

Job Description

Job Title	Team Manager
Directorate	Adult Care and Health
Service Area	Adult Access
Grade	10
Competency Level	3
Salary	£58,543 - £64,645
Job Type	Hybrid
Location	Citywide
Disclosure and barring service (DBS)	Enhanced DBS (Adult Workforce and Adult Barred List)
Job Evaluation Ref No	A8854

Job Purpose

- The post holder will lead a team of professional and vocationally qualified staff, providing a service to people presenting with eligible care needs under the Care Act 2014 ensuring that the support offered is consistent with the principles of personalisation to enable them to live as full and independent a life as possible
- The post holder is responsible for managing all aspects of a service area within a specified locality, including budget and performance management.

- To manage operationally and be accountable for an integrated, multi-disciplinary community health and social care service for adults
- To provide a person-centred service through partnership and effective liaison with other statutory and voluntary sector services e.g., GPs, voluntary care groups, and others, to develop services that are co-produced and based around the voice of the individual
- Promote a strengths-based approach to assessments and support planning that consolidates choice and control over their well being
- Effectively and proportionately assess and address the health and social care needs of adults
- Contribute to demand management programmes, preventing avoidable admissions to hospitals and facilitating early or timely discharge
- To provide leadership to the team to ensure delivery of high-quality services and support to people, within agreed budgets and performance requirements
- Through every intervention, apply the prevent, reduce, delay principles of the Care Act to promote independence and wellbeing

Directly Responsible For:

Practitioners within specific service area

Directly Responsible To:

Service Manager / Head of Service

Main Areas of Responsibility:

- The post holder will be responsible for leading adult social care service delivery and improving outcomes for people in Liverpool by raising standards, quality of practice, service performance and value for money in line with Council's policies, Government guidance and relevant legislations



- The post holder is responsible for promoting the City Council's vision and values and ensuring that all work is carried out in line with the directorate's business plans Council's policies and regulations
- The post holder is responsible and accountable for leading and managing the team through a positive Performance Management framework, using information and data to focus activity of teams to improve outcomes
- To provide leadership, oversight and quality assurance of complex high-risk cases including safeguarding adult enquiries
- Provide leadership, oversight, and quality assurance of Court of Protection applications
- The post holder will investigate complaints and enquiries raised by members and prepare a response as required by the Service Manager or Head of Service. The post holder will also be required to analyse emerging themes and disseminate the lessons learned from complaints
- Reviewing and analysing data to understand demand and manage workflow.
- To forge and strengthen links with other professionals, including voluntary sector organisations, Primary Care, OT, physiotherapists, brokers, care agencies, day services and any other staff relevant to the provision of an effective person-centred service
- To manage, monitor, and control associated budgets and programmes, ensuring good financial management to meet budgetary targets
- To ensure that unmet needs are monitored and recorded, and that significant shortfalls in resources are notified to senior managers
- To participate in audits of the service against quality practice standards, identifying areas of poor practice and taking appropriate actions to address them
- To ensure the service activities adhere to principles of the Care Act 2014 of promoting independence and personalisation to prevent, reduce and delay the need for statutory care and enable people to live independently

- To ensure that arrangements are in place to effectively plan and review the needs of adults receiving long term care in a timely manner, in accordance with legislation and organisational policy, and to ensure that decisions taken at reviews are implemented
- To analyse performance in Power BI and support the teams to develop their understanding / rationale for the results and implement urgent improvement plans
- To adhere to and embed the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken

Supervision and Management Responsibility:

- Ensure that all staff have regular formal supervision and annual appraisals
- Manage performance and all aspects of staff management

The Team Manager is accountable and responsible for:

