

Team Manager (Mental Health)

Role Profile

Service: Adults & Wellbeing Directorate – Adults Social Care (ASC) Mental Health Service
Band: Band 10
Reporting to: Service Manager
Responsible for: Senior Practitioners, Social Workers, Student Social Workers, Support Time Recovery Workers



TRAFFORD
COUNCIL

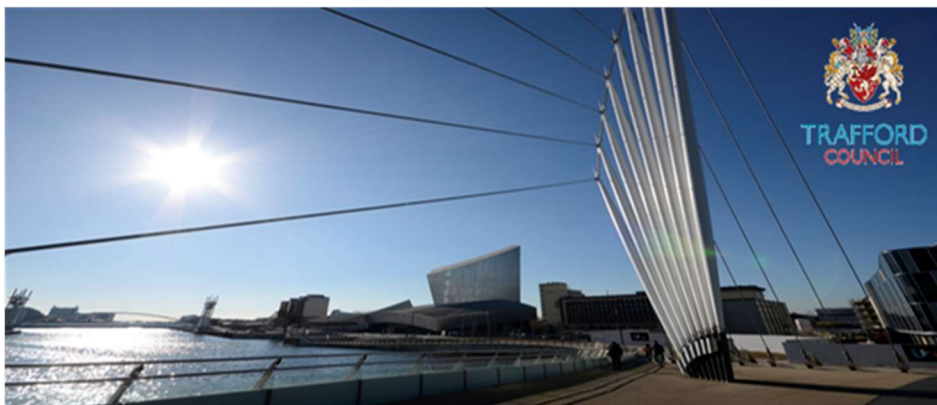
About Us

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

Our mental health service supports adults in the community to remain independent, safe and well. This includes undertaking statutory duties including, but not exclusive to, the Care Act 2014 using a person-centred, strengths-based approach, working collaboratively with individuals experiencing mental health needs, their carers, and partner agencies to promote recovery, resilience, and independence.

Your Main Priorities

- Lead and support the operational delivery of statutory functions by embedding the dedicated mental health social care pathway, ensuring it aligns with strategic planning, service development and neighbourhood based mental health support.
- Work collaboratively with Commissioning, mental health providers, primary care, partner agencies, and third-sector organisations to ensure effective support pathways, seamless assessments and joined up preventative approaches informed by performance data and emerging themes.
- Ensure high quality, person centred, strength-based assessments and support plans for adults with eligible needs, including those at risk and/or living with complex mental health issues, ensuring timely and safe implementation of protection plans.
- Take a lead role in complex safeguarding, including self-neglect, exploitation, and significant mental health-related risks, ensuring robust responses and contributing to safe, recovery-focused practice across the service.
- Support the Service Manager in the management and delivery of the mental health service, ensuring compliance with statutory duties, best practice, and the Council's Corporate Plan, vision, and priorities.

Key duties

- Engaging in strategic and operational planning of mental health support with Adult Social Care, health partners and wider multi-agency networks.
- Providing timely information and updates to the multi-disciplinary team and senior management on high-risk or complex mental health cases.
- Working collaboratively with the Mental Health Service Manager and Principal Social Worker to identify and resolve blocks to effective support, ensuring timely and safe interventions and strengthen the social work identity of staff.
- Providing line management to Senior Practitioners and other practitioners ensuring training and learning needs are identified, supported and that staff have protected time to study for qualifications.
- Ensuring practice continuously improves outcomes for adults with mental health needs and supports the achievement of service and performance objectives.
- Ensuring services for adults, carers, and families are accessible, recovery-focused, and that stakeholders are engaged in service development and improvement.
- Supporting the Service Manager involving adults with lived experience, carers and families in service planning, redesign, delivery, and evaluation.
- Maintaining managerial oversight of active cases, monitoring the quality of assessments, support plans and risk management documentation, ensuring timescales are met, attending court when required.
- Monitoring allocation and progress of work, raising concerns with the Service Manager and complete rotas (eg. duty rota) to ensure safe and effective service provision.
- Proactively identifying and managing operational risks, ensuring actions support safe, high-quality practice and providing a quality assurance function for financial decision-making within delegated authority, escalating issues as needed.
- Ensuring manual and electronic record-keeping and report writing are high quality, timely and accurate, compliant with policy and that systems such as Liquid Logic are updated with confidential information recorded appropriately.
- Chairing multi-agency safeguarding meetings when appropriate and participating actively in Risk Meetings, Multidisciplinary Team meetings, Continuing Healthcare meetings and health reviews.
- Promoting and ensuring staff implement required changes in practice, engage with new technology and ICT and work to a prevent/reduce delay approach under sections 1–7 of the Care Act 2014 while monitoring spend and approving funding for Care and Support Plans within authorisation levels that are outcome and recovery focused.
- Preparing for and participating in audits and inspections making recommendations to initiate court proceedings and notifying the Service Manager
- Undertaking any other duties commensurate with the grade and which may be required by the service.

Qualifications and Professional Development

- Recognised registered professional qualification in social work (CQSW, CSS, DipSW, Degree in Social Work or equivalent)
- Best Interest Assessor (BIA) or Approved Mental Health Professional (AMHP) qualification or willingness to work towards
- Applicants should be registered or have applied for registration with Social Work England
- Evidence of continued professional and personal development

Experience and Knowledge

- Substantial experience of working as a practitioner in adult mental health social care, including complex casework and multi-agency involvement
- Strong understanding of community mental health social work and recovery-focused practice, including risk management and strengths-based approaches
- Experience of providing professional supervision to social workers or other practitioners
- Substantial management experience within adult social care, ideally mental health, including staff leadership, performance oversight, and operational decision-making
- Detailed working knowledge of adult social care and mental health pathways, including interface with health partners, voluntary sector, and community services
- Comprehensive understanding of relevant legislation, including the Care Act, Mental Health Act, Mental Capacity Act, and safeguarding frameworks

Skills and abilities

- Excellent interpersonal and communication skills, both written and verbal, with the ability to convey complex information clearly to a range of audiences
- Ability to build and sustain strong working relationships with a wide range of professionals, external partners and stakeholders, including mental health providers, health colleagues and voluntary sector organisations
- Highly developed advisory, negotiating and influencing skills, with the ability to secure engagement and agreement in complex or sensitive situations

- Ability to lead, motivate and manage staff, fostering a high-performance culture and supporting professional development
- Strong analytical and critical thinking skills, with the ability to interpret varied and complex information, including risk information and develop long-term strategies and solutions
- Excellent organisational and planning skills, with the ability to manage competing priorities and maintain oversight of operational delivery
- Ability to use information systems for management purposes, including performance monitoring, reporting, and service improvement

Special Conditions

- Car User/full driving license required
- Enhanced DBS and Adults Barred List 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 05/08/2025/ Updated 23/03/2026 (Minor updates. Based on generic Adults Team Manager role profile)
Prepared/revised by	S Davy / R Pollard / GMcGinty– T Sefton (05/03/26)
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.