

Job Profile

Job Title: Careline Service Manager
Job Grade: Level 5 Zone 1
Salary Range: £49,930 - £57,543

About Camden

'Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. Because, we're not just home to UK's fast-growing economy. We're home to the most important conversations happening today. And we're making radical social change a reality, so that nobody gets left behind. Here's where you can help decide a better future for us all. As part of Adult Social Care's Provider Services, Camden Careline provides an end-to-end assistive technology and telecare service. From assessment of the outcomes for an individual to installation of equipment, managing contacts and responding to emergency calls, it enables Camden residents to maintain their independence and provides reassurance to both person and their family and carers.

About the role

The Service Manager will use their extensive knowledge of how technology can enhance the life experiences of people with disabilities and long term conditions. To lead the overall strategic direction and operation of Careline and hold responsibility for service delivery and resources, including meeting 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 Service Manager will oversee and support the management and staff 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 ensure that all people who draw on the service get a first class, response that is tailored to their individual needs. The postholder will also be a member of the Management Team for Camden's In-House Provider Services.

About You

- You will have experience in leading and developing the use of digital and assistive technologies to support people to live independent lives, including understanding the market and the Telecare Services Association
- You will have experience of leading and managing people, and building successful teams
- You will understand the role of strengths-based support, and positive and managed risk-taking, and an ability to apply this to real life situations, especially in regard to technology solutions
- You will have experience of Budgetary control and management delivering value-for-money outcomes in a financially challenging environment

- You will have a broad knowledge of social care and health legislation, policies, procedures and best practice guidance and how they impact on people, including evidence of its implementation and application
- You will have demonstrable experience of working under pressure to provide quality services, and managing competing priorities

Work Environment:

This is a hybrid role for which the majority of time is based at the Careline offices to support and interact with the team, however it also includes travel across the Borough to different work locations on a regular basis, as well as occasional visits to external providers and regional or national meetings. There may be some opportunities for home working

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.

Post holders must be able to drive for the purposes of visiting customers and will have to pass the Camden driving competency test to drive Council vehicles.

Post holder will be expected to obey driving and parking regulations in the course of their duties.

Payment of Traffic and/or Parking fines will be the responsibility of the driver

The post is subject to an enhanced DBS

People Management Responsibilities:

The Service Manager will directly manage the Deputy Manager and Careline Business Manager. There are up to 30 indirect reports, made up from the Assessment & Installation , Reviewing & Monitoring and Business Support Teams. The post reports to the Head of Provider Services.

Relationships:

- Customers i.e. providing services to older, vulnerable or disabled people and the important people in their lives
- Provider Services 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
- Assistive Technology industry professionals, such as TSA (Telecare Services Association)

Over to you

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine our corporate services, and we'll redefine what a career can be.

Is this role Politically Restricted?

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](#).

Diversity & Inclusion

We want Camden Council to be a great place to work and to ensure that our communities are represented across our workforce. A vital part of this is ensuring we are a truly inclusive organisation that encourages diversity in all respects, including diversity of thinking. We particularly welcome applications from Black, Asian and those of Other Ethnicities, LGBT+, disabled and neurodiverse communities to make a real difference to our residents so that equalities and justice remains at the heart of everything we do. Click [Diversity and Inclusion](#) for more information on our commitment.

Agile working

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK (www.HireMeMyWay.org.uk). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

Asking for Adjustments

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at resourcing@camden.gov.uk or post to 5 Pancras Square, London, N1C 4AG,