

Job Profile Information: Careline Deputy Manager

This supplementary information for *Careline Deputy Manager* is for guidance and must be used in conjunction with the Job Capsule for Job Level 4 Zone 1

Camden Way Category 4

It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee's contract of employment.

Role Purpose:

Careline provides an end-to-end assistive technology and telecare service. From assessment and installation of equipment, to managing contacts and responding to emergency calls, it enables customers to maintain their independence and provides reassurance to both customers and their family and carers.

To support the manager to lead Careline and deputise for them in the delivery of the service. This includes working to meet the aspirations of Adult Social Care to deliver appropriate and innovative telecare and assistive technology solutions to support the people of Camden to maintain their independence.

The Careline Deputy Manager will be a member of the management team for the service. They will work with the manager and team to organise the flow of the work into, and through, the service, ensuring there is a clear understanding of demand from customers, that the resource is organised to respond to that demand and that all customers get a first class, responsive and individualised service

Example outcomes or objectives that this role will deliver:

- Take delegated responsibility to manage aspects of the service area according to the operating principles, and actively manage and monitor the flow of work focussed on delivering positive outcomes for all customers.
- Hold a detailed understanding of the service and how it contributes to social care outcomes, and ensuring the effective deployment of resources to meet such demand.
- As a member of the management team of Careline, ensure they are expert service providers. Ensure they have the right support and build strong relationships with specialists, support groups and networks to strengthen support available to customers and their families

- Participate in performance management and report on key areas of performance, including the flow of the work and financial monitoring.
- Promote and embed a culture of continuous learning within the team.
- Work collaboratively with customers, families/carers, professionals and the wider community to ensure customers receive an excellent person-centred service, which seeks to be inclusive, anti-discriminatory and anti-oppressive
- Work collaboratively to support people's strengths and manage risks, addressing barriers to independence.
- Communicate in an appropriate, open, accurate and straightforward way
- Provide respectful leadership, line management and supervision of staff
- Set high professional standards and manage staff performance to deliver excellent performance
- Take a flexible approach to working in a changing environment, highlighting areas for improvement
- Apply an innovative, flexible and problem solving approach – open to change in response to new evidence
- Act as a key advisor on operational issues of telecare
- Act as a role model of good practice across the service
- The post holder will support decision- making and leadership of Careline, will promote excellence in performance, adherence to the policy and the promotion of strengths-based approaches in Adult Social Care
- Ensure Camden's resources are used efficiently, effectively and creatively, promoting the benefits of technology in the maintenance of personal independence
- As required to answer calls generated on the assistive care platform
- To demonstrate and promote the use of assistive technology, including providing training in a formal or informal setting
- Work in accordance with the all of Council's policies and procedures

People Management Responsibilities:

Senior Monitoring and Response Officers (2) Monitoring and Response Officers (14)

Relationships:

- Customers i.e. providing services to older, vulnerable or disabled people and the important people in their lives
- Careline Management Team
- Relatives, Advocates, Adult Social Care Professionals, Carers and Carers Organisations
- Colleagues, particularly in Adult Social care and Provider Services
- Sheltered Housing/RSL staff
- Estate Officers

- Occupational Therapists
- GP's, Primary Care Trusts & 999 Services

Work Environment:

The post is mainly based at the Careline Control Centre, however it also includes travel across the Borough to different work locations on a regular basis.

Careline is a 24-hour service, provided 365 days of the year .It is a high profile service dealing with residents in the borough who can be at high risk of injury and or death .This may involve being required to provide evidence to the Coroner's office. The role will include maintaining the reputation of the Council.

There is a requirement for the post holder to be on-call for advice out-of-hours and at weekends on a regular basis.

Technical Knowledge and Experience:

- Experience of leadership and management
- Awareness of management budget and other resources
- Understanding of positive risk taking, risk assessment/ management and safeguarding adults and an ability to apply this to real life situations
- In depth knowledge of assistive technology and telecare and its contribution to delivering strengths-based outcomes for customers
- Knowledge of the role and organisation of partner agencies such as health, housing, and the voluntary and community sector and ability to build relationships with them
- Knowledge of local support resources for adult social care customers and their carers, and where to find these
- Knowledge of Social care and health legislation, policies, procedures and best practice guidance and how they impact on customers including evidence of its implementation and application
- Knowledge of the TSA (Telecare Services Association) standards and alternative Telecare Accreditation programmes
- Demonstrable experience of working under pressure and managing competing priorities

Camden Way Five Ways of Working

In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

- Deliver for the people of Camden
- Work as one team
- Take pride in getting it right
- Find better ways
- Take personal responsibility

For further information on the Camden Way please visit by clicking [HERE](#)

