Job Profile

Position Details	
Post	Assistant Team Manager
Service Area	Adult Social Services
Reports to	Team Manager
Grade	PO5C
Job Family	To be completed by HR

Role Purpose

1. To deputise for the Team Manager when required

2. To support the Team Manager in leading a multi disciplinary team including Occupational Therapists, Social workers, Care Officers and Community Care Officers to deliver high quality customer services to the public relating to adult social care and safeguarding, ensuring all customer service targets are met.

3. Act as a recognised expert within the specialist field and contribute to the development of practice and policy in the specialist field

4. To support the Team Manager in ensuring that the service provided is consistent, effective and delivers positive outcomes for individuals/carers/families in ways that demonstrate Haringey Values.

5. Exercise budgetary responsibility as delegated by Team Manager, including assessing care packages from a financial perspective

6. To provide robust decision making and risk management and identify appropriate case care pathways for customers with complex care needs.

7. To foster and develop team practices that supports new ways of working to maximise independence and improve outcomes for users of the service.

8. Liaise with colleagues in own and other departments and external agencies in order to improve customer pathways and outcomes

9. To undertaken community care and safeguarding assessments when there is a high level of complexity and risk to help determine appropriate level of need and care pathways

10. To assist the Team Manager in leading, setting and implementing a performance management framework and ambitious service performance targets, practice standards and competencies within employee's profession fields of work.

11. To demonstrate the values of Haringey Council in everything you do.

Generic Team Manager Responsibilities – Adult Services

Performance Management and Service Delivery
1. Support the Team Manager in prioritising and allocate work and manage service delivery in line with the objectives of the team.
2. Use management information and other forms of proactive managerial oversight to assess and assure team performance for quality and timeliness, taking any necessary corrective measures as soon as possible.

3. Work with the performance team to improve performance both (qualitative and quantitative), as required.
4. Assess, manage and report risks.
5. Identify service gaps and benefits for changes, and resource implications.
6. Make recommendations to improve service delivery and performance and implement approved service improvements.
7. Collaborate and co-operate with colleagues across the Haringey Social Care system to make overall system improvements.

Professional / Technical Expertise
1. Maintain high levels of expertise in area, ensuring that services delivered are consistent with best practice, national and local guidance as well as occupational and professional standards, and follow agreed policy and practice.
2. Offer advice, guidance and support to staff and colleagues, as appropriate.

Safeguarding
1. Ensure that staff have a good understanding and awareness of Haringey Council's policies and procedures for safeguarding children, vulnerable adults and people affect by domestic violence.
2. Ensure that 'Making Safeguarding Personal' is embedded into the work that is undertaken by workers and that best practice is modelled within the service area.
3. Fulfil the role and responsibilities attached to the managers safeguarding role within Haringey Adult Services.
4. Support partner organisations to understand and fulfil their roles under the care act in ensuring adults are safeguarded across community settings.

Financial Management
1. Support the Team Manager with the financial management and control of all allocated budgets.
2. Support the Team Manager in taking responsibility for all team facilities, relevant equipment and resources.
3. Ensure that all services, delivered or procured, represent good value for money.

People Management
1. Act as a positive role model for the team by demonstrating Haringey's values.
2. Support the Team Manager in managing the team and undertaking the full range of management responsibilities for the whole employment cycle including recruitment, induction, probation, training/development and supervision as directed by Team Manager.
3. Motivate the team to achieve performance standards and continuous improvement.
4. Hold regular 'My Conversation' mapping conversations with team members to set SMART objectives and to review and assess their achievement in line with the Haringey Values.
5. Contribute and provide leadership to regular team meetings, and ensure that the team are well informed, included and engaged in Council, Service and Team developments.
6. Ensure there is clarity of reasonable standards and expectations in the team and address capability and conduct issues as soon as possible using the formal capability and disciplinary procedures where necessary.
7. Develop a positive team spirit within the team and address any issues of concern as early as possible, resolving formal grievances as soon as possible where necessary.
8. Support the Team Manager in managing absence in line with the sickness monitoring procedure and promote well being in the team.