Managing people

- Health and safety, Recruitment, Staff development, Induction, Planning for training, Attendance at work, sickness absence monitoring and management, discipline and grievance, performance management, the investigation of complaints and exit interviews
- Creating a safe and positive work environment free from bullying and harassment
- Where required to act as Duty AMHP, if appropriately qualified
- Ensuring all staff are aware that they have a duty to report any concerns, allegations, or disclosures of abuse, and that the response is consistent
- Ensuring regular contact and reporting sessions with team leaders are carried out
- A primary function of the role is to manage the team workload and performance of practitioners within the relevant teams

Ensuring continuous improvement

- Implement a positive performance management framework
- Create an outcome-focused environment of continuous improvement that focuses on learning from people's experiences of using services
- Provide Management support to teams in solving problems
- Undertake strategic tasks allocated by Service Manager / Head of Service

Managing Services

- To ensure effective management of referrals across service area.
- Team manager to be responsible for all work allocation, and to ensure the continuation of services or casework operations.
- To ensure all assessments/support plans are developed in line with the personalisation agenda delivering effective prevention, reablement and long term care through the use of universal, targeted and specialist services as appropriate.
- To be responsible for the full range of activities of the teams relating assessment, care management, safeguarding and service delivery to adults within the specified locality.
- To work jointly with allied health professionals and where appropriate manage/supervise them.
- Report information regarding un-met needs, to line manager and commissioning managers
- To take overall responsibility for the consistent production of service area performance and review meetings that are responsive for service area priorities and individual development needs

- To ensure regular team meetings and communication briefs are held, focusing on business of the team reviewing its performance and briefing team members about operational and care management issues
- To manage services within the law, statutory guidelines and City Council procedures, in particular, the Care Act 2014, Mental Health Act 1983/2007, The Mental Capacity Act 2005/2009, prioritising according to levels of presenting risk to harm
- Manage adult safeguarding enquires and ensure that they are completed to high standard, in a timely and adhere the requirement of Making Safeguarding Personal (MSP), as outlined in inter agency safeguarding adults procedures
- To ensure that case records are maintained and audited and that support plans are formulated, recorded, implemented and reviewed regularly
- To provide professional and managerial leadership, and supervision to team members
- To organise and participate in management cover arrangements within and across the teams both within and outside working hours
- Involve people that use services in improving services
- Contribute to effective working with elected members, ensuring any queries raised are investigated and a response prepared as delegated by the Service Manager
- To work jointly with Allied Health Professionals (AHP) and where appropriate manage/supervise them
- Develop the city council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken

Managing resources

- Manage delegated budgets as directed by the Service Manager / Head of Service
- Scrutinise expenditure for services in keeping with the Council's financial procedures.
- Ensure equity of service provision

Performance Management

- Team Managers will be expected to develop and demonstrate skill and competence in accordance with the agreed competence framework. This will include:
- Building and delivering the City Council's Vision
- Making things happen and seeing them through
- Leading on performance; promoting a high-performance culture within the team
- Championing team working, creating high morale and effective collaboration
- Creating a learning culture
- Pioneering new approaches
- Ensuring culture of open communication

Team manager- Additional key responsibilities:

- To participate in the adults out of hours management rota, providing a contact for out of hours managers for guidance in specific complex cases and or authorisation for high level expenditure

- Where qualified and approved by a relevant LA, Team managers to fulfil duties required of an AMHP as defined by the Mental Health Act (MHA) 1983 (as amended Mental Health Act 2007), Code of Practice (as amended 2015) and Mental Health Act regulation (2008). Undertake Mental Health Act duties in line with operational arrangements as defined by the directorate
- For specified teams there may be a requirement to work within a seven-day or 8am to 10 pm service, in order to deliver integrated services with health and where there is a demonstrable need due to the council's legal duties

NB: Any work within core hours or outside of core hours will be subject to agreed standard enhancements and/or allowances

