

**JOB DESCRIPTION AND PERSON SPECIFICATION**

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| Job Title: | Principal Manager |
| HBC Grade: | HBC 11 |
| Service: | Urgent Care |
| Division: | Adult Services |

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| **Main Purpose of the Role** |
| To manage and develop the delivery of services to vulnerable adults within a defined service area by organising, leading, motivating and ensuring the supervision of the team. To ensure the delivery and operation of a range of high quality, cost effective services to meet individual need. To develop performance management systems within the team and ensure the achievement of performance targets. To contribute to the directorate and corporate development agenda. |

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| **Key Duties** | |
| **1** | To supervise and manage staff and resources within the team to ensure the delivery of a high quality service, according to the philosophy, targets and objectives for the service. |
| **2** | To prioritise and allocate work within the team, in accordance with Fair Access to Care Services, to maintain service provision and to meet the demand arising within Adults’ Services. |
| **3** | To lead, direct and motivate the team by ensuring the provision of support and supervision for all team members on a regular and frequent basis. |
| **4** | To ensure that documentation, record keeping, accounting and communication are maintained within the team. |
| **5** | To ensure that services are targeted, developed and delivered within policy and legal obligations. |
| **6** | To be accountable to the Operations Manager for all elements of individual cases within the team’s workload in accordance with policy and procedures. |
| **7** | To be accountable to the Operations Manager for staff care and development of team members in accordance with policy and procedures. |
| **8** | To be accountable to the Operations Manager for the development and delivery of effective communication within the service area, the identification of resource shortages and contribute to the strategic planning and development of services. |
| **9** | To be responsible for the health and safety of staff and individuals, and the safety of equipment and operations within the team, in accordance with the Health and Safety at Work Act. |
| **10** | To plan, monitor and review expenditure and financial commitment against the budget to ensure services are provided within cost limits. |
| **11** | To develop and maintain effective partnership working across the statutory, voluntary and independent sectors so that appropriate resources may be identified and mobilised for the benefit of individuals. |
| **12** | To ensure regular and effective analysis, monitoring, measurement and maintaining of team and individual performance against agreed targets and performance indicators. |
| **13** | To ensure the recruitment, induction and training of staff within Directorate policies. To support and assess relevant staff in relation to appropriate qualifying and post qualifying awards. |
| **14** | To represent the Directorate in local and regional development initiatives. |
| **15** | To develop and implement a Team Business Plan as required and in accordance with directorate and corporate policy. |
| **16** | To develop and ensure the regular use of quality assurance processes in the scrutiny of front line practice. |
| **17** | To deputise on behalf of the Operational Manager as required. |
| **18** | Undertake any other duties and responsibilities as may be assigned from time to time, which are commensurate with the grade of the job. |

The Council and its schools are committed to safeguarding and promoting the welfare of children, young people and adults and expect all staff, workers and volunteers to share its commitment.

Applicants should note that the successful candidate would be asked to apply for an

Enhanced Disclosure on appointment and every three years thereafter. Further

information about the disclosure scheme can be found at www.crb.gov.uk

All social care workers are expected to adhere to the general Social Care

Council’s codes of practice, which is a list of statements that describe the standards

of professional conduct and practice required.

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| **Education / Qualifications** | **Essential** | **Desirable** | **How Identified** |
| Educated to degree level  A registered health or social work professional (SWE, HCPC, NMC) | Postgraduate training in Management. | All essential qualification certificates must be presented at interview. |

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|  | **Experience** | **Knowledge** | **Skills & Abilities** | **How Identified** (delete as appropriate for each criteria) |
| **ESSENTIAL** | Ability to manage, motivate and lead a team | Knowledge of Health & Social Care national and local agenda and the objectives to be met. | Able to understand and use numerical information | Application / Interview /Assessment |
| Experience of supervising staff | Knowledge and understanding of anti-oppressive practice. | Able to think and plan strategically. | Application / Interview /Assessment |
| Experience of recruiting, inducting and training staff | Knowledge of relevant legislation. | Excellent communication skills | Application / Interview /Assessment |
| Multi-agency and partnership work |  | Able to influence people and promote change. | Application / Interview /Assessment |
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|  |  | Able to exercise personal judgement, aware of the sensitivity of context. | Application / Interview /Assessment |
| **DESIRABLE** | Able to demonstrate current or previous experience of working in partnership across agencies. |  | Experience of managing projects | Application / Interview /Assessment |
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| **Other Requirements** | **Essential** | **Desirable** | **How Identified** |
|  |  | Interview / Assessment / Documentation |
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Please note: Front line posts with direct customer contact should include a statement detailing the spoken English language requirements of the post.

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For office use only:

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| **Date Created:** | **19.7.21** |
| **JE Ref:** |  |
| **Agreed by:** |  |

This job description is not intended to be either prescriptive or exhaustive; it is issued as a framework to outline the main areas of responsibility.