

Job Description

Job Title	Team Manager – Professional Standards Team
Grade	EPO6
Reporting To	Head of Service and PSW Adult Social Care
JD Ref	PC0238P

Purpose

To manage and lead the Professional Standards team, to deliver high quality, effective and consistent social work practice including quality improvement, ensuring that the greatest care and diligence is maintained to achieve the best possible outcomes for adults and carers in Wirral. To support the Council and its commissioned services to understand and be compliant with the Mental Capacity Act (MCA). To ensure the Council is compliant with its statutory duties under the Mental Health Act 1983 or subsequent equivalent legislation providing a high quality, effective and efficient social care service to adults and their carers in Wirral.

Main Duties And Responsibilities

Behavioural:

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

Team Leadership and Management:

- Deliver safeguarding leadership, ensuring and promoting positive outcomes for individuals and their families.
- Ensure all Supervisory Body actions are completed for DOLS. Ensure that safe systems are in place and supported for the DOLS team to operate.
- Act as an exemplary role model to staff and demonstrate the behaviours as defined by the Council's code of conduct.
- Provide professional leadership, consultancy, risk management and subject expert advice around MCA, CA and MHA.
- Establish a system of staff support, which includes professional supervision, coaching and mentoring. Guide and support the professional development of team members, recognising and nurturing talent so that employees reach their full potential.
- Create an environment where clear communication and engagement supports a culture of openness and transparency: where employees feel empowered, valued and listened to.
- Support 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.

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- To deputise for the Principal Social Worker for Adults and Head of Strategic Safeguarding Adults and Deprivation of Liberty Safeguards where appropriate.
- Ensure 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.
- Respond to complaints, compliments, and feedback to ensure and promote continuous improvements of systems and processes.
- Participate in appropriate service development forums across the partnership and across the North West Region with a focus on promoting best practice. Design and deliver appropriate activities and resources to support professional development and improve outcomes for residents. Leading on the facilitation of training and reflection sessions with staff, residents and partners.
- To lead on key activity to support the Workforce Development Strategy, ensuring we recruit and retain a motivated and skilled workforce, where staff wellbeing is a priority and staff feel valued and respected.
- Responsible for leading, managing and monitoring developments in relation to Adult Social Care practice, ensuring it is in accordance with legislative, statutory guidance and policy changes, updates in best practice and in accordance with Local Authority corporate key policy documents.
- Recruitment, induction, development, performance reviews, supervision, employee relations and all HR processes and planning are completed to the required standards and timescales.

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.
- Work with a range of partner agencies and key stakeholders across the system to ensure consistent social work practice and to lead on system wide practice transformation and quality improvement.
- Work in accordance with the agreed Team Plan, targets and key performance indicators for associated areas of responsibility, ensuring these are agreed and communicated within the required timeframe and progress against objectives is effectively monitored and delivered. Prepare and present update reports to senior management as required.

Data Analysis and Decision-Making:

- Oversee and support with complex risks and have oversight of complex cases e.g., those going to court etc.
- Develop, Collate and analyse information that is obtained through the audit process, supervision and direct observations and feedback to senior management.
- 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.
- Through analysis of activity, identify and raise themes and trends in service delivery both in respect of the Council and the wider partnership to assist service improvement and delivery.

Performance Management:



- Responsible for ensuring effective application of our quality assurance and practice development framework, championing a culture of continuous improvement both within the organisation and within partner organisations. This includes regular case file and practice reviews, identifying areas of good practice and required development.
- Ensuring the team's activity supports the Safeguarding Adults Board to achieve its strategic objectives, being responsible for specific areas of work.

Compliance:

- Support the PSW in leading on MCA and MHA and ensure adult social care services work within statutory and legislative frameworks e.g., Care Act 2014, Mental Capacity Act 2005, MHA 1983, ensuring compliance of service with LGO requirements.
- Act 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. Provide leadership and management to ensure procedures in place to respond promptly to critical events are followed, ensuring risks are recognised, mitigated or escalated as appropriate, including when there is a failure, or a risk of failure to meet required professional standards.
- 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.

Strategic:

- Operate within relevant professional regulatory standards, and the Wirral Council manager essential guidelines. This includes the management and safety of people, resources and confidential information.
- Keep abreast of legislative and policy changes/ emerging issues to inform the service and provide interpretation and direction as and when requested.
- Develop pathways to introduce new legal requirements as and when required.
- Keep abreast of service developments and organisational changes, identifying opportunities and making recommendations to improve the efficiency and effectiveness of the service.
- Work locally and regionally to identify best practice and initiatives that could influence practice, policy and performance.
- Establish and maintain partnerships to deliver on strategic objectives and service targets (Wirral Plan).
- Contribute to business function and service plans and lead on the delivery of plans at service level.
- Where required, deliver training to support the implementation of statutory functions that supports the Council in its legal obligations.
- Produce and deliver reports to senior colleagues and Councillors as required.

Other: Any other duties commensurate with the grade.

Role Specific Knowledge, Experience And Skills

Qualifications

- Qualified Social Worker Registered with SWE
- Leadership/Management Qualification or willingness to undertake.
- Evidence of continued professional development (CPD).



- *Desirable - Masters Level Qualification*
- *Desirable - Leadership/Management Qualification*
- *Desirable - AMHP*
- *Desirable – BIA*

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 leadership, interpersonal, professional and communication skills e.g. negotiating, persuading and developing influential and respectful partnerships.
- Excellent organisational skills.
- Sound knowledge and understanding of statutory and legislative frameworks.
- Knowledge and understanding of maintaining accurate and efficient systems and records, evidencing a contribution to development.
- Evidence of local budget management and regulations at strategic and operational levels
- Knowledge of statutory power and authority in exercising judgement e.g., DoLS authorisations or equivalent and authorising Guardianships under section 7 MHA on behalf of the Council.
- An excellent understanding of robust quality assurance and its impact on outcomes.
- Ability to develop and analyse performance monitoring systems that ensure consistently high quality Social Work practise and put in place an improvement plan to address any issues.
- Ability to challenge the impact of discrimination and deprivation.
- Demonstrates self-awareness and the ability to inspire and motivate others.
- Ability to develop a culture of learning and improvement where staff are sufficiently stretched and developed to meet their aspirations.
- Ability to work within a challenging and testing environment.
- Proactive approach to understanding the developing adults' social care landscape, regionally and nationally.
- Ability to converse with members of the public and provide advice in accurate spoken English.
- *Desirable - Evidence of managing change.*
- *Desirable - Insight and understanding of the challenges presented within ASC in relation to an ageing population and young people transitioning to adulthood.*

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
- Experience of dealing effectively with employee performance management issues in line with corporate policies.
- Significant experience of mentoring and coaching others across all levels of social care practitioners.



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- Significant experience of dealing with complex cases carrying risk of harm.
- Experience of working with partner agencies.
- *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

- Ability to travel across the Borough and work from various locations.
- Work hybrid, with a flexible working approach to accommodate service needs.
- Expected to work from a fixed location (subject to change).
- On occasion, able to work outside traditional hours, of a weekend and evening as required, adopting a flexible working approach in response to business requirements.

Health & Safety Considerations:

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

Approved By: Hayley Farrell Principal Social Worker

Date Of Approval: 14/06/2024



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