

Job Profile

Job Title Careline Deputy Manager
Job Grade: Level 4 Zone 1
Salary Range: £40,652 - £46,779

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. 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

About the role

You will 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.

You will 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, you will 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.

You will participate in performance management and report on key areas of performance. This includes the flow of the work and financial monitoring, and promote and embed a culture of continuous learning within the teamwork 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.

You will work collaboratively to support people's strengths and manage risks, addressing barriers to independence.

You will communicate in an appropriate, open, accurate and straightforward way and provide respectful leadership, line management and supervision of staff.

You will set high professional standards and manage staff performance to deliver excellent performance, and take a flexible approach to working in a changing environment, highlighting areas for improvement.

You will apply an innovative, flexible, and problem-solving approach – open to change in response to new evidence, and act as a key advisor on operational issues of telecare. You will act as a role model of good practice across the service.

You 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.

You will ensure Camden's resources are used efficiently, effectively, and creatively, promoting the benefits of technology in the maintenance of personal independence and demonstrate and promote the use of assistive technology, including providing training in a formal or informal setting.

About you

You will have experience of leadership and management and have an awareness of management budget and other resources.

You will have understanding of positive risk taking, risk assessment/ management and safeguarding adults and an ability to apply this to real life situations and have in depth knowledge of assistive technology and telecare and its contribution to delivering strengths-based outcomes for customers.

You will have 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.

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.

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

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,