



ADULT SOCIAL SERVICES

Mental Health Services (joint) – Job Description

POST: Team Manager

GRADE: PO7C Scale 50 - 53

RESPONSIBLE TO: Head of Service Mental Health

RESPONSIBLE FOR: Practice/Clinical Managers, Care Coordinators

UP TO 5 STAFF	6-15 STAFF	16-49 STAFF	50+ STAFF
		X	

Are the staff that this post holder will supervise/manage based at the same work location; YES

If no; please provide details:

BASIC OBJECTIVES OF THE POST

1. To manage a team of social workers/care management staff within the Assessment and Personalisation Team.
2. To be responsible for the day to day delivery of assessment, care management and reviews to the specified adult user group and their carers.
3. To ensure services are delivered that are consistent with equal opportunities and are Care Act compliant.

MAIN DUTIES & RESPONSIBILITIES

1. To manage and supervise a team of Mental Health Professionals, students and administrative staff. This will include the implementation of staff performance, development and review policies.
2. To manage the workload of the team, ensuring that the care management process is robust: that assessment of need demonstrate good practice and that case reviews are carried out on time. To ensure that the service is in line with statutory requirements, eligibility criteria and department policy.
3. To monitor, evaluate and develop the service provided by the team, ensuring that the service is in line with departmental policy, practice and priorities.
4. To ensure that the work of all team members conforms to good practice and is Care Act and Mental Health Act compliant.



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5. To be involved in the management of a commissioning budget by close monitoring of the weekly cost of packages of care.
6. To ensure that packages of care are innovative, cost effective and provided in line with the service strategy.
7. To contribute to overall service planning and the implementation of service developments.
8. To undertake assessments of community need in Haringey, making recommendations to the Service Manager as to the implications for service delivery.
9. To work with other professionals in ensuring seamless services for adults in relation to hospital discharge, continuing and palliative care and joint packages of care.
10. To ensure the implementation of the Safeguarding Adults Policy and Procedure.
11. To ensure all duties in relation to Mental Health legislation are undertaken in relation Adult service users.
12. To work with other agencies to secure appropriate funding to meet assessed needs.
13. To be responsible for the implementation of the sickness monitoring policy in relation to the staff team.
14. To ensure that carer involvement is paramount, and that carers assessments have high priority.
15. To personally maintain professional competence and keep abreast of developments, by training and other methods.
16. To ensure that financial and non-financial indicators of performance are produced and monitored, and that internal and external performance targets are met.
17. To ensure that case file recording and client information is maintained on the social care system, completed according to standard and linked to Performance Indicators.
18. To be responsible where appropriate for the recruitment, selection, appointment and induction of new staff, in accordance with equal opportunities and department policy.
19. To identify staff training needs and ensure high standards of professional practice through systematic individual and team development.
20. Within delegated authority, investigate complaints according to department procedures.
21. To identify matters that might lead to disciplinary proceedings. Within departmental guidelines, carry out investigations on possible disciplinary matters for action as necessary.



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22. To be responsible for effective communication and working relationships between the team, the rest of the department and other agencies.
23. To attend, organise and chair meetings as appropriate and as requested, within the department and with other agencies.
24. To deputise for the line manager as and when required.
25. To uphold and further the Council's equal opportunities policies and to deliver effective and appropriate services fairly and without discrimination.
26. To undertake any other duties consistent with the basic objectives of the post as may be required from time to time by the line manager.

MAIN CONTACTS

List main contacts the post holder will deal with in the role.

1. Team Manager
2. Service Manager /Head of Service
3. Mental Health Trust Management Staff
4. Administrative and Business Support Staff
5. Health and Voluntary Sector Partners

RESOURCES

Cash / Financial Resources

To undertake any duties and responsibilities as delegated by the Director of Social Services in regards to service users under for e.g. appointeeship, guardianship, Court of Protection order or any devolved budgets

Plant / Equipment

The post holder will be responsible for the safe keeping of council equipment such as laptop computer, mobile phone and any other equipment issued in order to undertake their role.

Data Systems

- Knowledge and experience of using IT/working knowledge adequate or sound knowledge required etc
- The post holder will be expected to ensure that information is correctly recorded on Council client information systems as necessary and in line with local procedures on e.g. record keeping, sharing information, confidentiality.



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Personnel/Candidate Specification for: Team Manager – Adult Services

These are the qualities we believe to be necessary to do this job. You should clearly show in your application how your skills/experience potential meet some or all of them, as the shortlisting decision will be based on our assessment of you against these criteria.

The final assessment processes will also seek to assess these characteristics.

	ESSENTIAL	USEFUL
Education/ Qualification:	E1. CQSW/CSS or DipSW or other relevant qualification	U1. Management Qualification. DMS equivalent.
Work/Other Experience:	E2. A minimum of 5 years post Qualification experience inc. work experience in the statutory or voluntary sector relating to adults, including experience within a local authority. E3. Experience of complex decision making including evaluating risk management. E4. Experience of supervising staff or students. E5. Operating within a statutory framework	
Admin/Organisational Skills:	E6. Ability to present information and compile and produce written reports. E7. A sophisticated understanding and some experience in the management of change in this area. E8. Ability to communicate effectively with a wide range of client groups and liaise with outside agencies and other professionals.	
Knowledge/Skills:	E9. Ability to lead, impart a vision, and to work as part of a team.	U2. Experience of inputting and accessing computer data.



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	<p>E10. A high level of interpersonal skills.</p> <p>E11. Ability to manage a complex commissioning budget.</p> <p>E12. Ability to critically examine systems and practice, initiate and implement change to meet organisational needs.</p> <p>E13. Ability to identify, assess and meet staff development and training needs.</p> <p>E14. Ability to manage workload and stress.</p> <p>E15. Ability to manage performance.</p>	
Other requirements:	<p>E16. Conflict/crisis management.</p> <p>E17. Clear understanding of the care management process and all related practice and legal issues.</p>	
	<p>E18. Knowledge/experience in policy development and its implementation.</p> <p>E19. Knowledge / experience of working with users and carers from multi-cultural backgrounds.</p> <p>E20. Commitment to equalities in employment and service provision. Understanding of Council policy on equalities.</p>	