

# Team Manager - Adult Social Care

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## Job Description

**Job Title** Team Manager Adult Social Care

**Location** Reading Adult Services

**Grade/Salary Range** RGSW9 (scp 43-48)

**Service/Directorate** Adult Care and Health Services

### Job Purpose

To provide expert advice to the teams and management across adult social care services in Reading. To provide professional guidance and leadership, and ensure effective, proportionate responses to referrals to Adult Social Care.

To contribute to the planning and development of new services in order to meet changing needs and demands, whilst fulfilling the department's objectives in line with government legislation.

To work closely with partners including Thames Valley Police, Berkshire Healthcare Trust, Royal Berkshire Foundation Trust and the voluntary, private and independent sector.

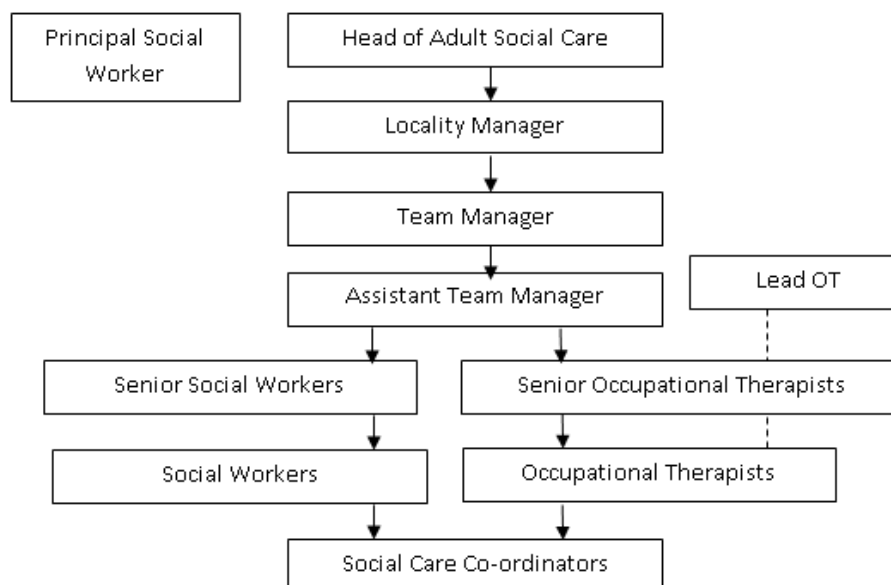
To efficiently and effectively maintain a team of qualified and unqualified staff who deliver a social care service to adults in a specific geographic area of Reading.

To lead and manage the development of the team, striving for excellence.

To lead specific projects to review and develop high quality and cost effective outcomes, contributing to integration with health.

To be responsible for monitoring and compliance ensuring service is delivered within quality standards and the relevant legislation, including health and safety and safeguarding policies.

### Designation of post and position within departmental structure



## *Main Duties and Responsibilities*

1. To build and develop collaborative relationships and networks with adult social care teams, agencies and other key stakeholders to achieve effective team working and systems development.
2. To operate and ensure that others operate at all times within the professional ethics and disciplines of the relevant professional regulatory body.
3. Demonstrate robust decision making and leadership that encourages others to be autonomous workers.
4. Ensure the effective allocation and prioritisation of your own work and that of individual's across your area of responsibility and the wider Directorate.
5. To supervise and monitor the work of team members within your area of responsibility to ensure that all work is carried out in accordance with legal requirements, directorate policies, procedures, performance standards, targets and good professional practice reporting to the Service Manager where required.
6. Manage and support staff through effective supervision, performance and development reviews with a view to ensuring personal and organisational continuous improvement. Ensure the adherence to Human Resources policy and procedures.
7. To contribute to the recruitment, retention, training and development of staff within the service.
8. To lead and manage individuals, ensuring high levels of performance and identification of talent.
9. To undertake systematic assessment of team members to identify and respond to training, development needs and performance and development reviews.
10. To facilitate opportunities for staff to have appropriate professional development and access to professional advice and support as required.
11. To ensure that the team operates within statutory requirements and Reading Borough Council's policies and procedures.
12. Contribute to the budget building process, attend regular budget monitoring meetings and be responsible for all financial transactions in the cost centre, keeping within budgetary limits.
13. Produce reports and prepare an annual team plan for the service, specifying targets for service performance measures and training needs that link with the strategic aims of the wider service and RBC.
14. Ensure that Health and Safety regulations are observed by staff, undertake risk assessments regarding all aspects of risk to service users and staff.
15. Contribute to the planning and development of the services in order to meet changing needs and political demands.
16. Investigate and take action where complaints are received.
17. Assist in the regular monitoring and development of the service and ensure that rigorous reviewing mechanisms are in place.
18. To represent Reading Borough Council and to take the lead in identified service priorities/themes of work and lead on the implementation across the directorate.
19. Provide cover for Social Care Teams within Reading Borough Council, Adult Social Care when need is identified.