Member enquiries, feedback and information requests
1. Respond to Member enquiries, service user feedback and Freedom of Information requests (as agreed by the Team Manager) within agreed timescales.

2. Support the Team Manager in ensuring that complaints are dealt with in accordance with agreed procedures and to investigate and reply/ prepare replies for Team Manager 'sign off', as appropriate.

Collaboration and Partnership working
1. Work with colleagues (internal and external) to contribute to effective joint working practices / integrated services to improve outcomes and maximise independence.
2. Work with the NHS to deliver integrated care and develop new ways of working across health and social care.
3. Work with internal and external partners (housing, public health, voluntary sector etc) to provide holistic and joined up service provision for residents in Haringey.
4. Champion the role of social care and contribute to the new ways of working and service delivery through co-production and delivery.

Managing Diversity and Equality
1. Understand the effects of discrimination and exclusion of certain groups of service users and employees and demonstrate an ability to eradicate that discrimination through the promotion of inclusion and equality of opportunities.
2. Undertake Equality Impact Assessments.

Health and Safety and Data Protection
1. Be aware of and comply with current Health and Safety regulations and Haringey Council's Health and Safety policy as they relate to the duties and responsibilities of the post.
2. Carry out all duties with due regard to the provisions of Data Protection legislation and the use of such data.

Additional Duties
1. Understanding, knowledge and ability to follow guidelines that ensures compliance with Health and Safety at Work, Data Protection and other statutory requirements.
2. Understanding and commitment to promoting and implementing the Council's Equal Opportunities policies.
3. Knowledge and experience of using IT.
4. To undertake any other temporary responsibilities aligned with the overall purpose and grade of the role.

Main Responsibilities - Specific to the Assistant Team Manager

1. To support the Team Manager leading a multi disciplinary team including of Occupational Therapists, Social workers, Care Officers and Community Care Officers to deliver high quality customer services to the public relating to adult social care and safeguarding, ensuring all customer service targets are met.
2. To identify opportunities to collaborate with other managers across Adult Services and the wider health and social care system to maximise independence and improve outcomes for service users at every stage.
3. To identify areas for improvement and support the implementation of new processes and systems. This will include project working in addition to normal duties.
4. To ensure that all service user assessments, support plans and actions are completed in a timely way and if required transfer plans completed.
5. To resolve day to day operational problems and issues to ensure the service achieves its Key Performance Indicators.
6. To support the Team Manager with responses to customer complaints and ensure that they are managed and resolved effectively.
7. To ensure that resources are utilised effectively within the multidisciplinary team.
8. To ensure that the team provide clear, accessible and reliable information to all contacts to Adult Social Care to ensure that they are able to make informed decisions.

9. To support the Team Manager in managing and monitoring team and individual performance to ensure customer service targets are met and high service levels are maintained.
10. To analyse, interpret and use performance information to inform service improvements.
11. To identify training needs of the team and provide coaching and development to ensure they have the skills and knowledge required to effectively carry out their role.
12. To ensure team members maintain data quality and integrity and that data is managed in accordance with business rules on retention, duplication and quality.

