

## **Job Profile Information: Team Manager (ACM)**

**This supplementary information for Team Manager (ACM) is for guidance and must be used in conjunction with the Job Capsule for Job Family Social Care Job at Level 4 Zone 2**

### **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:**

- The post holder will be part of a locality based team or Access and Response (which may or may not include some support role functions) managing a mixed team of social workers occupational therapists and outreach workers.
- The post holder will provide operational leadership to developing and sustaining a service designed to help customers resolve their problems and live a good quality life.
- The post holder will develop and evaluate work with other team managers to ensure the right level of skills and resources are available on a day to day basis to provide high quality services to customers
- The post holder will work with staff and managers across the service develop and sustain high quality personal outcomes for customer.
- The post holder will deputise where necessary for the locality or A&R Service Manager

#### **Example outcomes or objectives that this role will deliver:**

- Manage their team in accordance with the purpose and operating principles of the service
- Have in place mechanisms that enable their teams to monitor capability in meeting purpose including caseload management of individual's members of staff.
- Manager a team of mixed professionals. 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.
- With service managers develop, measure, report and act upon key measures of performance. These should facilitate an understanding of the flow of the work, value and failure work, and budget and financial monitoring to drive continuous improvement.

These should include:

- Individual outcome measures
  - End to end times from referral to receipt of care package
  - Time from referral to assessment
  - Volume of work allocated and volume of work de-allocated
  - Measures of cost relative to outcomes
  - Staff morale survey
  - Customer satisfaction
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- Lead the development of self-directed/managed teams by creating an enabling and learning environment in which employees understand how the performance of the service as a system and can do their best work.
  - Work with other managers to ensure that locality teams do not function in isolation from each other or the rest of the service
  - Continue to develop a “whole service’ approach to the work, taking responsibility to establish excellent working relationships with other agencies and partners
  - Be alert to system conditions that create waste and develop effective working relationships with senior managers to help remove them
  - Promote and embed a culture of continuous learning and collaborative working with, colleague team leaders and other (internal and external) partners within the service via regular review of practice, active promotion of choice & control for all customers within an appropriate risk management framework.

### **People Management Responsibilities:**

- This post reports to a locality service manager or service manager for access and response.
- The Team Manager will manage up to 15 team members assess and facilitate the provision of care and support with an health and social care setting.
- This post will manage mixed teams of qualified and non-qualified staff and ensure they have the right operational and professional support training and development.
- The post holder will promote and embed a culture of continuous learning and collaborative working with, colleague team leaders and other (internal and external) partners within the service via regular review of practice, active promotion of choice & control for all customers within an appropriate risk management framework.

**Relationships:**

There is an extensive range of regular contacts that the post holder will need to influence and negotiate with which includes:

- Members / senior managers
- Health colleagues
- Customers, carers and other members of the public
- Community/Interest groups
- All appropriate statutory and independent agencies
- Other Council departments

**Work Environment:**

The job is primarily office based but requires flexibility around working hours and being able to provide support out of office hours to deal with complex and high risk problems or issues. The post holder will be required to work evening and weekends from time to time.

**Technical Knowledge and Experience:**

- A relevant professional qualification gained through experience and/or degree in management / business
- Demonstrable experience of collecting and using evidence to make decisions based on what matters to customers
- People management and team building (including managing the team and evidence of applications) and how to put knowledge of systems working into practice
- Budgetary control and management
- Commissioning of services and development of services
- A comprehensive understanding of relevant health and social care legislation and policies and procedures and ability to apply it in practice
- Extensive knowledge of adult social care resources required to deliver effective care and support to customers and their carers
- Excellent knowledge and practical application of risk assessment and Safeguarding Adults statutory frameworks and current agendas.

## 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](#)

## Chart Structure

