

Job Profile

Position Details	
Post	Review Team Manager
Service Area	Adult Social Care, Review Team
Reports to	Head of Service
Grade	PO5
Job Family	To be completed by HR

Role Purpose
<ul style="list-style-type: none"> • To manage, motivate and develop a team of Reviewing Officers to achieve 100% of reviews on a yearly basis so that independence of service users is maximised, and outcomes are improved • To develop and adopt new ways of working to maximise independence and improve outcomes for users of the service. • 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 • To work with the performance team to understand, analyse and scrutinise performance data to ensure that identified team and individual outcomes are being met and that the quality of work is to the highest standards. • To demonstrate the values of Haringey Council in everything you do.

Main Responsibilities
<ol style="list-style-type: none"> 1. Be responsible for co-ordinating and managing a team of Reviewing Officers ensuring that 100% reviews are completed within each financial year so that outcomes are improved, and independence is maximised. Be able to manage a finite amount of resources while still achieving ambitious targets in line with priority objectives as part of the Corporate and Borough plans. 2. Chair monthly team meetings that focus on best practice, performance, outputs, service blockers, safeguarding, new ways of working and potential risk to organisation and service users. Meetings will ensure the quality of performance and the clarity of purpose for those within the team while being supportive and informative for team members. 3. Work closely with the performance team to identify and capture service relevant information relating to team and individual outputs. Data to be used to look at ways of working, quality assurance, performance related outputs and financial impact of ensuring the maximising independence agenda for those that we support. Utilise corporate tools (My Conversation) in making sure that performance targets are met and standards are maintained throughout the service. 4. Work closely with managers across the adult health and social care spectrum to ensure timely response to issues or risk that are identified to service users and to

ensure that agreed actions are taken to ensure the safety of those accessing adult social care support.

5. Work closely with commissioning managers to ensure concerns relating to providers are raised and that ongoing concerns and difficulties are flagged with appropriate service areas and managers.
6. Develop new ways of working to tackle the challenges of meeting reviewing team performance targets and provide strategic thinking to the challenges of demand in the service while ensuring quality and safeguards are always provided.
7. To be responsible for the quality assurance and authorisation of all reviews, outcomes and actions undertaken by the reviewing officers within the service ensuring Haringey's values, standards and best practice are being consistently met and providing feedback and support where improvements and changes are required.
8. Ensure high standards of customer care across the service and respond to any concerns, complaints or issues that are raised by staff or members of the public in a timely and professional manner. Work closely with service users, carers and families where concerns are raised and provide support for community and provider organisations where required.
9. Work to further develop the review pathway, process and outcomes to enable us to adapt the way we work in a systemic way while achieving best practice and ensuring strategic targets are met and that the independence of those we support is maximised.

Generic Responsibilities

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 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
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 Information Sharing Protocols 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.

[illegible]

