

Job Description

Job Title	Team Manager – Transfer of Care Discharge Hub
Grade	EPO6
Reporting To	Senior Manager
JD Ref	PC0236P

Purpose

To manage and lead a multi-disciplinary team to ensure effective, efficient, and timely discharge planning, which is focused on a return home.

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 and take a solutions-based approach to removing any obstacles to safe and timely discharge.
- Escalate any significant risks that cannot be mitigated to line manager.
- Provide professional leadership, consultancy, risk management and expert advice to support the integrated discharge.
- Supervising Professional Leads/Advanced Practitioners
- Lead 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.
- 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 Trust and policies and procedures where discharge practice is identified as being compromised.

Communication, Engagement and Training:

- Work collaboratively with all stakeholders and other operational managers and teams, to ensure a co-ordinated, 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.
- Contribute to multi agency training to support admission avoidance and staff development.
- Lead on identifying, designing, implementing, and evaluating new developments and methods in response to emerging national and local discharge practice.
- 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.

Performance Management:

- Provide direction, maintain practice standards and performance target to promote CPD.
- Develop action plans and promote integrated working.

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 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.*



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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.
- *Desirable – Knowledge, understanding and expertise of national discharge strategies and priorities.*
- *Desirable - Evidence of effective leadership skills.*

Experience

- Substantive 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 and planning and implementing workforce development programmes.
- Experience of leading/managing a team.
- Experience of working in a fast-paced environment
- *Desirable - Experience of research and audit, using analytical and judgement skills with complex information.*
- *Desirable - Experience of developing work processes/systems to meet changing need in services.*

Additional Information

- Expected to work flexibly – based within a hospital setting.
- Able to travel around the Wirral as requested.
- Required to work outside office hours when necessary.
- Exercise high emotional intelligence and demonstrate emotional resilience in relation to the job role.

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 Adults Social care

Date Of Approval: 14/05/24



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