## ***Scope of Job (Budgetary/Resource Control/Impact)***

### **FINANCIAL ACCOUNTABILITY:**

Direct control of their Team's cost centre, management of staffing and budgets up to £4 million.

### **RESOURCE**

Management of a team with an overall complement of up to 50 qualified and unqualified staff.

### **SUMMARY OF MAIN CONTACTS:**

Service users and their families, Health Service staff, senior managers, councillors and other staff at all levels in the Social Care Teams.

## ***Special/Other Requirements/Responsibilities of this Post***

<b><i>Level of DBS check required for this post</i></b>	Enhanced with a check of the barring list(s)
<b><i>Does the post require a check against the list of people barred from working with vulnerable adults?</i></b>	YES
<b><i>Does the post require a check against the list of people barred from working with children?</i></b>	YES
<b><i>What other security/safer recruitment clearances are required for this post? (excluding standard identity/work permit/education qualification checks)</i></b>	N/A
<b><i>Is this post "politically restricted"?</i></b>	YES
<b><i>Responsibility for Health &amp; Safety:</i></b>	LEVEL 3
<b><i>Please specify responsibility for implementing the Council's risk management strategy as it applies to the service, ensuring risks to service delivery and specific projects or initiatives are recognised and that actions are taken and monitored to mitigate risks identified</i></b>	N/A
<b><i>Please specify any other Statutory Duties and/or responsibilities of this post not already covered in the "Main Duties &amp; Responsibilities" above</i></b>	<ul style="list-style-type: none"> <li>• Input into the Team Managers meetings, including SOMM</li> <li>• Present analysis of the team's budget position at budget monitoring meetings</li> <li>• Liaising with other agencies, both external and internal</li> </ul>

# Person Specification

## *Qualifications/Education/Training*

1. Relevant professional attainment, e.g. Social Work, Occupational Therapy.
2. Relevant management qualification i.e. Certificate or Diploma in Management or significant demonstrable experience and a commitment to attain a qualification.
3. Thorough knowledge and understanding of legislation and case law relevant to community care, including the Care Act.
4. Conversant with the physical and psychological needs of older people and people with disabilities.
5. Registration with the relevant professional body.

## *Experience*

1. Minimum of 5 years post qualifying experience.
2. Experience of effective management and supervision of professional staff group and service delivery.
3. Experience of working effectively across organisational boundaries and managing interagency partnerships and negotiations.
4. Proven success in working across the whole health and social care economy.
5. Proven commitment to and experience in implementing equal opportunities as a service provider and employer.
6. Knowledge of relevant Social Care, Health, Criminal Justice and Private, Independent and Voluntary Sector issues.
7. Experience in preparing and presenting reports to a wide range of audiences, including senior management.
8. Experience of managing within a performance management framework.
9. Experience in project management.
10. Experience of working within a regulatory framework i.e. Care Quality Commission.
11. Extensive knowledge of Social Care funding programme and systems.
12. Experience in the efficient management of complex budgets.

## *Skills, Abilities & Competencies*

### Strategic Development and Change Management:

1. The ability to manage the delivery and development of personalised services that deliver positive outcomes for adults potentially at risk and their carers.
2. Sound understanding of professional, legal and policy issues including safeguarding.
3. Ability to effectively manage and implement significant change in services.

4. The ability to plan imaginatively, to formulate a strategic vision for the service and to implement it.
5. Ability to be clear on expectations of quality services and ensure delivery accordingly.

#### Managing People:

1. Skills in effectively dealing with complex people performance issues.
2. Leadership skills to promote a culture of high quality staff support, supervision and appraisal.
3. Ability to positively motivate staff individually and in teams.
4. To be able to lead staff successfully through periods of complex change.
5. Respect the cultural, racial and religious diversity of service users and staff.

#### Personal Effectiveness:

1. Effective time and workload management - ability to prioritise work to meet tight deadlines and to manage multiple projects under pressure.
2. Proven project management skills.
3. Ability to present well-reasoned arguments and influence staff and senior management.
4. To be highly organised, creative, self-motivated and able to work on own initiative and take responsibility for own actions.
5. To provide an innovative approach to service redesign.
6. Develop ideas, deal with complex situations and offer solutions
7. The ability to maintain own wellbeing and that of others. To be able to cope with intense emotional demands arising from working with vulnerable people experiencing difficult and distressing life situations
8. Emotional resilience to manage competing demands and challenging situations
9. Be responsible for ensuring continuing professional development and ensuring this and compliance with the professional capabilities framework for their team.

### *Specific Working Requirements*

1. Be prepared to work outside of normal office hours including weekends.
2. To work as necessary at different sites across the borough.
3. Ability to use a variety of mediums including digital technology, IT etc