

Job Description

Job Title	Team Manager – Community Intermediate Care Centre (CICC)
Grade	EPO6
Reporting To	Senior Manager
JD Ref	PC0234P

Purpose

To manage and lead a multi-disciplinary team to ensure the effective and timely discharge planning for individuals admitted to the Community Intermediate Care Centre (CICC).

Supporting individuals that are clinically optimised and do not require an acute hospital bed, but still require care services within specialist provision on the Clatterbridge Hospital site.

The focus is to avoid hospital admissions, reduce length of stays and facilitate discharges homes.

Ensuring structures, systems and processes are in place so that statutory duties, legislative responsibilities and KPI's of the Local Authority and the NHS are effectively co-ordinated across Wirral, making appropriate use of available resources within required operational and service quality standards.

Main Duties And Responsibilities

Behavioural:

- Enjoy, achieve, create impact, and thrive in the role and organisation.
- Live our values and leadership behaviours in the role and organisation.

Team Leadership and Management:

- Provide strong leadership, strengthening engagement, growth, culture, innovation, collaboration and performance.
- Assign responsibilities, setting clear expectations, and deliverables to team members and empower them to excel in their roles.
- Through continuous improvement strengthen the tools, practices and impact of the service.
- Act as an exemplary role model to staff and demonstrate the behaviours as defined by the Council's code of conduct.
- Co-ordinate and regularly report on levels of discharge, attend and report to Long Length of Stay (LLOS) taking a solutions-based approach to removing any obstacles to safe and timely discharge.

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- Escalate any significant risks that cannot be mitigated to Senior Manager.
- Provide professional leadership, consultancy, risk management and expert advice to support integrated discharge.
- Recruitment and retention of staff.

Communication, Engagement and Training:

- Work collaboratively with all stakeholders, and other operational managers of teams to ensure effective and integrated approach.
- Liaise with the Professionals Standards Team to support staff.
- Collaborate with Operational Managers and leads from partner agencies to co-ordinate the implementation of an agreed strategic direction for discharge services across Wirral that is responsive to local and national developments.
- Work effectively with local communities and their representatives including Elected Members.
- Respond to complaints, compliments, and feedback to ensure and promote continuous improvement of systems and processes.

Data Analysis and Decision-Making:

- Collate and analyse information that is obtained through the audit process.
- Exercise a high degree of autonomy when making critical decisions and judgements.
- Identify any practice areas or systems, which may place the partner agencies at risk and where multi-agency support may be required in assisting the reduction/alleviation of the risk. To take immediate action in line with council and trust policies and procedures.

Performance Management:

- Provide direction, maintain practice standards and performance targets to promote CPD.
- Develop action plans and promote integrated working.
- Lead on day to day service delivery in meeting its statutory organisational requirements and the continuous development and improvement of services in accordance with agreed targets and objectives.

Compliance:

- Adhere to and comply with all relevant corporate policies and procedures including Health & Safety, General Data Protection Regulations (GDPR), Corporate Governance and Code of Conduct.
- Ensure the Team works within the statutory and legislative frameworks, e.g. Care Act 2014, MCA 2005, ensuring compliance of the service.
- Ensure and promote positive outcomes for individuals and their families, ensuring that discharges from CICC are appropriate and comply with the provisions of the Care Act 2014.

Other: Any other duties commensurate with the grade.



Role Specific Knowledge, Experience And Skills

Qualifications

- Qualified Social Worker – Registered with Social Work England
- Leadership/Management Qualification or willingness to undertake management qualification.
- *Desirable - Master's Level Qualification*
- *Desirable - Leadership/Management Qualification*

Knowledge & Skills

- Working strategically across a range of health and social care services.
- Evidence of multi-agency collaboration and working across professional and organisational boundaries.
- Substantial experience of managing complex caseloads, services, and safeguarding issues.
- Excellent interpersonal and communication skills e.g. negotiating, persuading, influencing.
- Excellent organisational skills.
- Sound knowledge and understanding of statutory and legislative frameworks.
- Knowledge of statutory power and authority in exercising judgement.
- Knowledge and understanding of maintaining accurate and efficient systems and records, evidencing a contribution to development.
- *Desirable – Knowledge, understanding and expertise of national discharge strategies and priorities.*
- *Desirable – Evidence of effective leadership skills.*

Experience

- Substantial relevant post qualifying experience.
- Evidence of ability to embrace and implement change to provide high quality health and social care outcomes.
- Experience of multidisciplinary working in a range of settings.
- Experience of identifying training needs in team members, managing performance, and planning and implementing workforce development programmes.
- Leading/managing a team within a Social Care environment.
- Demonstrable evidence of managing budgets delivering balance and efficiency targets
- *Desirable – Experience of research and audit, using analytical and judgement skills with complex information.*
- *Desirable – Experience of developing work processes/systems to meet changing needs in services.*

Additional Information

- Expected to work flexibly – based within a hospital setting as required.
- Able to travel around the Wirral.



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Health & Safety Considerations:

- Lone working
- Work with VDUs (Video Display Unit) (>5hrs per week)
- Exposure to persons with challenging or aggressive behaviour

Approved By: Pippa Philipson, Senior Manager Adult Social Care

Date Of Approval: 14/05/24



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