

JOB DESCRIPTION - DUNDEE HEALTH & SOCIAL CARE PARTNERSHIP

IDENTIFICATION

Post Title:	Team Manager	Post Ref:	
Section:	Community Care/Children's Services/Criminal Justice Services	Grade:	11 + MS
Responsible to:	Service Manager, Resource Manager		
Responsible for:	Team management, professional supervision, liaison and service development		

JOB PURPOSE

To provide professional leadership as first line manager with day to day operational management responsibility for a team or teams of staff delivering front line social work services, whilst ensuring high standards of practice parameters and service provision are maintained.

PRINCIPAL WORKING CONTACTS

Locality Managers, Resource Managers and other Health and Social Care Staff.

MAIN DUTIES

To manage, supervise and support team members, and through them, ensure that an effective social work service is provided within the designated service area in response to need and within the agreed parameters of the department's service plan, priorities and resources.

Ensure that service objectives are incorporated into the aims and priorities of the team's action plan, and take responsibility for the formulation and review of that plan.

Take responsibility for the management of referrals and the allocation of cases in terms of agreed operational priorities and actively manage new referrals as against existing caseloads.

Be responsible for the supervision and development of senior practitioners (where appropriate) and other social work staff within the team and enable the professional development of all staff through the use of induction, regular supervision and employee development review - ensuring a professionally competent and well trained team.

Ensure the provision of high quality assessment and care management/care planning arrangements drawing on person/child centred approach for service users and supporting staff to prioritise needs in accordance with local policies and procedures.

Chair and/or participate in case conferences, statutory reviews and other internal and interagency meeting as set out in operating procedures.

Manage a team budget and monitor expenditure within agreed levels. Report budget performance regularly to the Service manager, and monitor the costs of individual packages of care and support.

Ensure and supervise the timely transfer of cases within and outwith the Council, ensuring a person/child centred approach.

Be responsible for ensuring effective risk assessment and risk management strategies are undertaken as part of individual child or adult's needs assessment process in accordance with Departmental policies and operating procedures.

Actively manage team systems for recording and reporting unmet need for planning purposes and be responsible for maintaining the necessary statistics and records for management information purposes.

Monitor and evaluate professional practice by implementing effective quality assurance and audit frameworks and, in particular, undertake regular audits of case files to ensure high quality case recording and standards of service.

Ensure an immediate response by invoking Departmental Operating Procedures in relation to the protection of children and vulnerable adults and, when necessary, investigate and lead the investigation of alleged abuse.

Ensure that the delivery of services and professional practice meets statutory requirements, Council policies, and operating procedures by maintaining a working knowledge of current and proposed legislation.

Use research findings about best practice to inform local policy and service development and provide leadership in disseminating this information to practitioners.

Be actively involved in the development of partnership working arrangements with health, other Council departments, voluntary and private sector providers and service users and carers, including assisting in the monitoring of contracts/service level agreements, by acting as Liaison Officer.

Take a lead role in working groups where necessary in support of strategic development and contribute/participate when necessary to the relevant strategic planning groups.

Implement the Council's personnel policies and procedures in respect of absence management, recruitment, disciplinary, health and safety and relevant corporate and departmental complaints procedures.

Comply with the requirements of the Scottish Social Services Council codes of practice.

Ensure the effective implementation of customer care standards and develop and maintain systems for customer feedback and consultation.

OTHER DUTIES

This job description is a broad picture of the post at the date of preparation. It is not an exhaustive list of all possible duties and it is recognised that jobs change and evolve over time. Consequently, this is not a contractual document and the postholder will be required to carry out any other duties to the equivalent level that are necessary to fulfil the purpose of the job.

PERSON SPECIFICATION

POST TITLE: Team Manager

DIVISION/DEPARTMENT SECTION: Community Care: Learning Disabilities

	ESSENTIAL REQUIREMENTS	DESIRABLE REQUIREMENTS	METHOD OF ASSESSMENT
PROFESSIONAL/ EDUCATIONAL QUALIFICATIONS	<p>Degree in Social Work, Diploma in Social Work or equivalent, SVQ 4, a full nursing qualification or Allied Health Professional qualification.</p> <p>A qualification in managing care or be willing to undertake one.</p> <p>Applicants should be registered with the Scottish Social Services Council (or equivalent body)</p>		Application Form
RELEVANT WORK/OTHER EXPERIENCE	<p>Experience of working in area of disability (proven experience)</p> <p>Experience in supervisory/management position</p> <p>Familiarity with equalities legislation</p> <p>Management of Health and Safety matters, including risk management/assessment</p> <p>Organisational skills</p>	<p>Experience of work in the area of Adult Protection</p> <p>Experience of working within a Housing Support and Care at Home service</p> <p>Partnership working experience</p>	Application Form/Interview
PARTICULAR SKILLS/ABILITIES	<p>Excellent communication skills</p> <p>Budget management</p> <p>Excellent presentation skills</p> <p>Motivational skills</p> <p>Strategic thinking</p> <p>Workload management</p> <p>Ability to reflect on/analyse situations</p>		Application Form/ Interview/ References
PERSONAL QUALITIES	<p>Resilient</p> <p>Team player</p>		Application Form/Interview/ References

	Creative		
	Facilitative		
ANY ADDITIONAL JOB RELATED REQUIREMENTS	Flexible Member of PVG Scheme or willingness to become a member of the PVG Scheme with satisfactory Scheme Record and/or Scheme Record Update.		References/ Interview