

Job Description

Job Title	Central Advice and Duty Team (CADT) Team Leader
Grade	Band H
Reporting To	Senior Manager Adult Social Care
JD Ref	PC0143G

Purpose

The Central Advice and Duty Team (CADT) is part of the Council's 'front door' and is a telephone-based service taking referrals into adult social care. Referrals can be for new clients and for those people who are already receiving care. CADT also take all calls for safeguarding and Mental Health Act assessments.

Referrals into CADT are from a range of professionals and members of the public. CADT receive emails for DoLs portal requests, Police VPRF1s forma and Ambulance ERISS referrals and CHC / MDT notifications. CADT also receive the online adult social care self- assessment referrals via the Council's on-line assessment portal.

The postholder will operationally lead and manage services within the area to ensure efficient information recording, ongoing referrals to appropriate services, working in line with national and local standards, guidelines, protocols] and priorities.

The postholder will be a play a key role in the leadership and development of both staff and teams that report to them. The postholder will develop and support system changes to ensure the functionality and delivery of a quality service. The postholder will provide a point of escalation for complex queries across the service.

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.

CADT service specific duties and responsibilities:

- Co-ordinate the day to day running of CADT, in accordance with the Council's 'front door' approach.
- Work to ensure continuous service delivery via effective planning. Identifying potential threats to service delivery and demonstrate initiative through finding innovative resolutions for such problems.
- Responsible for ensuring the co-ordination of CADT processes with IT interfaces such as Liquid logic.

- Develop a co-ordinated team ensuring that communication and engagement are key to the delivery of services.
- Assist in the development and implementation of the equality and diversity strategy and guide staff accordingly
- Develop and implement processes and protocols to improve efficiency and performance of service and to cascade to staff as appropriate.
- To manage local complaints as per Council policy at front line level.
- Investigate incident report/significant events raised by staff and other agencies/departments and report to appropriate Group ensuring all actions are documented and actioned.
- Liaise with External Health Care Providers to ensure service delivery including attendance and representation for service at relevant Forums.
- Ensure communication systems are effective, and that staff feel informed and always involved with the service.
- The post holder will be expected to adopt a flexible attitude to take account of the changing needs of the service.
- Chair regular staff meetings, including sharing organisations communication and keeping accurate minutes.
- Planning and organisation of staff rotas daily, to meet service requirements, anticipating seasonal and demand changes are monitored and resources are adjusted accordingly.

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.
- Supervise and manage a group of staff, including involvement in recruitment, appraisals, supervision, Payroll returns, sickness and absence monitoring and disciplinary/performance management of individuals. To be empathic and reassuring when dealing with complex and sensitive staffing issues (ie grievance, performance issues).
- Manage and deal appropriately with all safety alerts ensuring prompt disseminate of information to appropriate medical and non-medical staff.
- Work autonomously and independently with minimal direction from the Service Lead.

Communication, Engagement and Training:

- Have excellent communication skills and be able to manage communications in relation to complex and or sensitive information.
- Cultivate supportive and productive relationships with colleagues and other key stakeholders within the community.
- Co-ordinate the induction and on-going development of team members

Data Analysis and Decision-Making:

- Resolve problems for service users and staff as appropriate, making use of relevant information such as appointment timings, diary commitments.



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- Responsible for budget management and authorise signatory e.g. travel claims, overtime for CADT including input at budget setting and support cost improvements
- Complete service returns as required (e.g. activity reports) by utilising relevant computer systems.
- Undertake and co-ordinate audit activity for services including responsibility for gather information from External Providers and collating response within agreed timescales.

Performance Management:

- Ensure that service developments reflect the need to demonstrate high quality service provision and compliance with appropriate standards.
- Ensure good record management is embedded at all levels as per policy and procedures.
- In conjunction with the Service Lead contribute to business cases for new service developments as required. Lead on any changes or service redesign to ensure the smooth running of the service.

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 that all service initiatives adhere to relevant legislation, policies, and practices.

Other:

- Any other duties commensurate with the grade.

Role Specific Knowledge, Experience And Skills

Qualifications

- Educated to Degree Level or equivalent – work related experience
- Evidence of CPD
- *Desirable - Management Qualification or work towards achieving ILM.*
- *Desirable - Project Management Qualification*

Knowledge & Skills

- Ability to demonstrate high level of interpersonal skills.
- Possess ability to learn quickly and apply new knowledge.
- Leadership and Motivational Skills.
- Well-developed presentational skills.
- Excellent communication and negotiating skills.
- Ability to work as part of a management team.
- Knowledge and understanding of equal opportunities policies and application of this into the workplace.
- Effective production of management information reports.
- Able to assimilate situations or information, which can be complex, confidential and/or of a sensitive nature and deal with them appropriately using good judgement skills.



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- Ability to work autonomously within agreed boundaries.
- IT skills – proficient in MS packages.
- Ability to work to deadline without compromising performance.

Experience

- Experience of change management and organisation redesign, service redesign to team building of staffing and project work.
- Evidence of competency in staff training and development.
- Experience of complaint resolution.
- Experience of Managing a budget.
- Experience of staff management

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

Approved By: Kenny Robinson, Service Manager Adult Social Care

Date Of Approval: 22/11/24



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