

**JOB DESCRIPTION AND PERSON SPECIFICATION**

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| Job Title: | Practice Manager |
| HBC Grade: | **HBC 10** |
| Service: | **Care Management** |
| Division: | **Adult Services** |

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| **Main Purpose of the Role** |
| To assist the Principal Manager in the organization and development of the delivery of services to vulnerable adults within a defined area of service by supervising, supporting and advising the team. To contribute to the management, delivery and operation of a range of measurably high quality, cost effective services to meet individual need. |

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| **Key Duties** | |
| **1** | To assist the Principal Manager in the overall management of the staff and resources within the team, with particular emphasis on practice issues, to ensure the delivery of a high quality service, according to the philosophy, targets and objectives for the service. |
| **2** | To support the Principal Manager in ensuring the prioritisation and allocation of work within the team in accordance with Fair Access to Care Services to: maintain service provision; meet the demand arising within the service area; ensure that services are targeted, developed and delivered within policy and legal obligations. |
| **3** | In conjunction with the Principal Manager, to ensure the direction and motivation of the team by the provision of regular and frequent support and supervision for team members. |
| **4** | To assist the Principal Manager in ensuring that documentation, record keeping, accounting and communication is maintained within the team and that effective partnership working across the statutory, voluntary and independent sectors is established and maintained. |
| **5** | To be accountable to the Principal Manager for all elements of individual cases within the teams workload in accordance with policy and procedures, and for staff care and development of team members in accordance with policy and procedures. |
| **6** | To support the Principal Manager in the development and delivery of effective communication within the service area, the identification of resource shortages and to contribute to the planning and development of services. |
| **7** | To assist the Principal Manager in ensuring the health and safety of staff and individuals, and the safety of equipment and operations within the team, in accordance with the Health and Safety at Work Act. |
| **8** | To support the Principal Manager in ensuring that the planning, monitoring and reviewing of expenditure and financial commitment against the budget are provided within cost limits. |
| **9** | To work with the Principal Manager in ensuring the regular and effective analysis, monitoring, measurement and maintaining of the performance of the team against agreed targets and performance indicators. To analyse, monitor and support each team member in their contribution towards these. |
| **10** | To assist the Principal Manager in ensuring the recruitment, induction and training of staff within Directorate policies. To support and assess relevant staff in relation to appropriate qualifying and post qualifying awards. |
| **11** | To support the Principal Manager in the production and implementation of a Team Business Plan as required and in accordance with directorate and corporate policy. |
| **12** | In conjunction with the Principal Manager, ensure the development and regular use of quality assurance processes in the scrutiny of front line practice. |
| **13** | To deputise on behalf of the Principal Manager as required. |
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| **14** | To provide support and advice to team members and take a lead role for defined areas of service as appropriate and as identified by DMT. |
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| **15** | To chair a range of practice meetings as appropriate. |
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| **16** | To manage a small and specified caseload of complex cases, as required, some of which would be co-worked with less experienced staff. |
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| **17** | To carry out any other appropriate duties as may be assigned by the Directorate. |
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| **18** | Undertake any other duties and responsibilities that as may be assigned from time to time, which are commensurate with the grade of the job. |
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| **19** | Applicants should note that the successful candidate would be asked to apply for an Enhanced Disclosure on appointment and every three years thereafter. Further information about the disclosure scheme can be found at www.crb.gov.uk |
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| **20** | All social care workers are expected to adhere to the general Social Care Council’s codes of practice, which is a list of statements that describe the standards of professional conduct and practice required. |

The Council and its schools are committed to safeguarding and promoting the welfare of children, young people and adults and expect all staff, workers and volunteers to share its commitment.

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| **Education / Qualifications** | **Essential** | **Desirable** | **How Identified** |
| MA, BA in Social Work, DipSW/CQSW or equivalent professional qualification as appropriate.  AMHP | Post Qualifying professional qualification  Management/leadership qualification/ training  Best Interest Assessor  Practice Educator | All essential qualification certificates must be presented at interview. |

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|  | **Experience** | **Knowledge** | **Skills & Abilities** | **How Identified** (delete as appropriate for each criteria) |
| **ESSENTIAL** | Post qualification experience within a relevant area of social services/health. | Knowledge of Valuing People, person-centred planning, and other related national guidance and policies | The supervisory process and staff appraisal | Application / Interview /Assessment |
| Staff and/or student supervision. | Fair Access to Care Services | Clear and effective communication skills | Application / Interview /Assessment |
| Organising and preparing multi agency meetings. | Understanding of accountability and ability to work corporately. | Written and verbal skills. | Application / Interview /Assessment |
| Experience/awareness of Adult Protection procedures. | Detailed understanding of the relevant professional/practice/legal issues relating to the service area. | Service user and carer involvement in services | Application / Interview /Assessment |
| Care management experience within a social services/health setting. | Detailed understanding of wider health and social care provision | Involvement in Team building | Application / Interview /Assessment |
|  | Multi-disciplinary working and integrated service delivery. |  | Assessment of risk and the development of effective risk management plans | Application / Interview /Assessment |
|  |  |  | Managing change and working as a Team Member. | Application / Interview /Assessment |
|  |  |  | Ability to lead and motivate staff | Application / Interview /Assessment |
|  |  |  | Evidence of Flexible approaches | Application / Interview /Assessment |
|  |  |  | Ability to work within agreed policies and procedures. | Application / Interview /Assessment |
|  |  |  | Ability to work co-operatively with colleagues from all disciplines. | Application / Interview /Assessment |
|  |  |  | Able to demonstrate anti-oppressive practice and a willingness to challenge discrimination. | Application / Interview /Assessment |
|  |  |  | A proven Team Player. | Application / Interview /Assessment |
|  |  |  | Able to work on own initiative. | Application / Interview /Assessment |
| **DESIRABLE** | Performance management and monitoring. | Understanding of key issues in strategic planning. |  | Application / Interview /Assessment |
| Budget monitoring. | Understanding of Human Resource issues including the management of poor performance. |  | Application / Interview /Assessment |
| Using Information Technology | Recognition of the value of the multi-disciplinary team approach. |  | Application / Interview /Assessment |

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| **Other Requirements** | **Essential** | **Desirable** | **How Identified** |
| A full UK driving licence and access to a car for business purposes  Willingness to work outside normal hours if required.  Awareness of Equal Opportunities issues |  | Application / Interview /Assessment |

Please note: Front line posts with direct customer contact should include a statement detailing the spoken English language requirements of the post.

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For office use only:

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| **Date Created:** |  |
| **JE Ref:** |  |
| **Agreed by:** |  |

This job description is not intended to be either prescriptive or exhaustive; it is issued as a framework to outline the main areas of responsibility.