Job Description

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| **Job Title** | Professional Lead |
| **Grade** | PO8 |
| **Reporting To** | Transfer of Care/Discharge Hub Team Manager |
| **JD Ref** | PC0034P |

Purpose

Provide professional management, leadership and mentoring to qualified and some unqualified social care professionals and other staff as directed, who form part of an integrated multi – disciplinary Integrated Hospital Discharge Team.

Ensure effective and timely assessment and discharge for individuals within an acute setting. Work alongside health colleagues to provide leadership and management on professional social care matters and promote personalised care pathways, ensuring choice and control for all eligible individuals. Work with others to shape culture, practice and drive continuous improvement and ensure effective outcomes for individuals and carers. Support the Team Manager and promote the benefits of and shape integrated working with health colleagues and other key partners.

Part of the leadership team within the Multi-Disciplinary Team providing management oversight in conjunction with the Team Manager and Clinical Health Leads. Provide professional supervision and support professional development.

Main Duties And Responsibilities

**Behavioural:**

* Enjoy, achieve, create impact, and thrive in the role and organisation.
* Live our values in the role and organisation.
* An ability to operate the council’s corporate & leadership behaviours, including leading people, valuing individuals and managing performance.

**Team Leadership and Management:**

* Oversee the management and allocation of referrals and timely throughput of case work, in line with statutory responsibilities and key performance requirements.
* Manage and lead a designated number of social workers and social care staff, working as part of an integrated team. Be responsible for the implementation of the Council’s Human Resource policies and procedures including, Employee Relations and performance management, within the remit of the post. Maintain effective staffing levels and rotas across a 7-day period.
* Take the lead role in ensuring that all operational social work practice involving safeguarding, adult protection and high-level risk, is of the highest possible standard and in accordance with relevant legislation and agreed policy, procedures and guidance.
* Chair safeguarding, Best Interest meetings and other operational meetings where there are particularly high levels of complexity or risk.

**Communication, Engagement and Training:**

* Ensure that service users and carers are involved in timely assessment; support planning and review processes, ensuring that care and support plans are person centred and focused on individual outcomes.
* Work alongside social workers and practitioners on cases with particularly high levels of complexity or risk. Provide guidance and support to ensure robust decision making and evidence-based intervention. Act as Practice Educator for students and develop and implement induction plans for new staff.
* Support the Team Manager and Senior Manager in the strategic development and implementation of strategies, policies and procedures. Contribute to the development of strategic plans with professional knowledge on an operational and strategic basis.
* Influence and interact internally and externally, representing and championing the range of services within the functional area, to develop new relationships, secure partnerships for collaborative working and deliver shared objectives.
* Work with other professionals and partners to achieve effective integrated and joint working through initiatives that require a multi- agency approach.
* Manage own workload and support Team Manager in appropriate prioritisation of work based on mitigating risk, statutory requirements and key performance targets. Adopt a flexible approach, ensuring the ability to adapt to changing priorities as required, including working as required in different locations and teams.

**Data Analysis and Decision-Making:**

* Ensure that decisions which determine whether service users are eligible for services are taken on assessment of need and risk and equitable application of the Care Act eligibility. Promote the use of “asset based” assessments and ensure that individuals are supported to access a range of community-based support.

**Compliance:**

* Promote understanding of the Discharge Process, Rehabilitation Personalisation Agenda and strive to ensure that high quality individualised services are provided that promote dignity and respect.
* Ensure high levels of professional standards and practice including compliance in line with the Professional Capabilities Framework, Statutory requirements, departmental and organisational Policies and Procedures.
* Keep appropriate records of casework/workload to assist in any future systems development and production of management information.
* Ensure the provision of effective services to local people by maintaining high standards of professional practice and implementing quality assurance systems, adopting a positive, consistent approach to the full involvement of adults with disabilities, older people, Carers and families in delivery of services.
* Quality assure, authorise and monitor assessments and documentation, in accordance with the Department’s scheme of delegation. Contribute to the achievement of local and national indicators.
* Ensure that effective risk management, transparent decision making, and preventative work is undertaken to promote independence of users and carers while taking account of the need to safeguard people effectively.
* Manage decision making, ensuring mitigation of risks and prioritisation. Work in an autonomous manner and identify resolutions.

**Other:** Any other duties commensurate with the grade.

Role Specific Knowledge, Experience And Skills

**Qualifications**

* Professional Social Work Qualification or equivalent.
* Current Social Work England registration.
* *Desirable - Qualification in Management e.g. Level ILM Level 3 or equivalent.*

**Knowledge & Skills**

* Sound knowledge of the Care Act and other key legislation e.g. Mental Capacity Act.
* Excellent interpersonal, presentation and communication skills with the ability to develop and maintain highly effective working relationships.
* Ability to prioritise, plan and organise workloads and to manage expectations and deadlines.
* Knowledge of culture and behaviours that promote and maximise an individual’s potential for continued independence with appropriate/tailored packages of support.
* Ability to challenge professional and clinical decisions ensuring appropriate and positive outcomes for individuals.
* Knowledge of complex care pathways that assure effective service user/patient outcomes.
* Knowledge and experience of maintaining robust data capture systems and the processes and monitoring that relates to Key Performance Indicators.
* Ability to work with other professionals, service users, carers and families to promote partnership working.
* *Desirable - Knowledge of the Better Care Fund and the drive to integrate health and social care.*
* *Desirable - Awareness and understanding of Admissions Prevention and Admissions Avoidance initiatives and Intermediate Care.*
* *Desirable -* *Awareness and understanding of Step up Step down Care provision.*
* *Desirable - Understanding of the challenges confronting health and social care economies and the reality of changing demography and fewer resources to respond to growing population needs.*

**Experience**

* Sound knowledge of the Care Act and other key legislation e.g. Mental Capacity Act.
* Excellent interpersonal, presentation and communication skills with the ability to develop and maintain highly effective working relationships.
* Ability to prioritise, plan and organise workloads and to manage expectations and deadlines.
* Knowledge of culture and behaviours that promote and maximise an individual’s potential for continued independence with appropriate/tailored packages of support.
* Ability to challenge professional and clinical decisions ensuring appropriate and positive outcomes for individuals.
* Knowledge of complex care pathways that assure effective service user/patient outcomes.
* Knowledge and experience of maintaining robust data capture systems and the processes and monitoring that relates to Key Performance Indicators.
* Ability to work with other professionals, service users, carers and families to promote partnership working.
* *Desirable - Experience of Leading and Managing Teams.*
* *Desirable - Experience of using quality assurance techniques to ensure data is robust and consistent.*

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:

* Prolonged Repetitive Movements/Actions
* Moving or handling heavy loads
* Working shifts
* Working nights
* Working with dust or fumes
* Working with skin irritants /sensitisers
* Working with chemicals (industrial or cleaning)
* Working in a confined space
* Working at Heights
* Working with vibrating equipment / tools
* Exposure to Noise (>80dbA)
* Working with sewerage
* Lone working
* Working outside
* Work with VDUs (Video Display Unit) (>5hrs per week)
* Foods Handling
* Vocational Driving
* Driving duties
* Driving LGV or PCVs
* Driving Forklift Trucks
* Contact with latex
* Contact with cytotoxins
* Working with children
* Exposure to persons with challenging or aggressive behaviour

Approved By: Simon Garner

Date Of Approval: 14/08/2024