

## Job Description

<b>Job Title</b>	Team Manager – Operational Delivery – South Wirral
<b>Grade</b>	EPO6
<b>Reporting To</b>	Senior Manager Adult Social Care
<b>JD Ref</b>	PC0235P

### Purpose

Manage and lead a community team, providing a high quality, effective and efficient social care service to adults and their carers in Wirral. Providing leadership and professional supervision to practitioners in the team to provide direction, maintain practice standards, including the achievement of performance targets, and promote continuous professional development.

Ensuring structures, systems and processes are in place so that statutory duties, legislative responsibilities and KPI's of the Local Authority are effectively coordinated 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.
- Responsible for the safeguarding of adults, ensuring and promoting positive outcomes for individuals and their families.
- Manage and work with complex risks and have oversight of complex team cases e.g., those going to court etc.
- Ensure all incoming work is screened, reviewed, and prioritised appropriately and that cases are allocated in a timely manner.
- Create a climate which encourages teamwork, maximises individuals' potential and stimulates innovation.
- Act as an exemplary role model to staff and demonstrate the behaviours as defined by the Council's code of conduct.

- Escalate any significant risks that cannot be mitigated to line manager.
- Provide professional leadership, consultancy, risk management and expert advice.
- Establish a system of staff support, which includes professional supervision, coaching, mentoring caseload management and quality assurance of care plans and financial expenditure.
- Support Senior Manager in taking the lead on specific service-related projects.

### **Communication, Engagement and Training:**

- Work collaboratively with all stakeholders, to co-ordinate and promote an effective and integrated approach.
- Collaborate with Operational Managers and leads from partner agencies to co-ordinate the implementation of an agreed strategic direction.
- Assist the development of effective partnership working with all key stakeholders.
- 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.

### **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.
- Respond to complaints, compliments, and feedback to ensure and promote continuous improvements of systems and processes.

### **Performance Management:**

- Support the system to achieve, place based, regional and national targets.
- Co-ordinate and regularly report on performance.
- 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 statutory and legislative frameworks e.g., Care Act 2014, Mental Capacity Act 2005, ensuring compliance of service with LGO requirements.
- Act in accordance with, and ensure team acts in accordance with, Social Work England Professional Standards and Social Work Performance Capability Framework.
- Lead in accordance with the Standards for employers of Social Workers in England.
- Liaise with the Professionals Standards Team to support staff and be responsible for the implementation of key legislation.

### **Other:**

- Any other duties commensurate with the grade.



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## Role Specific Knowledge, Experience And Skills

### Qualifications

- Qualified Social Worker Registered with SWE
- Leadership/Management Qualification or willingness to undertake.
- *Desirable - Masters 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 – Evidence of effective leadership skills.*
  - *Desirable – Insight and understanding of the challenges presented within ASC in relation to an ageing population.*
- **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.
  - Experience of 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 need in services.*

### Additional Information

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



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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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