

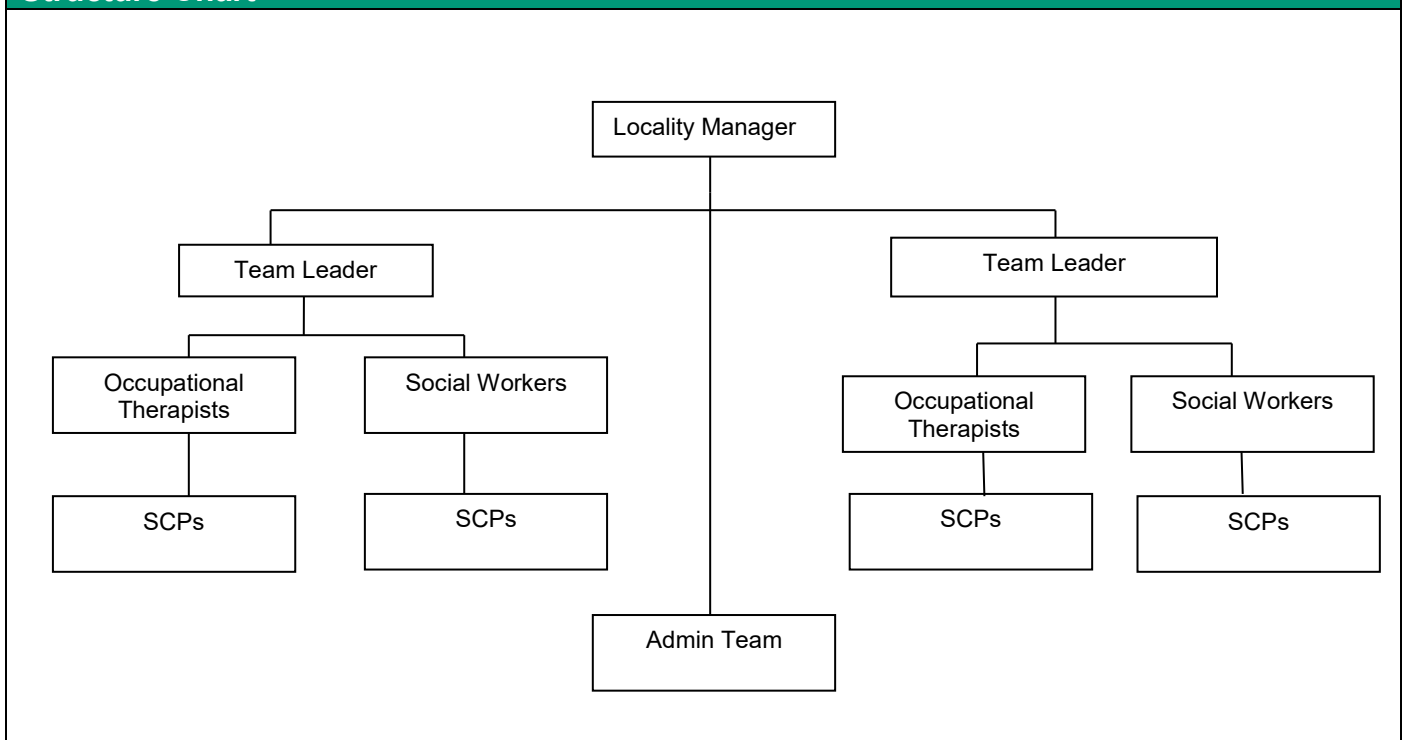
## Job Description and Person Specification

<b>Job title:</b>	Team Leader
<b>Directorate:</b>	People
<b>Service:</b>	Adult Social Care
<b>Team:</b>	East Locality
<b>Post number:</b>	03895
<b>Salary grade:</b>	J
<b>Work location:</b>	Turnhams Green Business Park, Pincents Lane, Calcot RG31 4UH
<b>Reports to:</b>	Locality Manager
<b>Supervises:</b>	Social Worker, Occupational Therapists, Social Care Practitioners

