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Bedfordshire Council

Team Manager

Directorate: Social Care, Health, and Housing

Service: Integrated Services

Grade: CBG12

Date Prepared: 27th February 2017

Version: Final

Central
Bedfordshire

great
people

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Job title: Team Manager, Integrated Services

Reports to: Locality Operational Manager, Integrated Services

SUMMARY

Safeguarding is everyone's responsibility. Central Bedfordshire Council is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all employees and volunteers to share this commitment.

The Team Manager will have overall responsibility for the delivery of statutory duties commensurate with supporting people within Adult Social Care.

The post holder will discharge these duties in a manner that encourages and promotes a positive learning environment for its workforce that see its customers at the centre of their care and support.

The post holder will lead the team demonstrating behaviours that result in the delivery of compassionate, caring, responsive, and proportionate care and support that is of high quality and evidences best value.

JOB DESCRIPTION

- Lead and develop an effective and confident team in line with the Directorate's values and priorities, workforce competencies, and professional registration.
- Instil a positive team ethos to ensure the exemplary reputation of the Council is upheld.
- Be responsible for the safe and timely application of all safeguarding processes; including the completion of Best Interest Assessments and complex cases in addition to responding to concerns and complaints.
- Demonstrate a leadership style in a manner that promotes a positive learning environment that seeks to nurture and encourage competence and continued personal and professional development.
- Work flexibly to ensure that the team remains resilient and is equipped to carry out allocated duties and take on delegated tasks as needed.
- Effectively manage, develop, and contribute to a quality assurance framework to ensure safe and creative practice and person centred outcomes proportionate to customer needs.
- Effectively manage the customer pathway to ensure that the staff team is executing its duties effectively to achieve positive outcomes for customers in line with legislative frameworks and local governance structures.

JOB DESCRIPTION CONTINUED

- To be accountable for and effectively manage team performance and the implications of this, reporting on activity, securing solutions to mitigate issues, ensuring effective future planning and preventative strategies where possible.
- Demonstrate leadership behaviours that actively seek to retain and recruit staff through succession planning, facilitating social worker, nursing, and occupational therapist student placements, ASYE, career progression, and a positive reputation.
- Demonstrate a commitment to integrated working ensuring effective and productive collaboration with all partners and stakeholders.
- Contribute to wider strategic developments within the Council and deputise for senior managers where required.
- Effectively manage allocated budgets, assigned efficiencies and staffing resource demonstrating best value through good practice.

KEY DECISIONS MADE

- Management and escalation of risk
- Budgetary spend
- Staff development and performance
- Commissioning of care and support
- Team development
- Deployment of resources
- Development of local procedures and team business plan
- Recruitment and retention

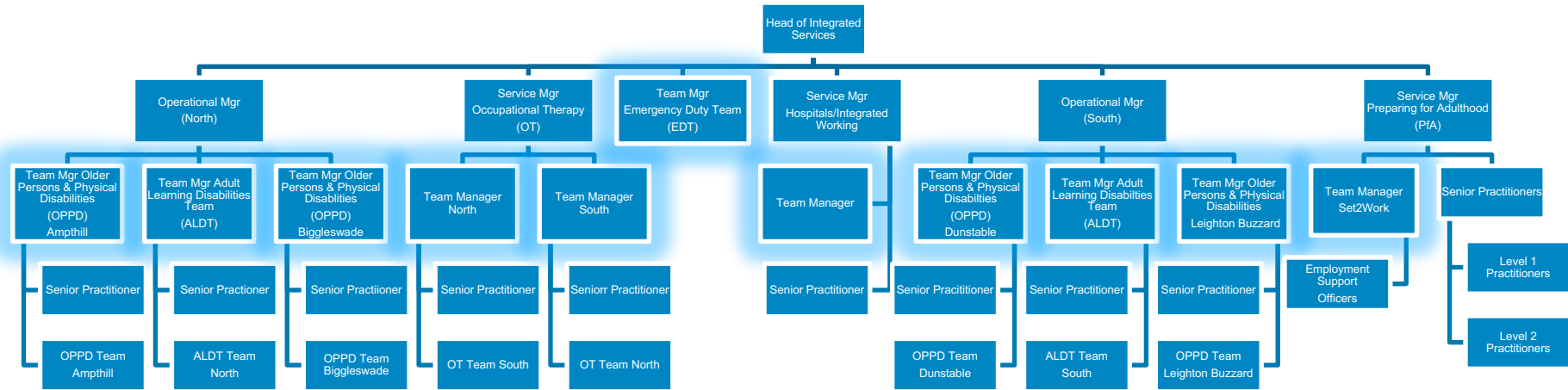
CONTACTS

- Senior managers
- Partner agencies; including GPs, Police colleagues, Mental Health partners
- Elected Members
- Private and voluntary partners
- Regional colleagues

