Job Profile

Position Details	
Post	Team Manager
Service Area	Haringey Community Learning Disabilities Team
Reports to	Head of Service
Grade	P07
Job Family	To be completed by HR

Role Purpose

The Community Learning Disability Team (CLDT) is an integrated health and social care team for adults aged 18+ who have eligible learning disabilities; and their family carers. The team is commissioned jointly by Haringey Council and Haringey Clinical Commissioning Group.

The Team aims to provide services which:

- Are **Aspirational**, every person with a learning disability is provided with the appropriate support, advice and guidance in order to achieve better life outcomes;

- **Empowering, person centred and personalised,** provided in the least restrictive environments;

- **Integrated**, providing a one stop, seamless health and social care resource;

- **Promote early intervention and prevention.** Intervening as early as possible to address problems and give support when it can make the most difference;

- Are **Progressive**, focusing on support that promotes independence;

- Are **Value for money, affordable and sustainable**, making the best use of available resources.

- Are **Safe**, ensuring that people with learning disabilities and their family carers are protected from abuse.

Main Responsibilities

1. To provide specialist management advice and expertise to a multi-disciplinary health and social care Community Learning Disabilities Team (CLDT). To manage, motivate and develop the Social Care resources within the CLDT to promote the independence of service users and improve life outcomes.

2. To lead and manage the delivery of a Transition Pathway for young people with learning disabilities within an age range of 14-25 years; ensuring that their transition period is smooth and person centred; and services are delivered without gaps.

3. To develop and adopt new ways of working to maximise independence and improve outcomes for people who use the service.

4. 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.

5. To use management information to assess the performance of the team service and deliver improvements.

6. To be responsible for the quality assurance and authorisation of assessments, reviews, outcomes and actions undertaken by multidisciplinary practitioners 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.

7. To ensure that people with complex physical and behavioral health needs are appropriately assessed, and that their needs are met in accordance with the National Framework for NHS Continuing Health Care.

8. To ensure that the principles of the Mental Capacity Act underpins our multidisciplinary interventions and supports best interest decision making.

9. To work in partnership and develop relationships with key stakeholders, Special Educational Needs, Education and Children's Services to ensure the most effective transition and outcomes for young people and their families.

10. Work to further develop the Transition 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

TEAM MANAGER 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 cooperate with managers across the Haringey Social Care system to make overall system improvements

9. Deputise for the Head of Service
10. Lead and contribute to aspects of Transformation for NHS and Adult Social Care.

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'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. 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 Borough Council's and Haringey CCG'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. Support team meetings, and ensure that the CLDT 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 CLDT 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, relevant to the employing agency of the member of staff and promote wellbeing 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 the Partnership) within agreed timescales.
2. Ensure that complaints are dealt with in accordance with agreed procedures and to investigate and reply/ prepare replies for Deputy/Head of the Partnership / 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

- To be responsible for the overall successful delivery of a high quality, prompt and effective service and to ensure effective services for Haringey residents through appropriate consideration and assessment of risks with all workers contributing
- Ensure a mulita-agency service is delivered that has clearly set goals, reviewed appropriately and closed in a timely manner that meets the outcomes specified.

- 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
- To work within the legislative framework that govern services for adults including: Care Act 2014, Mental Capacity Act 2019, Data Protection Act 2018, Children and families Act 2014, Health and Social care Act 2012 and others.

Generic Responsibilities
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

Experience, Knowledge, Skills, Abilities	Essential
Qualified Social Worker	E
Detailed knowledge and understanding of legislative and contextual framework affecting the work of the specialist Community Learning Disabilities Team acquired through experience working in Learning Disabilities and Transition services.	E
Detailed knowledge and understanding of the complexities of supporting the needs and desired outcomes of people with Learning Disabilities, including Mental Health, challenging behaviour, Autism and complex physical health conditions	E
Knowledge and experience of one or more work processes to maximise independence associated with the operations of the Community Learning Disabilities Team	E
An understanding of the performance measures of maximising independence for the team and the tools that are available to assure and improve standards of service delivery	E
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

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
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
An ability to identify opportunities for improvement and collaborate and cooperate with	E
other managers as part of a 'one system' approach to maximise independence	E
Ability to control allocated budgets	E
Proficiency in the use and understanding of IT and Information Management and data protection legislation.	E
Ability to write clear and accurate reports to Senior Managers, Council committees and wider partnership reports and respond to FOIs.	E
Ability to organise work and prioritise competing demands to meet personal and team deadlines, targets and objectives	E

Knowledge, Qualifications, Skills and Experience	
Detailed knowledge and understanding of legislative and contextual framework affecting the work of the specialist Community Learning Disabilities Team acquired through experience working in Learning Disabilities and Transition services.	E

Main Contacts & Other Information
Main Contacts: **Head of Service – HLDP** Other Information: 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
			x	
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	80%	Use of a computer.	Yes	80%
Audio typing.	No		Crisis or conflict situations.	Yes	10%
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, 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.	Yes	

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:

As above Financial Management

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:

N/A

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:

N/A