Hertfordshire County Council Job Outline

JOB TITLE: Deputy Team Manager

GRADE: M3

REPORTS TO: Team Manager

TEAM: Older People Service

DEPARTMENT: Adult Care Services

Purpose of the Job

To contribute effectively and professionally to the work of the Adult Disability Service and / or Older People Services.

Leads, motivates, nurtures and manages a team (Social Workers, Occupational Therapists, Nurses, Community Care Officers and others), ensuring the service provided is effective, and delivering positive outcomes. This could be within single, multi-professional or integrated teams. The Deputy Team Manager (DTM) will have responsibility for; team performance, quality assurance, resource allocation and budgets.

From a technical / specialist perspective, the DTM will contribute to and support the development of practice, procedures and policy and the professional development of the team they lead. DTMs are accountable for the practice undertaken within the team, providing effective practice supervision in addition to performance management and appraisals. In addition, the ATM provides expert information, advice and guidance in complex situations and use sound knowledge of assessing, planning, commissioning and brokering services to meet needs and deliver positive outcomes.

DTMs will investigate complaints as needed and ensure that any lessons learnt are shared and acted upon to improve performance and practice at a team and departmental level.

More broadly DTMs support the delivery of the HCS vision to '*the People of Hertfordshire so that they feel well informed about what's available to them so they can lead safe, happy and healthier lives in a way they choose. They feel valued and listened to, have independence and a range of positive things to do. We offer the best and most responsive services in the country. These are services our staff feel proud to deliver and would be pleased to receive.*'

Main Areas of Responsibility

1. **Managing and Leading Teams**

   Leads by personal example, providing direction and turning strategy into action

   Deputises for the Team Manager when required

   Plans, allocates and reviews workloads, manages priorities, implements and improves systems and processes to ensure good quality services to local citizens and achieve performance targets

   Works with the Team Manager and advises on the allocation and use of resources, anticipates change and encourages flexibility and team agility

   Sets clear expectations in terms of performance, supporting the team to manage their workload

   Monitors and controls the use of resources and approves care packages in line with the Scheme of Delegation Authority under the direction of the Team Manager and ensures team members adhere to the County Council's financial standards, policies and procedures

   Ensures the Department's information systems are used so that timely and accurate information is provided in accordance with the Client Access to Records policy and Financial Management System and to aid operational decision making

   Creates, maintains and enhances effective working relationships with colleagues, local networks and agencies, and service users and their carers

   Undertakes management investigations as and when required

   Takes control of the recruitment within the team without the support of the Team Manager, taking budgetary implications into consideration

2. **Responding to complex needs**

   Provides professional leadership in situations which are complex or ambiguous

   Uses analytical skills and evidence based practice to inform practice leadership assessment, decision making and interventions

   Ensures the team manages cases and undertakes proportionate assessments and effectively risk manages complex situations with people who use our support services

Develops practitioners who understand and support positive risk taking within an agreed framework

Ensures the team complete support planning with service users that allows outcomes identified at assessment to be met through the provision of support, equipment, adaptations and enabling programmes

Leads on partnership working with other organisations, community groups and community members in a variety of settings to achieve positive outcomes for service users and carers

Identifies and ensures the team proactively engages with, assists and provides advice to carers, conducting carers assessments when appropriate, to enable them to sustain their caring role

3. **Ensure effective safeguarding and risk management**

   Acts as the lead manager in complex / high profile safeguarding and or serious concerns processes in both inter-agency and inter-professional situations. Supports the Chair of any such investigation

   Takes an overview of practice in relation to safeguarding within the team. Assesses and manages risk, knowing how to intervene proportionately and ensuring people are protected from harm, while protecting their human rights

   Chairs safeguarding investigations, providing expert knowledge of safeguarding processes, policy and case law

   Works within Hertfordshire safeguarding frameworks to ensure vulnerable adults are protected

   Undertakes relevant audits and monitors the quality of social work practice

   Undertakes complaint investigations when required and shares the learning from comments and complaints so that the service provided is continually improved and developed

   Analyses, identifies and manages financial and representational risk associated with different options of service provision

4. **Addresses adversity and social exclusion**

   Manages and develops practice that identifies when an adult is at risk of social exclusion and assists people to deal with adverse circumstance such as poor health, poverty, inadequate living conditions; as well as maximising the strength of individuals, their families and their communities

Develops and leads on models of community capacity building and community support that enhances personalisation and the development of empowered wellbeing and inclusive communities

