

## Team Manager

## Role Profile

**Service:** Adults & Wellbeing Directorate – Adults Support & Prevention Hub  
**Band:** Band 10  
**Reporting to:** Service Manager/Head of Service, Early Intervention & Discharge  
**Responsible for:** Social Workers, Social Care Assessors, Community Link Worker, Referral & Information Advisor



**TRAFFORD**  
**COUNCIL**

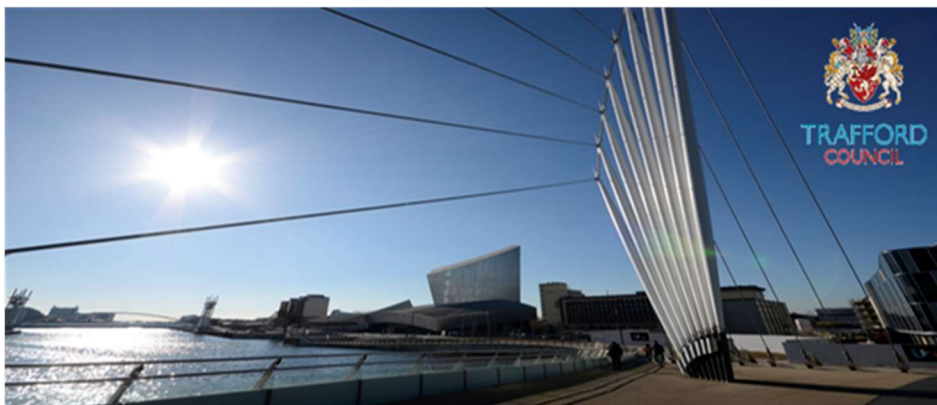
## About Us

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 have 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***

At the heart of our vision is a common cause – we want to make Trafford a better borough. We want to make it a place where everyone has a chance to succeed and where everybody has a voice. Through our new vision, we are making a commitment to work together across different services and agencies to make the best use of our resources.



## 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

The Adults Support & Prevention Hub provides Trafford's first point of contact for adults, carers, and professionals seeking advice, information, and support. The service plays a central role in Trafford's early intervention and prevention offer, ensuring that people receive timely, proportionate and strengths-based responses that promote independence and wellbeing. The Team Manager role supports the effective operation of the Hub within this dynamic Front Door environment, contributing to a coordinated and person-centred approach across the service.

### Your Main Priorities

- Engaging and supporting the strategic planning of the Adults Support & Prevention Hub.
- Collaborating with Commissioning colleagues, partner agencies, and third sector organisations to provide effective models of support and seamless pathways for individuals contacting the service.
- Ensuring high-quality triage, assessments and support plans are provided to adults with eligible needs who may be at risk and/or living with complex needs, and their families; ensuring that appropriate protection plans are implemented in a safe and timely manner.
- Taking a lead role in supporting and responding to complex safeguarding cases.
- Leading on the collation of performance data and themes to support the application of preventative approaches jointly with commissioning colleagues.
- Supporting the Service Manager with the management and delivery of the service, in line with departmental and legislative requirements, and supporting the delivery of the Council's Corporate Plan, vision and priorities.
- Providing operational leadership within the Front Door environment to ensure consistent decision-making, effective triage, and high-quality practice across the Hub, working collaboratively with internal teams and external partners.

## Key duties

- Engaging and actively participating in the strategic planning of support responses with colleagues across Adult Social Care and partner agencies.
- Actively providing information and updates to the wider multi-disciplinary team and senior management in relation to high-risk cases.
- Identifying and resolving any blocks or obstacles to providing support and care to individuals, ensuring timely and safe responses.
- Providing line management support to the Senior Practitioner and other practitioners within the team.
- Ensuring that practice serves to continuously improve the quality-of-life outcomes for adults and achieves overall service and key performance objectives.
- Ensuring that services for adults, their carers and their families are accessible and that stakeholders are fully engaged and participate in the development and improvement of services.
- Supporting the Service Manager in developing effective ways to involve adults, their carers and families in service planning, redesign, delivery and evaluation.
- Maintaining managerial oversight of active cases, including monitoring the quality of submitted documents, ensuring timescales are adhered to, and attending court when necessary.
- Monitoring the allocation of work and progress, highlighting any areas of concern to the Service Manager.
- Completing rotas (e.g., duty rota), ensuring safe and effective service provision at all times.
- Proactively identifying and managing operational risks, ensuring actions are in place to maintain safe, high-quality practice
- Providing a quality assurance function in respect of financial decision-making in line with Adult Social Care delegated authority, escalating any issues to the Service Manager as needed.
- Ensuring that manual and electronic record-keeping and report writing is of high quality, in accordance with case recording policy and within required timescales.
- Chairing multi-agency safeguarding meetings when appropriate and taking an active role in multi-agency meetings such as Risk Meetings, MDTs, Continuing Healthcare meetings, and health reviews as needed.
- Undertaking any other duties commensurate with the grading of the post as may be determined from time to time.

## About You

### Qualifications and Professional Development

- Recognised registered professional qualification in social work e.g. CQSW, CSS, DipSW, Degree in Social Work or equivalent

- Best Interest Assessor (BIA) or Practice Educator qualification
- Applicants should be registered or applied for registration with Social Work England
- Evidence of continued professional and personal development

### **Experience and Knowledge**

- Substantial experience of working in an adult social care setting as a practitioner
- A good understanding of community social work and strengths-based practice
- Experience of providing professional supervision to social workers
- Previous management experience
- Detailed working knowledge and experience of adult social care practice and processes
- Detailed knowledge and understanding of the legislation, regulations and guidance relating to adult social care

### **Skills and abilities**

- Excellent interpersonal and communication skills both written and verbal
- Able to build strong working relationships with a wide range of professionals, external partners and stakeholders
- Highly developed advisory, negotiating and persuasive skills to a range of audiences
- Able to lead, motivate and manage staff
- Analytical skills with the ability to interpret varied and complex information and produce solutions and strategies over the long term
- Excellent organisational skills, including time management and prioritising
- Ability to use information systems for management purposes

### **Special Conditions**

- Car User/full driving license required
- Enhanced DBS check required
- Willing and able to travel to sites within the Trafford Borough and occasionally out of the borough
- Unsocial hours/weekend work may be required

Date prepared/revised	OCT 2022   Updated 23/04/2026 (Minor updates. Based on generic Adults Team Manager role profile)
Prepared/revised by	S Davy/ R Pollard – TS minor changes 23/04/2026
Job Evaluation	Existing evaluation

### **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.