

ISLE OF WIGHT COUNCIL
JOB DESCRIPTION
IDENTIFYING FACTS

Title of Post : Team Manager
Directorate : Children and Families Branch **Post Number** :
Section : **Date** : September 2013
Responsible To : Service Manager - Operations

MAJOR TASKS

1. Supervise and manage the Team
2. Develop and maintain key operational partnerships with Police, Health, CAMHS etc
3. Ensure the Local Authority discharges its statutory responsibilities in respect of Child Protection, Children in Need and Looked After Children
4. Monitoring and management of key performance indicators
5. Monitor and manage budgets

ROLE REQUIREMENTS

ACCOUNTABILITIES	ACCOUNTABILITY STATEMENTS	% OF TIME
Financial Management	Responsible for effective management of delegated budgets, including staffing and care purchase, to deliver services which comply with recognised best practice, national care standards, represent value for money and remain within allocated cash limits. Monitor / manage staffing budget of average £400k. Authorises team expenditure against budget cost codes. Complies with departmental budget monitoring requirements to ensure accurate tracking and forecasting of year on year expenditure. Ensures that Isle of Wight Council's financial procedures are complied with by self and staff delegated to carry out finance related tasks. Ensure that staff, promote the use of direct payments and encourage service users to maximise state benefit entitlements. Ensures that financial assessments are carried out and client contributions are collected.	

	<p>Negotiates contribution from other statutory organisations towards aspects of care they have statutory obligations to provide e.g. education, housing, health (continuing care monies) and develop other opportunities for joint funding schemes and services.</p>	
Staff Management	<p>Responsible for keeping own and Assistant Team Manager's awareness of employment law and Isle of Wight's policies and procedures up to date, to ensure management practice is compliant. Attend management training events and local briefings to ensure continued professional development.</p> <p>Make sound and safe recruitment and selection decisions.</p> <p>Ensure that all staff receives regular supervision and annual performance reviews.</p> <p>Identify training and development needs for staff to ensure they are competent for their role. Secure development opportunities for self and staff and encourage them to maximise their potential.</p> <p>Deal with performance and conduct issues promptly and according to the Isle of Wight Council Policies and Procedures.</p> <p>Manage throughput of work and ensure compliance with agreed standards through appropriate allocation of work, making the best use of the team's skills mix.</p> <p>Through strong leadership, motivate staff to work in a responsive and effective way that demonstrates the ethos of the department and achieves high scores against performance indicators.</p> <p>Support staff and equip them to face challenges from clients, relatives and carers and communicate unfavourable decisions effectively.</p> <p>Ensure national care standards and initiatives such as person centred planning and national service frameworks are complied with in practice.</p> <p>Encourage the application of research and experience and learning from good and bad experiences to effect continuous personal and service development / improvement and evidence based practice.</p> <p>Use team briefing and other methods of communication to ensure staff are appropriately briefed and up dated on departmental and corporate issues.</p>	
Partnership Working	<p>Proactively seek opportunities for self and team members to further develop and maintain strong multi-agency relationships, plan jointly with them and commission new services.</p> <p>Develop and monitor contract relationships with other agencies.</p> <p>Work flexibly / collaboratively with other Team and Unit Managers to provide a strong and mutually supportive management team within the care group.</p>	
Information Management	<p>Maintain departmental standards on case recording, equalities and client access.</p>	

	<p>Collect information about individual and team workloads and use to plan / prioritise.</p> <p>Produce management information about local service needs to assist in service planning.</p> <p>Use IT systems (SAP) to :</p> <ul style="list-style-type: none"> • Authorise purchasing and monitor budgets • Maintain personnel files including recording absence, PDR's, training records and run reports to assist in performance management and staff development • Communicate, access and research information 	
Professional Development	<p>Inform team of new and developing policy requirements – locally and nationally. Identify appropriate training / development for self and team members.</p>	
Corporate and statutory initiatives – equalities / health and safety / e-government / sustainability	<p>Monitor work practices to comply with health and safety requirements, lead staff in using resources in a way that will assist with their sustainability and manage the service so that equalities of opportunity are given to staff and service users.</p>	

