

Job Capsule Supplementary Information: Team Manager (Learning Disabilities Service)

This supplementary information for Team Manager is for guidance and must be used in conjunction with the Job Capsule for Job Level 5 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:

- To lead and manage multidisciplinary practitioner staff, including other qualified professionals, within Supporting People directorate to provide high quality, comprehensive, and effective service delivery.
- To collaborate closely with the managers and clinicians in the wider multidisciplinary team covering the following specialisms: Nursing, Occupational Therapy, Psychiatry, Psychological Therapies, Speech and Language Therapy and Children and Young People with Disabilities Service 0-25
- To provide operational leadership, including developing and embedding a strengths based practice approach, by influencing and changing practice behaviours.
- To ensure that service resources are managed in a planned and strategic way to deliver local and national practice standards and strategic imperatives.
- To contribute to the design, commissioning and delivery of services that respond to the changing needs of the community to support organisational change and enable citizens to resolve their difficulties, improve their personal outcomes and live a good quality of life including answering of complaints.
- To manage, supervise and provide expert advice, to direct reports, supporting clinical solutions including a focus on complexity and risk.
- To provide regular reviews of business practice to promote and champion high quality services. This will involve the audit and evaluation of practice and intervention and the deployment of resources in an effective and strategic manner.
- To continue to lead a closer integration with health partners and build strong relationships with multi-agency services, both internal and external.
- To effectively use and translate statutory, community, voluntary and independent resources within the context of Government legislation, Council and Departmental policy to enhance best practice and contribute to better outcomes including a particular focus on the Care Act 2014.
- The post holder will deputise where necessary for the Service Manager including funding decisions.
- The post holder will ensure that all safeguarding concerns and enquiries are appropriately assessed and prioritised, that all organisational policies and procedures are followed, and that proportionate recording is completed on the required systems.

- The post holder will be accountable for the effective management of a care budget delegated to them.

Example outcomes or objectives that this role will deliver:

- To ensure that the organisational policies and procedures are followed, and that practitioner recording is completed on the required systems.
- To ensure that staff work within legislative and legal framework related to adult social and that there is practice compliance with national and service policies and standards
- To be accountable for the resources used by the team and ensure effective management of any staff and/or care budgets delegated to them.
- Manage their team in accordance with the purpose and operating principles of the service
- Create and oversee mechanisms that enable monitoring of service output , quality of provision and highlight any learning or capability issues within the team
- Ensuring clinical excellence and professional standards are achieved throughout the team including skilled clinical supervision, reflective practice and informed caseload management
- That there is a contemporary understanding of risk within the caseload of the team and all safeguarding concerns and enquiries are appropriately assessed and prioritised
- Identify trends and service solutions around risk management.
- Measure, report and act upon key measures of performance. These should facilitate an understanding of the flow of the work, budget and financial monitoring to drive continuous improvement.
- Lead the development of more confident and self-directed practitioner interventions 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 the teams do not function in isolation from each other or the rest of the service taking responsibility to establish excellent working relationships with other agencies and partners
- 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 people within an appropriate risk management framework.

People Management Responsibilities:

- This post report directly to the Service Manager
- This post will manage mixed teams of qualified and non-qualified staff, including Social Workers & Access and Support Officers and ensure they have the right operational and professional support training and development.
- To apply the requirements of the Standards for Employers of Social Workers and Occupational Therapists
- The post holder will deputise where necessary for the Head of Service or other Service Manager colleagues
- The post holder will address and oversee performance within the team including leading HR investigations regarding capability or conduct

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
- People, 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 may require work in the community or people's homes. It requires flexibility around working hours and being able to provide occasional 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 in Social Work or Occupational Therapy
- A higher level management qualification is desirable
- Demonstrable experience of collecting and using evidence to make decisions based on what matters to people
- Experience of people management and team building (including managing the team and evidence of applications) and how to put knowledge of systems working into practice
- Experience of budgetary control and management
- Knowledge of 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 and provide advice on complex issues to team members and colleagues
- 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

Chart Structure

