions.
- Working with the Service to act on and implement the conclusions of risk assessments and ensure staff compliance.
- Ensuring staff practise within the legal and ethical boundaries as determined by the Health Care Professions Council/NMC or other performers requirements.

Responsibility for Human Resources

- Ensuring systems are in place for and undertaking appraisal of all staff within the service and to ensure regular auditing and reporting mechanisms are in place, undertaking appraisal, personal development planning and peer reviews, supporting the development of practitioners in their own and other disciplines, actively pursuing opportunities of multi-disciplinary learning.
- Ensuring that continuing Professional Development is undertaken by all staff in order that mandatory professional registration with the NMC and Health Care Professions Council is maintained within the legal requirements for practice within the NHS and associated requirements within social care provision.
- Ensuring that staff comply with statements of conduct and practice safely within defined professional standards.
- Being responsible for the recruitment and selection of new staff within the team. This will include working in collaboration with other colleagues and partners, to write a job description, person specification, advertisement and ensuring appropriate induction and training is provided.
- Ensuring that all staff comply with HR policies.
- Holding accountability for all the disciplinary and grievance procedures which may arise within the service, and consulting with Human Resources and Provider Governance, as appropriate.
- Working with the service to monitor and manage performance. Taking appropriate action where poor performance and/or inappropriate working practices are identified.
- Contributing to the development of students from other professional groups as appropriate, including apprenticeships and social work placements.
- Work with the Learning and Development Department, Governance Teams and Stakeholders in relation to the supervision and training of students and work experience placements.

Finance

- Working with the Strategic Lead to ensure effective use of resources within the team and managing budget pressures by liaison with Management accountants.

- Monitoring and managing delegated budgets within the Neighbourhoods, this will include several budgets within service, with due regard for the Standard Financial Instructions of the organisation supported by the head of Service and service leads. Analysing monthly budget reports and liaising with the Finance department regarding actual or predicted variances, supported by the Head of Service, Service and Team Leads.
- As an authorised signatory, overseeing and being responsible for the procurement of supplies and equipment for the service following tendering guidance; supported by the Strategic Lead
- Overseeing and ensuring that equipment and other resources required for the safe delivery of the service are cost-effective, purchased, delivered, secure, maintained and replaced.
- Working with the Strategic Lead to develop and agree contracts for new and existing services in conjunction with the appropriate corporate support services.
- Working with the Strategic Lead and the appropriate corporate support services to identify the potential for income generation and cost improvement schemes.

Analysis and Data Management

- Working with the Service to ensure data collection systems are in place for all services and that this information is systematically recorded and reported in a timely manner through the appropriate channels.
- Using this data to evaluate patterns of service delivery to ensure that the service is operating effectively and that resources are deployed equitably to meet the demands on the service.

Research, Development and Audit

- Working with the Governance Team to initiate and develop research/audit across the service, developing and maintaining an audit calendar.
- Working with the Governance Team to facilitate the development and implementation of innovations in areas of quality standards and clinical effectiveness.
- Collecting, providing and disseminating research as required.
- Working with Service team Leaders to co-ordinate appropriate clinical input into research and audit projects via collaboration with professional colleagues.
- Undertaking the measurement and evaluation of own work and current practices through the application of evidence based best practice projects, reflective practice, clinical supervision, peer review, audit, research and outcome measures, applying them into practice.

Qualifications and Professional Development

- Degree or equivalent/experience in management which can be evidenced.
- Recognised social work qualification and a registered social worker with Social Work England.
- To be currently approved as an AMHP or willing to work towards this qualification.
- To be a Best Interest Assessor/ Stage 2 Practice Educator or willing to work towards these qualifications.
- Evidence of recent relevant management/leadership training.
- Evidence of continual professional development and the development of others.

Experience and Knowledge

- Operational management experience working in an Adults or Children's Health and Social Care setting, Youth Justice setting or Learning and Development setting.
- Post-qualifying experience of working with service users as a practitioner.
- Experience of multi-agency working and networking.
- Experience of quality assurance systems.
- Experience of financial planning, budget and project management with the ability to resolve conflicting priorities and apply rigorous monitoring and control procedure.
- Experienced in managerial supervision.
- Experience of service redesign.
- A proven track record of leading, motivating staff teams, leading through change and of developing a performance culture, working successfully and effectively as part of a management team and of formulating strategies, policies, objectives and targets.
- Detailed Understanding of key legislation, regulations, guidance and frameworks in relation to the specific service delivery areas of Trafford.
- Detailed knowledge and understanding of the legislation, regulations and guidance relating to own professional discipline and practice.
- Excellent communication skills and knowledge of broad service provision and partner organisations.
- Good understanding of the multi-agency roles and responsibilities in relation to adult services.
- Knowledge of policy drivers.
- Understanding of principles of service transformation.

- Quality assurance and performance management systems and processes.

Skills and abilities

- Leadership skills – Ability to lead, influence and motivate people.
- Ability to build partnerships with a wide range of professionals, external partners and stakeholders.
- Manage change in a positive way and adapt quickly and flexibly to a constantly changing environment.
- Conflict resolution skills.
- Implementation Skills – translate strategy into implementation plans with identified targets.
- Operational Skills – Develop systems to plan and manage performance.
- Governance – Develop and manage systems to oversee quality and safety service provision.
- Influential and persuasive communicator, with high level of written and verbal communication skills and presentation skills engendering commitment across groups from all levels of organisations, to achieve shared objectives.
- Ability to communicate effectively and represent the whole service.
- Ability to provide clinical/professional governance/supervision to ensure the safe delivery of high-quality services.

Special Conditions

- Willing and able to travel to sites within the Trafford Borough
- Enhanced DBS required with Adults’ barred list check
- Unsocial hours/weekend work will required

Date prepared/revised	8.4.22 / 18.4.24 / 21.8.25
Prepared/revised by:	A-M Mohieddin/TS/SD/L Shellabear
Job Evaluation:	Existing

Health and Safety

To operate safely within the workplace with regard to the Council's health and safety policies, procedures and safe working practices. To be responsible for your own Health and Safety and that of other employees.

Equalities & Diversity

To work within the Council's Equalities and Diversity Policy, embracing through personal example, open commitment and clear action that diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external communications.

Customer Care

To continually review, develop and improve systems, processes and services in support of the Council's pursuit of excellence in service delivery.
To recognise the value of its people as a resource.

Training and Development

To identify training and development needs with your manager, taking an active part in your Personal Development and Review Plan. To access development opportunities as they arise and share learning with others and where appropriate, actively encourage a learning environment and development within others.

Policy

To work at all times within the established policies and practices of the Council, within the framework established by the Council Constitution and associated guidance.

Information Governance

Confidentiality is of prime importance. In the normal course of duties, the post holder will have access to personal and or sensitive information relating to service users, staff and contractors, as well as information of a commercially sensitive nature. Such information should not be communicated to anyone outside or inside the Council unless done in the normal course of carrying out the duties of the post. Disciplinary action will be considered where a breach of confidence and or data breach has been established.

All information obtained or held during the post-holders period of employment that relates to the business of the Council and its service users and employees will remain the property of the Council. Information may be subject to disclosure under relevant legislation.

To ensure information is shared safely and complies with information governance standards and associated legislation.