

JOB DESCRIPTION & PERSON SPECIFICATION

Group:	COMMUNITY AND CHILDREN'S SERVICES
Division:	ADULT SOCIAL WORK SERVICES
Section:	CARE & SUPPORT/REVIEWING/LEARNING DISABILITY
Sub Section:	VARIOUS
Post Title:	TEAM MANAGER
Vision Post Number:	TBC
Grade:	GR13
Responsible to:	SERVICE MANAGER
Posts Reporting to this Post:	SENIOR PRACTITIONER; SOCIAL WORKERS; ASSESSOR CARE MANAGERS
Team:	AS ABOVE
DBS Required Level:	ENHANCED
Location:	VARIOUS
Date of Description:	OCTOBER 2016

KEY OBJECTIVES

- To provide clear leadership and gain the commitment of staff in achieving the objectives of the Division, in providing efficient and effective assessment / care management services.
- To ensure staff are aware of and adhere to the Council's policies and procedures and work within the legislative framework.
- To promote the independence and inclusion of vulnerable people in all aspects of community living.
- To promote and ensure the safeguarding of vulnerable people.
- To contribute to the planning, development and commissioning of services that support independence, safeguarding and inclusion.

SPECIFIC RESPONSIBILITY

1. To be responsible for the assessment and case management function of a Care & Support/Reviewing Team/Learning Disability or Short Term Intervention Team.
2. To be responsible for ensuring that budgets and resources are used in the most effective and efficient way.
3. To ensure the Council meets its responsibilities under legislation in discharging its assessment / case management functions.
4. In line with departmental procedures and all Wales guidance ensure the Council meets its responsibilities for the safeguarding of vulnerable people.
5. To promote the active participation of service users and carers in all aspects of the assessment and care and support arrangements.
6. To contribute to the development of more citizen directed services which are outcome focussed and provide greater control for the individual.
7. To assist in the planning, development, commissioning and monitoring of services within the division and with partner agencies.
8. To contribute to the integration of health and social care services across Rhondda Cynon Taf.
9. To ensure effective communication with health, housing, Third Sector and other partner agencies.
10. To ensure that referrals are screened and allocated to appropriate staff and services in accordance with departmental time-scales, including the timely management of reviews.
11. To approve care packages, which are within available resources and to ensure these are regularly reviewed in accordance with Divisional guidelines.
12. To contribute to the setting and monitoring of objectives, targets, priorities and standards for the work of the Adult Assessment Service.
13. To take responsibility for a discrete area of service development as agreed with the Service Manager/Head of Service, Service Director.
14. To contribute to the development/writing of service/business plans.
15. To provide management, supervision, guidance and advice to team members on all aspects of their roles and in respect of individual cases in line with national and departmental guidance.

16. To initiate and chair case conferences and other planning meetings, as appropriate.
17. Ensure team members are aware of the budgeting framework in which they operate.
18. To participate in and deliver, where appropriate, developmental training and to meet the requirements for continued registration with the Care Council for Wales.
19. To participate in multi-agency management meetings.
20. To recruit staff and where necessary access agency staff.
21. To assist in the induction of new members of staff and in the development of others.
22. To evaluate the performance of team members within the Division's appraisal process and identify and act upon training/development needs.
23. To take action where there is evidence of poor performance.
24. To alert senior managers of the potential need to instigate disciplinary procedures.
25. To investigate and manage complaints in line with the Council's policies and procedures.
26. To monitor and evaluate the progress of the team against the Council's objectives and standards as laid out in the Service Delivery Plan.
27. To use, and support staff to use, computer-based systems, in their professional roles.

To carry out health and safety responsibilities in accordance with the Division's Health & Safety Responsibilities document.

To undertake such other duties and responsibilities commensurate with the grade, as may be reasonably required by the Service Director, or as a mutually agreed development opportunity.

THE CONTENTS OF THE DOCUMENT WILL BE SUBJECT TO REVIEW FROM TIME TO TIME IN CONSULTATION WITH THE POST HOLDER. JOB DESCRIPTIONS MAY BE AMENDED TO REFLECT AND RECORD SUCH CHANGES.

Protecting Children and Vulnerable Adults is a core responsibility of all staff. All safeguarding concerns should be reported to the Cwm Taf Multi-Agency Safeguarding Hub (MASH).



