

## Job Description

<b>Job Title</b>	Independence & Reablement Team Leader (Registered Manager)
<b>Directorate</b>	Adult Social Care and Health
<b>Service Area</b>	Independence & Reablement
<b>Grade</b>	9
<b>Competency Level</b>	2
<b>Salary</b>	£51,356 - £56,673
<b>Job Type</b>	Hybrid
<b>Location</b>	Citywide
<b>Disclosure and barring service (DBS)</b>	Enhanced DBS  Adult Barred List and Adult Workforce
<b>Job Evaluation Ref No</b>	A9762

## Job Purpose

Liverpool City Council's Independence and Reablement service is a goal-focused and strengths-based service that aims to help recover skills, build confidence, and maximise independence that enable individuals to live better lives.

The service is available to all adults aged 18 years and older who are assessed as having reablement potential, regardless of their specific need type. This includes people with mental health issues, learning disabilities, neurodiversity, physical and sensory disabilities, older people, and young people transitioning into adulthood.

The Team Leader is responsible for the management, development and leadership of a specific Independence & Reablement team within the division. The Team Leader will be responsible for the full range of activities involved in the assessment, support planning, delivery, and safeguarding as part of the end-to-end pathway.

The Team Leader will be a CQC Registered Manager for the Independence and Reablement Service, ensuring the service is effective, efficient and safe at all times. As a Registered Manager, the Team Leader is responsible for ensuring that the Fundamental standards of the Health and Social Care (Regulated Activities) Regulations 2014 and Care Quality Commission (Registration) 2009 Regulations are maintained to a good standard. This includes assurance that Prevent, Reduce, Delay principles of the Care Act 2014 are embedded in practice to promote people's independence.

The Team Leader will develop effective partnership relationships to ensure delivery of services that are coordinated, strength-based and integrated at the point of delivery to reduce hand offs between services and duplication in services.

The Team Leader will work collaboratively with residents and carers groups and staff at all levels within the service and partner organisations to develop effective independent and reablement and strength-based services that focus on improving the outcomes of people and ensuring best value for money.

The Team Leader will provide leadership and supervision to Senior Independent and Reablement Practitioners and Independent and Reablement Practitioners in a designated area with focus on raising the standards of care that delivers improved outcomes for people.

The Team Leader will work as part of a broader Adult Social Care leadership team with focus on continuous monitoring and refining of Independence and Reablement service delivery to ensure achievement of the highest quality standards and consistency across the division. The Team Leader will also have an active role within the Independence and Reablement Multidisciplinary Team to coordinate strengths-based assessments, support planning, and resource allocation.

The Team Leader will support the Service Manager in delivering high quality services and support to people, within agreed budgets and performance requirements.

### **Directly Responsible For:**

Senior Independence & Reablement Practitioners

### **Directly Responsible To:**

**Service Manager**

### **Main Areas of Responsibility:**

#### **Quality assurance and service management**

- Ensure compliance with CQC standards and regulations in accordance with the Council's CQC registration, with the aim of achieving a minimum of a 'Good' rating
- Ensure compliance with the National Minimum Care Standards, Quality Assessment Framework (QAF)

- Support delivery of an effective, efficient and safe Independence and Reablement assessment and delivery service, focused on maximising a person's independence
- Attend and participate in Independence and Reablement Multidisciplinary Team meetings contributing to decisions concerning assessments, support planning, as well as resource allocation and broader operational considerations
- Identify and manage risk including situations where the individual may be experiencing abuse or neglect and ensure compliance with Safeguarding Adults procedures and Making Safeguarding Personal guidance
- Develop safe systems and process for identifying and highlighting urgent safeguarding concerns through the agreed channels
- Create a culture of positive performance management. Ensure robust performance management of the service by owning and developing service planning, budget management and performance measurement
- Develop effective partnerships with colleagues across Liverpool City Council and external partners to support a holistic, efficient, and person-centred service, focused on maximising a person's independence
- Ensure services meet Health and Safety Regulations in accordance with council procedure
- Deliver effective budget and financial management in accordance with council financial regulations
- Ensure compliance with the National Minimum Care Standards, Quality Assessment Framework (QAF)
- Carry out the dispensing of medication as and when required including the monitoring and delivery of medication and the correct dispensing of medication records
- Carry out necessary administrative procedures maintaining appropriate records of work within agreed service standard