### Job Purpose

- To manage the day to day work of the team to ensure the delivery of the relevant strategic and service objectives set out in the annual service plan.
- To work with the Locality Manager to contribute to the development, implementation and monitoring of the service plan and continuous improvement of the service.
- To deputise for the Locality Manager

### Structure Chart



## Main Duties and Responsibilities

**The Team Leader is required to meet the National Occupational Standards for Managers:**

### Specific duties:

- To effectively manage the day to day work of the team.
- To ensure that the Three Tier Conversation model is consistently applied.
- To provide cover for other Team Leaders as needed.
- To carry out supervisory and management functions as needed.
- To work with others to develop and maximise the benefits of links with services provided in the NHS, voluntary and private sectors to ensure that customers receive the best possible support at the earliest stage
- To manage systems that ensure that the risks to vulnerable adults are minimised

### Managing Self and Personal Skills

- To ensure continued professional development record is maintained
- To develop professional networks to achieve your personal work objectives.

### Providing Direction

- To understand the environment in which the service operates
- To contribute to the development, implementation and monitoring of the service plan and continuous improvement of the service; including systems for following up calls
- To promote equality as an integral part of the role and to treat everyone with fairness and dignity.

### Facilitating Change

- Work with teams to adapt to changing circumstances and provide innovative services that meet needs of customers
- Implement organisational change as required

### Working with People

- Ensure that staff receive full induction, and provide regular supervision and support, and an annual Appraisal to team members
- Effectively manage the performance of staff including monitoring absence, by implementing Council policies and procedures – especially those relating to Safeguarding, Mental Capacity Act
- To ensure that all staff are offered opportunities, relevant to their role, for ongoing training and development

### Using Resources

- To ensure that the teams use resources effectively by making appropriate judgements regarding the provision of information, advice, dealing with simple short term interventions and referring to other teams
- Promote the use of technology in the service
- To recognise health and safety is a responsibility of every employee, to take reasonable care of self and others and to comply with the WBC Health and Safety policy and any service-specific procedures / rules that apply to this role.

## Main Duties and Responsibilities

### Achieving Results

- Ensure that data about performance is regularly and robustly reviewed to support continuous improvement.
- Build on the organisations understanding of its market and customers and how they complement and affect the services you are responsible for.

## Scope (impact on/control of resources, people, money etc)

- Assisting the Locality Manager to ensure cost effectiveness and value for money
- Making decisions about commitment to short-term spending arrangements
- Responsible for managing staff resources effectively
- Responsible for the recruitment, retention, deployment and management of staff team

## Person Specification

Qualifications	Essential/ Desirable	Internal use only
Level 3 qualification in management e.g. ILM (working towards or willingness to work towards qualification)	E	1
Relevant professional qualification – Social Worker or Occupational Therapist	E	2
Post Qualifying qualification (or working towards)	E	3
CPD record	E	4
Experience		
Experience of working with a number of different agencies and organisations providing services for adults	E	1
Knowledge and understanding		
Knowledge of Health and Social Care legislative framework	E	1
Knowledge of Safeguarding processes	E	2
Knowledge of Performance Management framework both service and employee	E	3
Skills and abilities		
Ability to use Outlook, and a web browser to access information	E	1
Basic ability to use Microsoft Office (Word, Excel, PowerPoint etc)	E	2
Ability to provide direction to the teams	E	3
Ability to facilitate change and to develop / implement new and innovative services	E	4
Ability to develop productive working relationships with colleagues and external organisations	E	5
Ability to use resources effectively	E	6
Ability to achieve results	E	7
Risk management	E	8
Work-related personal qualities		
Ability to prioritise and delegate	E	1
Ability to deliver service outcomes against agreed targets and timescales	E	2
Other work-related requirements		
Flexibility and adaptability	E	1
Full driving license and use of a vehicle for work	E	2

---

Enhanced DBS Check?	Yes	n/a
Politically restricted post?	No	n/a
This role has been identified as public facing in accordance with Part 7 of the Immigration Act 2017; the requirement to fulfil all spoken aspects of the role with confidence in English applies.	E	3