PERSON SPECIFICATION

This Person Specification sets out the knowledge and / or qualifications, past experience and personal competencies that would be ideal for this particular post.

The **Knowledge/ Qualifications and Experience** sections describe what is required in terms of the technical ability that is needed to do this job successfully.

The **Competencies** section describes the kinds of non-technical skills, abilities and personal characteristics that the ideal person for this particular role would have. The competencies describe how that person would ideally work with other people and how they would approach their responsibilities.

The **Special Conditions and Professional Requirements** section describes any other qualities appropriate to the particular circumstances associated with this role.

ATTRIBUTE	ESSENTIAL	DESIRABLE
KNOWLEDGE / EDUCATION	<p>Professional qualification, e.g. Degree in Social Work, or recognised predecessor equivalent.</p> <p>Wide ranging knowledge of the legislative framework pertaining to Social Services functions.</p> <p>Knowledge of principles underpinning assessment / care processes.</p> <p>Be registered to practice with the Social Care Wales as a 'Social Worker'.</p> <p>Welsh Language Level 1 - All employees will be required to undertake a basic Welsh Language Induction to reach this level. Please refer to The Welsh Language Skills Guidance online www.rctcbc.gov.uk/WelshSkills.</p>	<p>Recognised management qualification, e.g. MSc in Public Management; MBA; DMS.</p> <p>Welsh Language Level 2 to Level 5. For details on the levels please refer to The Welsh Language Skills Guidelines, which can be found in the Welsh Services section of the RCT Council Website.</p>
EXPERIENCE	<p>Experience of managing staff in a community setting.</p> <p>Experience of identifying needs, mobilising resources to meet needs and monitoring outcomes.</p> <p>Experience of multi-disciplinary working.</p> <p>Experience of working in partnership with users and carers, other agencies.</p>	<p>Experience of managing change.</p> <p>Experience of budget management.</p>
COMPETENCIES	Middle Management Competency Framework	

<p>Developing and Motivating People</p>	<p>Inspires others by being passionate and enthusiastic and having a positive 'action-focused' attitude. Leads by example.</p> <p>Sets clear, achievable goals and objectives for team members and reviews these regularly (Managing performance! / supervision / etc).</p> <p>Addresses poor performance through raising and resolving issues swiftly (Managing performance / supervision /etc).</p>
<p>Working in Partnerships and Teams</p>	<p>Builds lasting, positive and constructive relationships with a wide variety of people.</p> <p>Is happy to share information and resources and knows what information can be shared.</p>
<p>Communicating Effectively</p>	<p>Gets the right messages to the right people quickly and keeps people informed.</p> <p>Actively creates regular opportunities for open discussion and passing on information e.g. team meetings.</p>
<p>Managing Change</p>	<p>Takes on new challenges, processes and procedures; moves out of their comfort zone.</p> <p>Is proactive about coming up with new ideas and looking for creative solutions.</p>
<p>Implementing Strategy</p>	<p>Has a good and up to date knowledge of relevant statutory duties and legislation for their area.</p> <p>Demonstrates a good understanding of key strategic priorities by incorporating them into team objectives.</p> <p>Produces and promotes clear and well written policies, guidelines and other documentation.</p>
<p>Managing Resources</p>	<p>Utilises existing resources effectively and positively (Workforce Planning).</p> <p>Shows that they have a good understanding of team's workload and takes this into consideration when planning.</p> <p>Projects or foresees changes to spending early and adapts business plans accordingly.</p>
<p>Achieving Results</p>	<p>Achieves and surpasses improvements in service delivery.</p> <p>Seeks information from a range of sources to make decisions.</p> <p>Is very organised and efficient.</p>

<p>Focusing on Service Users</p>	<p>Ensures services are accessible and are provided fairly.</p> <p>Promotes a culture where all customers are valued and treated with respect.</p> <p>Empowers staff to deal with responses on the frontline and provides support where necessary.</p>
<p>SPECIAL CONDITIONS AND PROFESSIONAL REQUIREMENTS</p>	<p>Professional qualification, e.g. DipSW; CQSW; CSS</p> <p>Be registered to practice with Social Care Wales as a 'Social Worker'</p>