

Isle of Wight Council

Job Description



Identifying Facts	
Title of Post: Assistant Team Manager	
Service Area: Childrens Services	Post No: 50038906
Section: CAST	Date: July 2015 updated 2022
Responsible to: Team Manager	

Major Tasks

1. Promote equality as an integral part of a role and treat everyone with fairness and dignity.
2. To develop and maintain a generic skill set that allows the Isle of Wight Council to employ your skills, abilities and experience across the Council and its formal partnerships as needed
3. Supervise Team Members as directed
4. Develop and maintain key operational partnerships with Police, Health, CAMHS etc
5. Ensure the Local Authority discharges its statutory responsibilities in respect of Child Protection, Children in Need and Looked After Children
6. Monitoring key performance indicators
7. Manage a small caseload of the most complex cases

ROLE REQUIREMENTS

ACCOUNTABILITIES	ACCOUNTABILITY STATEMENTS
Financial Management	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.
Staff Management	<p>Make sound and safe recruitment and selection decisions.</p> <p>Ensure that staff responsible for receive regular supervision and annual performance reviews.</p> <p>Identify training and development needs for those 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>A requirement of the post of Assistant Team Manager is to undertake the Practice Educator role to drive up improvements in social work practice, increase the performance management of the service and to ensure</p>

	<p>better outcomes for children and young people. If you are not yet trained to undertake the role of Practice Educator you will be required to undertake the training when it is next available in order to undertake and fulfil this role.</p> <p>In consultation with the Team Manager 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	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.
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>
Professional Development	Inform team of new and developing policy requirements – locally and nationally. Identify appropriate training / development for self and team members.
Corporate and statutory initiatives – equalities / health and safety / e-government / sustainability	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.

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

- Setting standards on Social Work practice and approaches to problems and taking decisions to ensure they are complied with
- In conjunction with the Team Manager set 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

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
- 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
<ul style="list-style-type: none">• 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

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 postholder it is liable to variation by management to reflect or anticipate changes to the job. As a term of employment the postholder 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.