- Support the development of Trusted Assessor role in team and partner agencies
- As directed by Service manager receive assessments and care plans produced by allied health professionals, trusted assessors consider quality, appropriateness and authorise expenditure within delegated boundaries. Where the support plan is inappropriate or of insufficient quality, to seek modifications with the practitioner
- In addition to post holder principal duties the post holder will be expected to contribute more widely to the overall development of the service and Council
- Responsible for the implementation of the Health and Safety Policy so far as it affects them, their teams and staff who may be affected by their work
- The post holder is also expected to monitor the effectiveness of the health and safety arrangements and systems to promote appropriate improvements where necessary

- All employees are required to be committed to the equality and diversity policy and assist in removing the barriers to service delivery and employment to enhance a positive equality culture
- The post holder has the responsibility to ensure that the service complies with all statutory requirements, with Standing Orders and Financial Regulations of the City Council and 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

This post is exempt from the provisions of Section 4(2) of the Rehabilitation of Offenders Act 1974 by virtue of the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975. You are therefore not entitled to withhold information about convictions which for any other purposes are 'spent' under the provisions of the Act and any failure to disclose such convictions could result in dismissal or disciplinary action by the Authority. Any information given will be completely confidential and will be considered only in relation to the positions to which the Order applies.

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. Other reasonable similar duties may be allocated from time to time commensurate with the general character of the post and its grading. This job description applies to a number of jobs within adult social care; the team (and office location) that staff undertaking this job description are allocated could change at the discretion of management following consultation with the individual post holder.

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
- Scrutinise financial performance and deliver the service within budget
- Monitor financial performance, deliver within budget and seek savings and efficiencies
- Set, monitor, and remain within budget whilst challenging the team to deliver increased efficiencies
- Explores different options for funding and income generation

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 post is a combination of office work and field work. It will involve sitting for long periods of time and a requirement to travel to meet service needs.

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
- Adhere to and embed 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 **3**.

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

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Person Specification

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

Qualification and training

Essential

- Registered as a Social Worker with Social Work England, or relevant professional registration [A/I]
- Educated to degree level or equivalent [A, I]
- Evidence of continuous professional development [A/I]
- A strong understanding and knowledge of Care Act 2014 and statutory guidance, Mental Capacity Act, Mental Health Act, Deprivation of Liberty Safeguards and NHS & Continuing Health Care Framework and guidance [A/I]

Experience

Essential

- Significant demonstrated experience in Social Work practice and leadership (with successful completion of the Assessed and Supported Year in Employment (ASYE) in Adult Care Services Delivery [A/I]
- A proven track record of managing and supervising staff in a Statutory Adult Social Care environment [A/I]
- Experience of providing assessment and care management services [A/I]
- Experience of managing and monitoring budgets/resources [A/I]

Skills/Abilities

Essential

- Leading & Motivating: provides clear and equitable leadership, motivating and leading others to maximise their performance [A/I]
- Delegating Effectively: delegates clearly and fully, monitoring progress regularly and giving timely support as necessary [A/I]
- Communicating in Writing: writes clearly and succinctly, conveying key information effectively and creating a positive impact [A/I]
- Managing Finance: understands financial information, managing budgets effectively and ensuring financial propriety [A/I]
- Making Decisions: resolves problems effectively after exploring the options and considering the implications [A/I]
- Managing Diversity: ensures oppressive practices are effectively tackled, promoting positive recognition of difference, mutual respect and merit based opportunity [A/I]
- Creating Positive Changes: promotes, manages and leads through change as a means of continuous improvement [A/I]
- Being Financially Aware: Fully considers the financial dimension to own activities, monitoring expenditure and ensuring true value for money is delivered [A/I]

Desirable

- Communicating Orally: speaks in a clear and confident way, getting key points across to a diverse audience
- Analysing & Evaluating: Reaches sound judgements after careful and systematic evaluation of relevant facts
- Creating Person Centred Service: develop services which are co-produced with people and maintains independence

- Managing & Minimising Risk: has oversight of practice and monitors risk. Working relationships and the workplace to sustain the safest possible environment for people, self and staff

Commitment

Essential

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

Other

Essential

- This post is subject to a Disclosure and Barring Service (DBS) at the appropriate level.