THE KEY DECISION MAKING AREAS IN THE ROLE

- Prioritising and allocating of work, ensuring that unqualified staff are not allocated work which should be undertaken by a qualified worker
- Expenditure of budget on staffing and on provision of services to users. Delivering a balanced budget despite high demands for services. Make decisions on care and placements that best meet service users needs and value for money
- Setting standards on Social Work practice and approaches to problems and taking decisions to ensure they are complied with
- Setting standards of work practice within multi-disciplinary teams and taking decisions to ensure they are complied with including application of disciplinary and capability procedures
- Decide on action to be taken regarding protection of vulnerable children and adults pending Court decisions
- Decide on level of intervention / service provision to ensure assessed needs are met in the most cost effective way
- Staff development – training / development opportunities identified and allocated, salary progression through assessment against competencies / criteria
- Respond to complaints from service users, their relatives, staff – exercising judgement
- Problem solving – this relates to prioritising / allocating work and giving professional advice to team
- Staff management – recruitment and selection decisions and decisions associated with day to day personnel management – granting leave / career progression / performance development / managing and reducing sickness absence / ensuring good employment and equalities practice
- Manage staff performance and decide when to use formal procedures
- Carry out risk assessments and ensure control measures are in place and complied with
- Maintaining equality of opportunity and good management of diversity

THE MAIN CONTACTS – EXTERNAL / INTERNAL CUSTOMER CONTACTS AND PURPOSE

Staff within Team

- To manage, direct and support. Constant availability throughout the day to make decisions about emergency child / adult protection

- Service users and their families – this is frequent, demanding and high profile contact to deal with consultations over care plans, conflicting assessments of users' needs, discuss users' future care needs
- Conflict between fieldworker's assessment of needs and budget / resource availability

Other Agencies

- To commission services / reach joint decision on care plans and negotiate financial contribution
- Partnership working with statutory and voluntary organisations e.g. Health and Housing Departments, and in the PD Sector with voluntary disability groups. Mental Health services are entirely integrated with Health Trusts
- Promote Social Care ethic in multi-agency environments to influence decisions regarding resolution of conflicting expectations financial contribution service delivery and development
- Voluntary sector and providers to ensure that care purchased / commissioned from them meets the required standards and values and represents good value for money
- Elected members and SSD colleagues – this is less frequent but demanding e.g. dealing with complaints from users' relatives, members of the community, questions and concerns from other care professionals
- SSD colleagues and other care professionals – this is frequent and demanding in that it requires resolution of conflicting expectations. Own line manager and colleagues to influence decisions such as expenditure and service development and delivery
- Elected members, members of the community – this is less frequent but demand e.g. dealing with complaints, maintaining departmental policy whilst taking individual needs into account

C&F

- Work with Solicitors / Barristers / Judges and High Court Judges
- Colleagues and professionals / specialists in other organisations involved in the care and development of service users to share information and feedback e.g. G.P.'s / O.T.'s / Teachers, colleagues in other departments e.g. Treasurer's to support budget monitoring and audit, health and safety advisors, HR advisors / administrators
- Local community groups to access and develop services for service users
- Host DMT / Elected Members / Local Dignitaries on liaison / information seeking visits

WORKING CONDITIONS - ENVIRONMENT

- Noisy offices – open plan, telephones ringing and conversations taking place all around
- Dealing with highly charged emotional situations with clients and staff
- By definition this role is one of problem solving within an environment of high expectation and low level of resources
- Risk assessments are carried out in offices to reduce hazard of injury from poorly sited equipment and a procedure is always observed when clients are interviewed in the office to protect staff from violence. Violence from clients is rare, but staff have always to be prepared for it
- Monitoring safety of staff lone working in the community in unknown and potentially dangerous situations, including out of hours working
- Team Managers have to cope with highly expressed emotions from clients, staff, other professionals, the press and society in general
- Support staff in making difficult decisions about the care of vulnerable children and adults which is challenged by family / carer. E.g. taking a child into care / detention under Section 17 of the Mental Health Act
- Responsible for communicating and implementing Department's decisions which adversely affect ability to deliver services

CONTEXT / ADDITIONAL INFORMATION

- Pressures associated with juggling balance of demands and resources and priorities
- Need to provide emotional support for staff
- Need to cover areas of work that are unplanned, unexpected or need urgent attention

KEY RESPONSIBILITIES

Generic Quality Statement

The Isle of Wight Council expects that its staff will adhere to its policies and procedures. All members of staff are expected to be familiar with procedures and undertake appropriate activities to support their learning and development.

Safeguarding

The Isle of Wight Council is committed to safeguarding and promoting the welfare of children and vulnerable adults and operates stringent safer recruitment practices.

Diversity and Equality

All employees are expected to treat others with dignity and respect.

Health and Safety

The Isle of Wight Council has a duty to protect employees and all employees have a duty to protect themselves and others from harm as far as is reasonably practicable.

Data Protection and ICT Security

All employees are required to ensure that any information or data collected or input in to a council system complies with the standards set out and any associated processes that are specific to an area of work.

This job description is correct as at the date given above. In consultation with the post holder it is liable to variation by management to reflect or anticipate changes to the job. As a term of employment the post holder may be required to undertake other duties in this post or, following consultation, any other post in any of the Isle of Wight Council's Directorates.

CD/DJ/JEC/R/DS/CS/DJ/S/TM – JD – FINAL