- Undertake other duties and responsibilities of an equivalent nature as maybe determined by a senior manager from time to time
- Carry out duties with full regard to the Council's Equal Opportunities Policy
- Be available to work from (or into) any location within the city boundary and to conform to the standards and working practices of each location utilised by the service

### **Managing People**

- Provide managerial leadership and supervision to team members including performance appraisal to support continuous professional development
- Take overall responsibility to produce team performance and review meetings
- Drive and deliver people focused initiatives through all contact channels
- Promote the health and safety compliance of people
- Manage recruitment, staff development, induction, training and exit interviews
- Promote attendance at work and manage sickness absence effectively
- Monitor and manage discipline and grievance matter proactively and within policy
- Manage investigation of complaints and continuous improvement through lesson learned approach
- Create a safe and positive work environment free from bullying and harassment
- Promote equality and diversity in the service
- Ensure all staff are aware that they have a duty to report any concerns, allegations, or disclosures of abuse
- Support with creating a learning environment
- Be accountable for the effective management of all HR policy and procedures to ensure consistency, fairness, and transparency always
- Maintain a positive commitment to career development and the principles of a 'learning organisation' including personal development

- Demonstrate effective leadership and expected leadership behaviours and values
- Contribute to effective working with elected members
- Ensure regular team meetings and communication briefs are held, focusing on service matters of the team, reviewing its performance and briefing team members on corporate and care management issues

### **Managing Resource**

- Ensure co-production with people, carers and other stakeholders in developing and improving services
- Effectively collaborate with people, internal and external partners to maximise opportunities and resources to enable strength-based approach
- Manage delegated budgets as directed by line manager and promote a culture of performance management and high-quality customer services
- Scrutinise expenditure for services in line with Council financial policies and procedures, ensuring effective management of resources
- Ensure equity of service provision for people

### **Supervision and Management Responsibility:**

- Ensuring activities are planned to include meaningful one to one conversations, quality annual appraisals and regular workforce planning and development
- Manages performance and behavioural issues effectively
- Responsible for leadership of a team of Senior Reablement Practitioners.
- To support with development of the Reablement Practitioners and Seniors to enable continuous learning and improvement
- Ensuring effective supervision and team development

## **Budget and Financial Responsibility:**

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact
- Monitor financial performance and deliver within budget
- Monitor financial performance, deliver within budget and seek savings and efficiencies by exploring opportunities to draw funding where appropriate
- Set, monitor, and remain within budget whilst challenging the team to deliver increased efficiencies

## **Social Value Responsibility:**

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

## **Physical Demands of the Job:**

- This role may require the post holder to sit or stand for long periods of time

## **Corporate Responsibility:**

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally.
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance

- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

## Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency **level 2**.

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.



# Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

## Qualification and training

### Essential

- Educated to degree level or equivalent Health or Social Work qualification (A)
- Solid understanding of the legal responsibilities of a Care Quality Commission (CQC) Registered Manager (A/I)

### Desirable

- Evidence of continuous professional development

## Experience

- Previous management experience in the supervision of staff and management of social care resources (A)
- Demonstrate record of achievement in delivering change, transformation, and continuous improvement (A/I)
- Demonstrate experience in joint working with key stakeholders (A/I)
- Demonstrate experience of neighbourhoods and community working (A/I)
- Demonstrate effective management of medications (A/I)
- Experience of governance and auditing systems (A/I)

## Desirable

- Relevant experience working in a complex organisation

## Skills/Abilities

### Essential

- Ability to lead a diverse workforce and manage complex situations (A/I)
- Ability to work flexibly and resolve difficult challenges (A/I)
- Ability to organise & prioritise efficiently and effectively to meet deadlines (A/I)
- Ability to develop and operate within effective performance management (A/I)
- Ability to create a culture governed by responsibility and accountability (A/I)
- Ability to manage and build relationships with, key stakeholders, agencies, and professional groups commitment (A/I)

## Commitment

### Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council

## Other

### Essential

- Expectation that the post holder will contribute to the City Council's Equality Scheme and ensure that they discharge their duties in an anti-oppressive and non-discriminatory manner (A/I)

- Post holder will be expected to demonstrate an ability to interpret and respond to customer care issues affecting the provision of services to both internal and external customers (A/I)
- This post is subject to a Disclosure and Barring Service (DBS) check at the appropriate level