

/Northumberland County Council  
**JOB DESCRIPTION**

<b>Post Title:</b>	Team Manager (Generic)	<b>Director/Service/Sector</b>	Children's Services Directorate/ Adult Care Directorate	<b>Office Use</b>
<b>Band:</b> 10		<b>Workplace:</b>	District Office	JE ref: 1484 HRMS ref:
<b>Responsible to:</b>	Children's Services Manager, or Adult Care Operations Manager	<b>Date:</b> December 2010 updated June 2011	<b>Lead &amp; Man Induction:</b>	
<b>Job Purpose:</b> Under the supervision of the either the Adult Care Operations Manager, or the Children's Services Manager to manage, coordinate and develop the work of an identified social work team. To provide supervision, consultation and other management tasks to comply with statutory responsibilities in line with NCC policy and procedures and, ensuring that the duties necessary to comply with statutory and NCC Adult Care & FACT procedures and policies are carried out.				
<b>Resources</b>	Staff	Qualified Social Workers, Unqualified Community Support Workers, Admin Assistant(s).		
	Finance	To manage devolved budgets as required.		
	Physical	Post involves deskwork (including computer), home visits, travel to clients homes and various other establishments.		
	Clients	Contact with children, or adults and their families including within their own homes. The post may involve lone working.		
<b>Duties and key result areas:</b> Individually or as part of a team, <ol style="list-style-type: none"><li>1. To ensure that adequate safeguarding arrangements are in place to promote the welfare, health and development of (adults, children and young people) who are users of the service.</li><li>2. To manage qualified and unqualified social work/care staff, ensuring that services to (adults, children) and families are provided in accordance with agreed priorities and within statutory requirements and Northumberland County Council (NCC) policies and procedures.</li><li>3. To be responsible for the development and continuous improvement of community support for (adults/children) and families within the agreed locality. Team .</li><li>4. To be responsible for all aspects of workforce management to ensure the provision of a high quality service to (adults/children) and families.</li><li>5. To promote an integrated service delivery in conjunction with Integrated Social Work Team.</li><li>6. Utilise the skills within the team to develop and implement programmes of activity, prevention and early intervention in order to support (adults/children, young people) and families in the community, including (Adults/Children in Need and looked after children/adults).</li><li>7. Ensure the team's practice meets agreed NCC quality standards and codes of conduct.</li><li>8. Provide regular, formal and informal supervision and appraisal to staff within the team and develop a professional skills base through the provision of training and development as appropriate.</li><li>9. Supported by the s management team, implement and maintain multi-agency, integrated records in line with legal obligations and agreed agency policy.</li><li>10. Ensure the team works towards achieving key service delivery objectives identified within the service planning process. In addition, develop and implement systems to ensure satisfactory team performance against key performance indicators.</li><li>11. Supported by the management team, ensure that the objectives set out in statutory guidance and departmental procedures are implemented within the team .</li><li>12. Supported by the Operations Manager, set up robust systems and processes to ensure the service interfaces effectively with other professional groups (i.e. GP's, Consultant Psychiatrists, Crisis Team, Challenging Behaviour Teams and other teams across partner organisations and facilitate staff to work within other teams to promote and deliver integrated services.</li><li>13. Supported by the management team, ensure that specific areas of service delivery are developed and delivered to meet the needs of adults Requiring specialist social work for a range of associated assessed needs resulting from a mental health problem.</li><li>14. To manage financial and other resources effectively and efficiently in line with NCC regulations and to report to senior management on a regular basis regarding the financial position of the designated service area.</li><li>15. To monitor and evaluate team performance against service targets.</li><li>16. To provide reports and updates to the management teams as required.</li><li>17. To ensure the maintenance of record keeping in accordance with statutory requirements and NCC policy and procedures.</li><li>18. To participate in the recruitment, selection, training and development of staff in accordance with NCC policies and procedures.</li></ol>				

19. Responsible for the day to day administration and management of the team's offices, including health and safety requirements.
20. To ensure that all services are delivered in a non judgemental, non discriminatory and anti oppressive manner.
21. To ensure the service is adult/child and family centred, focussing and promoting the overall safety and well being of all vulnerable children/adults and those at risk of significant harm.
22. To ensure that appropriate arrangements are in place to enable the effective and efficient operation of the team. This will include work on planning administrative procedures, staff care and discipline, rotas etc.
23. To participate in the management team as required and to participate in the development of the overall service.
24. To actively participate in directorate wide projects related to the adult social care service as approved by the Operations Manager.
25. To approve and make arrangements for student placements within the team
26. Other duties appropriate to the nature, level and grade of the post.

#### **Work Arrangements**

Physical requirements:	To be able to attend meetings and provide service delivery throughout Northumberland.
Transport requirements:	Flexibility to meet the demands and delivery of the service.
Working patterns:	Occasional participation in Out of Hours support to service rota cover arrangements as required
Working conditions:	Office based although some lone working within the community.

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**PERSON SPECIFICATION**

<b>Post Title:</b> Team Manager		<b>Director/Service/Sector:</b> Children's/Adult Services		Ref: 1484
<b>Essential</b>		<b>Desirable</b>		<b>Assess by</b>
<b>Qualifications and Knowledge</b>				
A professional social work qualification e.g. Degree in Social Work, DipSW, CQSW, CSS Knowledge of adult/child development and issues around work with families and adults/children including safeguarding and adult/child protection. Knowledge of preventative and public health approaches. Knowledge of Adult/Children's legislation. Significant post qualification experience and training		Management qualification		
<b>Experience</b>				
Extensive experience in adult/child social or health care. Including experience of working with adult/child protection systems and adult/child protection procedures. Experience of supervising staff Experience of managing performance to agreed standards and targets Ability to work in stressed and pressurised situations to meet deadlines Decision making skills and abilities		Experience of working within a multi agency setting. Experience of managing staff and services in the public or voluntary sector. Experience of budget management		
<b>Skills and competencies</b>				
Ability to lead and manage a multi-skilled team. Well developed interpersonal skills with the ability to communicate effectively with a variety of people through a variety of mediums. Ability to manage change. Ability to manage conflict. Well developed negotiating and organisational skills. Able to prioritise conflicting demands and requirements, meet tight deadlines and timescales. Ability to assess service needs, develop and evaluate programmes and projects/plans to meet those needs. A commitment to equality of opportunity. An awareness of the principles of budget management. Able to use I.T to required level. Ability to work across agency boundaries within a multi-professional setting. Ability to work at both operational and strategic levels in terms of future service development.		Use of IT databases and spreadsheets		
<b>Physical, mental and emotional demands</b>				
Physically capable of discharging the full duties of the post Flexible working arrangements Ability to meet the transport requirements of the job.				
<b>Motivation</b>				
Commitment to inter-agency working. Willingness to work occasional evenings/weekends when necessary				

Positive attitude towards supervision and training. Willingness to attempt new challenges and approaches. Positive attitude toward support equality and diversity.		
<b>Other</b>		
Ability to meet the transport requirements of the post Well presented, to act as a role model for junior staff		

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others  
e.g. case studies/visits