

HARINGEY COUNCIL

JOB DESCRIPTION

DEPARTMENT: ADULT SOCIAL SERVICES

SECTION: Hospital Social Work and Reablement Team

GRADE:

POST DESIGNATION: TEAM MANAGER

REPORTS TO: Head of Integrated Care

Job Overview and Purpose

- The Team Manager will be responsible for managing a team of front line/ operational/ technical or professional staff to deliver services in line with the service plan and associated standards with Haringey.
- They will be responsible for the overall successful delivery of high-quality Reablement services which provides direct reablement support to service users with a range of reablement needs in the community to maximise independence.
- Responsible for the successful implementation of the discharge to assess model through collaborative working across Adult Services and the wider health and social care system to maximise independence and improve outcomes for service users at every stage
- The Team Manager will provide effective leadership and management to all members of the team, and will manage the team's resources, budget and staff in compliance with the Council's guidelines and statutory responsibilities.
- To assist the Head of Service in leading, setting and implementing a performance management framework and ambitious service performance targets, practice standards and competencies within employees profession fields of work
- To use management information to assess the performance of the team service and manage improvement
- To demonstrate the values of Haringey Council in everything you do

Generic Team Manager Responsibilities for all Managers in Adult Services

Performance Management and Service Delivery

1. Prioritise and allocate work and manage service delivery in line with the objectives for the team
2. Use management information and other forms of pro active 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
7. Implement approved service improvements
8. Collaborate and co operate with managers 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 affected 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. Be accountable to the Head of Service for the financial management and control of all allocated budgets.
2. Take 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. Manage the team and undertake the full range of management responsibilities for the whole employment cycle including recruitment, induction, probation, training/development and supervision.
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 Haringey Values
5. Hold 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. Manage 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 Head of Service) within agreed timescales.
2. Ensure that complaints are dealt with in accordance with agreed procedures and to investigate and reply/ prepare replies for Head of Service / Director '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. Working 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. Undertake any additional duties commensurate with the post as may be required by the Director, Chief Executive and Members of Haringey Council.

Duties for the Specific Team Manager role in Adults Services

- Will be the registered manager with CQC for the in-house community reablement service.
- To be responsible for the overall successful delivery of a high quality, prompt and effective reablement service and to ensure effective services for Haringey residents through appropriate consideration and assessment of risks with all workers contributing
- Deliver a reablement service that has clearly set goals, reviewed appropriately and closed in a timely manner that does not exceed six weeks
- Ensure all assessed SU's have an individual support plan where needs are met in accordance with individuals goals
- Provide operational management by ensuring work is allocated and scheduled appropriately, quality assured and team completes all work on time and to the required standards
- Produce regular reports and identify performance issues, take timely action to remedy and work in partnership with HR to resolve performance issues
- Ensure the team is led effectively and efficiently in line with Council guidance and policies
- Ensure service provision is consistent and in line with local and national best practice guidelines through support within Haringey procedures
- Ensure that all patients that are discharged from hospital under pathway 1 receive an assessment from appropriate professional within 2 hours of discharge
- On receipt of Section 5 (out of borough hospitals only) ensure that all patients are assessed within 24 hours
- Ensure no long term permanent placements to be made from an acute setting
- Ensuring that post discharge decision making occurs within the agreed timeframe as stipulated by discharge to assess model

HARINGEY COUNCIL

PERSON SPECIFICATION – TEAM MANAGER

DEPARTMENT: ADULT SOCIAL SERVICES

SECTION: Review Team

GRADE:

POST DESIGNATION: TEAM MANAGER

REPORTS TO:

CRITERIA

These are the qualities we believe to be necessary to do this job. You should clearly evidence how your experience, knowledge and skills meet the criteria. The short listing decision will be based on an assessment of the evidence and examples that you provide against each of these criteria. The final assessment process will also seek to assess these characteristics.

Department: Adult Social Services		Section: Review Team
Post Title: Team Manager		Grade:
REQUIREMENTS		
EDUCATION & QUALIFICATIONS		A/I*
EXPERIENCE, KNOWLEDGE, SKILLS, ABILITIES		
E1	Detailed, authoritative knowledge and understanding of legislative and contextual framework affecting the work of the team(s) acquired through experience in relevant / specific field.	A/I
E2	Substantial Knowledge and experience of one or more work processes to maximise independence associated with the operations of the team(s)	A/I
E3	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	A/I
E4	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	
E5	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	A/I

E6	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.	A/I
E7	An ability to indentify opportunities for improvement and collaborate and co operate with other managers as part of a 'one system' approach to maximise independence	A/I
E8	Ability to control allocated budgets	A/I
E9	Proficiency in the use and understanding of IT and Information Management and data protection legislation.	A/I
E10	Ability to write clear and accurate reports to Senior Managers, Council committees and wider partnership reports and respond to FOIs.	A/I
E11	Ability to organise work and prioritise competing demands to meet personal and team deadlines, targets and objectives	A/I
COMMITMENT TO EQUAL OPPORTUNITIES		
E12	Ability to adhere to the Council's Dignity for All policy.	A/I
SPECIAL REQUIREMENTS (Delete or amend as appropriate)		
E13	This post requires an enhanced level of Criminal Records Bureau (CRB) Disclosure (Delete/retain)	A/I
??	This post requires registration with the relevant health professional council / governing body (Health and Care Professions Council - HCPC)	??
E= Essential		
*Assessed by: A= Application I= Interview T= Test		