Knowledge, Qualifications, Skills and Experience	Essential or Desirable
1. Detailed knowledge and understanding of legislative and contextual framework affecting the work of the team(s) acquired through experience in relevant / specific field.	E
2. Knowledge and experience of one or more work processes to maximise independence associated with the operations of the team(s).	E
3. An understanding of the performance measures of maximising independence for the team(s) and the tools that are available to assure and improve standards of service delivery.	E
4. An ability to develop a maximising independence ethos in the team which identifies and builds upon strengths of service users, their families and community resources to enable independence to be maximised at each and every stage of the process.	E
5. An ability to develop a customer service ethos in the team regarding service users and their families and carers so that services are communicated and provided to specified standards and enquiries and complaints are resolved in an effective manner reducing the need for further escalation.	E
6. Ability to manage and motivate a team of staff (which may be multi-disciplinary) to achieve team goals of maximising independence and address performance issues using the Council's people management procedures and formal performance management procedures where necessary.	E
7. An ability to identify opportunities for improvement and collaborate and cooperate with other managers as part of a 'one system' approach to maximise independence.	E
8. Proficiency in the use and understanding of IT and Information Management and data protection legislation.	E
9. Ability to write clear and accurate reports to Senior Managers, Council committees and wider partnership reports and respond to FOIs.	E
10. Ability to organise work and prioritise competing demands to meet personal and team deadlines, targets and objectives.	E
11. Ability to adhere to the Council's Dignity for All Policy.	E
12. This post requires registration with the relevant health professional council / governing body (Health and Care Professions Council - HCPC	E

Main Contacts & Other Information
Main Contacts:

Service Users and Carers

Police

Health Care Professionals |

Other council departments

<u>Other Information:</u>

1. This position requires the postholder to undergo a DBS (Disclosure and Barring Service) check.

Additional Information

Please complete the additional information as fully as you can.

Supervision / Management of People				
Please indicate which group best describes the total number of staff the post holder is responsible for:				
None	Up to 5 staff	6 to 15 staff	16 to 49 staff	50 plus staff
		YES	Yes	
Are the staff based at the same work location?				Yes
Will the post holder be responsible for contract / agency / project staff?				Yes

In the normal course of their duties would it be reasonable to expect the job holder to undertake, or be involved in, any of the following on a regular basis.
If Yes, please provide an estimate of the % of their working day this involves.

Work Environment					
Activity	Yes/No	% of working day	Activity	Yes/No	% of working day
Office duties.	Yes	95%	Use of a computer.	Yes	70%
Audio typing.	No		Crisis or conflict situations.	Yes	30%
Walking more than a mile.	No		Manual handling.	No	
Working alone or in isolation.	No		Working in confined spaces.	No	
Driving a car, van or minibus.	No		Preparing or serving food.	No	
Exposure to infectious diseases, e.g. Tuberculosis (TB) or Hepatitis B.	No		Working in awkward positions, e.g. stooping, bending, and reaching.	No	
Exposure to substances hazardous to health, including lead, asbestos or radioactive substances.	No		Operating heavy or hazardous machinery including forklifts, diggers or cranes.	No	
Regular and repetitive movements.	No		Working shifts / unsocial hours, nights.	No	
Outdoor work involving uneven surfaces.	No		Standing or sitting for prolonged periods.	No	

Activity	Yes/No	% of working day	Activity	Yes/No	% of working day
Working shifts / unsocial hours / nights.	No		Working at heights / on ladders, roof work.	No	
Teaching or responsibility for, children.	No		Outdoor work involving extremes of temperature.	No	
Electrical hazards.	No		Control and restraint.	No	

Resources – identify & list personal and identifiable accountability for physical and financial resources including those of clients:

N/A

Cash/Financial Resources - Is the post personally and identifiably accountable for the accurate handling / security of cash and cheques? If yes, specify the average amount controlled at any one time and the nature of the accountability:

N/A

Plant/Equipment - is the post personally accountable for the proper use / safekeeping of plant / equipment? If yes, please indicate the type(s) of plant/equipment and the nature of the accountability:

N/A

Stocks/Materials - Is the post personally accountable for materials / items of stock? If yes, please indicate the type and approximate value and the nature of accountability:

N/A

Data Systems - is the post personally accountable for the use, manipulation and safekeeping of data systems whether manual or computerised? If yes please indicate the type of system(s) and the nature of the accountability, whilst explaining the importance of the data systems to the Council's operations:

Yes

Buildings - Is the post personally accountable for the proper use and safekeeping of buildings? If yes please indicate the type of building(s) concerned and the nature of the accountability:

No