RESOURCE CONTROLLED

- Circa 18 staff
- Locum and agency staff
- Care budget monitoring circa £20m (where applicable)
- Staff budget management circa £350k

ORGANISATION CHART – TEAM MANAGER, INTEGRATED SERVICES



PERSON SPECIFICATION

	Essential Criteria	Desirable Criteria
1. Qualifications	<ul style="list-style-type: none"> • Social work degree, Occupational Therapy degree or Health Professionals equivalent • Current registration with Health and Care Professions Council or National Midwifery Council 	<ul style="list-style-type: none"> • Management qualification • Relevant post graduate training • Best Interest Assessor
2. Relevant Experience	<ul style="list-style-type: none"> • Previous management/supervision experience • Multi-agency working • Ability to present information to colleagues and partner organisations effectively • Proven ability to effectively manage Adult Safeguarding; including Mental Capacity and Deprivation of Liberties • Demonstrable skills in the delivery of high quality social and/or health care 	<ul style="list-style-type: none"> • Budget monitoring • Performance management
3. Skills, Abilities & Behaviours	<ul style="list-style-type: none"> • Articulate the vision and lead a team in its implementation • Confident decision making, analytical skills, and critical thinking • Ability to exercise authority responsibly and proportionately • Ability to exercise evidence based professional judgement • High quality problem solving, negotiation, and influencing skills • Political acuity • Excellent communication and interpersonal skills • High standard of written work showing an ability to produce complex and detailed reports and comprehensive assessments of an excellent standard • Aspirational and self-driven 	<ul style="list-style-type: none"> • Change management

	Essential Criteria	Desirable Criteria
3. Skills, Abilities & Behaviours continued	<ul style="list-style-type: none"> • Outcome focused with a clear focus on high quality and best value • Positive outlook and solution focused • A natural forward planner who critically assesses own performance • Mature, credible, and comfortable in managing difficult situations • Reliable and tolerant • Empathic and effective communicator who is able to see things from the other person's point of view • Takes accountability for delivery of service • A team player who can develop positive relationships • Sound value base • Skilled in the principles and use of IT, reporting, recording, data collection and analysis and of quality monitoring processes; including quality audits and performance reporting • Adept in use of Microsoft Office 2000 or later; particularly Excel, Word, Outlook, and PowerPoint • Excellent organisational skills • Thorough understanding of diversity issues including anti-discriminatory practice • Practice improvement underpinned by quality assurance audits • Able to deliver to deadlines • Manage risk and escalate issues in a timely manner • Able to work flexibly; meeting the needs of the business including extended hours on occasions when required 	

