

## **ASC Team Manager – Hospitals Job Profile**

**Job Title: ASC Team Manager – Hospitals**

**Job Grade: Level 5 Zone 1**

**Salary Range: £47,575 - £55,188**

### **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

### **About the role**

- The post holder will be part of a locality based team, hospital 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.

### **About you**

- 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.

### **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.

### **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 department

### **Over to you**

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine how we're supporting people, and we'll redefine what a career can be. If that sounds good to you, we'd love to talk

### **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](http://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](mailto:resourcing@camden.gov.uk) or post to 5 Pancras Square, London, N1C 4AG,