<p>DBS Disclosure Required (Please indicate the legal reason enabling the Council to obtain a DBS disclosure– if in doubt discuss with HR)</p>	<p>If you require advice regarding the DBS category of the position please e-mail db.admin@centralbedfordshire.gov.uk or telephone 0300 300 4734 (74734)</p> <p><input type="checkbox"/> DBS Clearance not required – Post does not meet categories below</p>
	<p>Regulated Activity (CRB Regulations 2012) (Safeguarding Vulnerable Groups Act 2006, as amended by the Protection of Freedoms Act 2012) Enhanced Check – Including check against barred list</p>
	<p>‘Regulated Activity’: - Children</p> <p><input type="checkbox"/> (i) Unsupervised activities: teach, train, instruct, care for or supervise children, or provide advice/guidance on well-being, or drive a vehicle only for children.</p> <p><input type="checkbox"/> (ii) Work for a limited range of establishments (“specified places”), with opportunity for contact; for example, schools, children’s homes, childcare premises. Not work by supervised volunteers;</p> <p><input type="checkbox"/> (iii) Relevant personal care, for example washing or dressing, or health care by or supervised by a professional;</p> <p><input type="checkbox"/> (iv) Registered childminding; and foster-carers.</p>
	<p>‘Regulated Activity’: - Adults</p> <p><input type="checkbox"/> (i) Providing Health Care – Any health care professional providing health care to an adult, or anyone who provides health care to an adult under the direction of supervision – refer to Safeguarding Vulnerable Groups Act 2006, as amended by Protection of Freedoms Act 2012 for further details about what is meant by health care and health care professionals</p> <p><input type="checkbox"/> (ii) Providing Personal Care – Anyone who:</p> <ul style="list-style-type: none"> • provides physical assistance with eating or drinking, going to the toilet, washing or bathing, dressing, oral care or care of the skin, hair or nails because of an adult’s age, illness or disability; • prompts and then supervises an adult who, because of their age, illness or disability, cannot make the decision to eat or drink, go to the toilet, wash or bathe, get dressed or care for their mouth, skin, hair or nails without prompting or supervision; or • trains, instructs or offers advice or guidance which relates to eating or drinking, going to the toilet, washing or bathing, dressing, oral care or care of the skin, hair or nails to adults who need it because of their age, illness or disability. <p><input checked="" type="checkbox"/> (iii) Providing Social Work – The provision by a social worker of social work which is required in connection with any health care or social services to an adult who is a client or potential client.</p> <p><input type="checkbox"/> (iv) Assistance with cash, bills and/or shopping – The provision of assistance to an adult because of their age, illness or disability, if that includes managing the person’s cash, paying their bills or shopping on their behalf.</p>

	<p><input type="checkbox"/> (v) Assistance in the conduct of a person's own affairs – Anyone who provides various forms of assistance in the conduct of an adult's own affairs, for example by virtue of an enduring power of attorney. – refer to refer to Safeguarding Vulnerable Groups Act 2006, as amended by Protection of Freedoms Act 2012 for further categories which are covered.</p> <p><input type="checkbox"/> (vi) Conveying – A person who transports an adult because of their age, illness or disability wither to and from their place of residence and a place where they have received, or will be receiving =, health care, personal care or social care; or between places where they have received or will be receiving health care, personal care or social care. This will not include family, friends or taxi drivers.</p>
	<input type="checkbox"/> 'Regulated Activity': (Working in a Fostering or Adoption Agency)
	<input type="checkbox"/> 'Regulated Activity' Specified Position ¹ : (Chief Executive or Director of Children's Services or Adult Social Care)
	Other: To be checked in accordance with the Rehabilitation of Offenders Act
	<input type="checkbox"/> Delegated authority to award of public works, supply and service contracts in accord with Directive 2004/17/EC and 2004/18/EC (Standard check)
	<input type="checkbox"/> Officer empowered to execute magistrate's warrants (Standard Check)
	<input type="checkbox"/> Solicitor or Legal Executive (Standard Check)
	<input type="checkbox"/> Chartered or Certified Accountant (Standard Check)
	<input type="checkbox"/> Other – please identify the relevant legislation
BPSS required for position	<input checked="" type="checkbox"/> Secure email account (basic disclosure) <input checked="" type="checkbox"/> User of system – Frameworki or Swift or Tribal or Civica OV or Profile 2000 * (basic disclosure required if NOT also in Regulated Activity) *delete those not applicable
Credit/Debit card transactions processed	<input checked="" type="checkbox"/> Payment Card Industry Data Security Standard (PCI DSS) check (Including basic disclosure plus Credit History check)
Work Related Travel (Please indicate as appropriate)	<input type="checkbox"/> Not required <input checked="" type="checkbox"/> Ability to travel around the county

¹ as identified in Safeguarding Vulnerable Groups Act 2006 as amended by the Protection of Freedoms Act 2012)

**Health & Safety
Risk Assessment**
(Please indicate
which are
applicable)

- Manual Handling activities
- Regular exposure to mental pressures and demands
- Visual Display Equipment – regular use
- Exposure to substances hazard to health
- Exposure to infection
- Risk of verbal abuse
- Risk of physical assault
- Working alone
- Adverse environmental conditions
- Use of dangerous machinery
- Driving PSV/HGV vehicles