Actively promotes Equality and Diversity and challenges discrimination

5. **Promote independence and autonomy**

Ensures that where a person is severely constrained by social or family circumstance the team provides support to achieve a reasonable degree to independence and autonomy

Ensures the use of a person centred approach, developing creative and personalised solutions to assist people to manage their health and lives independently for as long as possible

Embeds (into practice) models of independence, well-being and choice and control within a framework of personalisation and flexible use of self-directed support

Undertakes preventative work to promote independence both with individuals and within wider project work

6. **Prevention and early intervention**

Ensures the team takes a pro-active approach when a person's health or capacity is deteriorating or at risk of deteriorating (without intervention) and the alternative may be premature admission to institutional forms of care or a legal intervention by the state

7. **Demonstrate HCC Values and Behaviours and Professional Standards**

Carries out duties in a timely and responsive manner, in line with professional standards, Codes of Conduct and HCC's Values and Behaviours framework

Maximises efficiencies in care planning through consideration of charging systems and other funding streams

Keeps and maintains accurate, up to date service user records, in line with professional requirements and departmental recording methods

Maintains accurate and up to date knowledge of resources through continual professional development, supervision and active engagement with local communities

8. **Development of Self and Supervision of Others**

Manages and mentors staff, delivers induction programmes and training

Supports workforce development initiatives and provides expert advice regarding the social care workforce

Provides direct support, training and knowledge to providers and partner organisations to improve interventions and partnership working of individuals, groups and communities

Has an in-depth knowledge on policy, procedure and practice and disseminates this to other team members using appropriate methods

Takes responsibility for own professional development in line with own Personal Development Plan, and performs at an appropriate level of competence

Takes part in or leads on specific departmental projects and undertake tasks as required by Team or senior managers

Acts as a lead manager with specialist knowledge in a specific practice area E.g. mental health act, safeguarding

Leads, supervises, develop and appraise the performance of team members thus maintaining and developing the team's effectiveness. Where required lead and oversee performance and or ill health management processes.

Supervises Advanced Practitioners and ensure they are fulfilling their specialist role

The duties and responsibilities listed above describe the post as it is at present. The post holder is expected to accept any reasonable alterations that may from time to time be necessary.

Additional Information: Code of Practice on the English Language Requirements for Public Sector Workers

Public Authorities must ensure that all members of staff in customer facing roles, whatever their nationality or origins, are able to communicate the English language fluently with the general public, verbally and in written format.

Criminal Background Check

Safeguarding children and adults is of utmost importance to Hertfordshire County Council. The Council requires employees to abide by legislation and best practice to enable Hertfordshire to achieve this. This role has been identified as requiring a Disclosure & Barring Service (DBS) check or Basic Disclosure. You must therefore ensure that any relevant criminal record check application is completed and returned as requested by the Council, as this is deemed a contractual requirement of employment.

It is a contractual obligation to disclose any cautions, reprimands or convictions and to update your manager of any changes to your status whilst in employment. Enhanced DBS roles will be reviewed periodically during employment, by means of DBS Dip Sample or three yearly rechecks. Failure to disclose changes to your status may be detrimental to your employment and you may be subject to disciplinary action.

Please note that additional information referring to the check is in the guidance notes to the application form. If you are invited to interview you will receive more information.

Equality and Diversity

Hertfordshire County Council is determined to take action to ensure that our belief in diversity and equality of opportunity is integral to everything we do. It will inform every area of activity; from the way we provide services to the way we employ our staff. It is a central responsibility of all councillors, managers, staff and partners. The council's equality policy 'Putting People First' is available on hertfordshire.gov.uk, on the internal intranet or from your line manager.

Health and Safety

It will be the duty of every employee while at work to take reasonable care for the Health and safety of themselves and of other persons who may be affected by their acts or omissions at work.

Person Specification

Please provide a supporting statement which includes examples and evidence of when you have demonstrated the attributes listed below.

You will be expected to address each point separately and in the order listed.

If you do not complete a full supporting statement in the requested format, your application may be rejected.

Deputy Team Manager M3

	Essential Criteria	Desirable Criteria
Qualifications and Knowledge	• Qualified Social Worker, Occupational Therapist or Nurse registered with the relevant professional body	• Approved Mental Health Professional • Practice Educator Qualification • Best Interest Assessor practitioner • Moving & handling qualification
Relevant Demonstrable Experience of:	• Works with adults and or children within a health and social care setting • Involvement in multi-agency work • Experience of managing and developing staff • Applied use of social care and health care legislation • Safeguarding processes and investigations	• Applied use of at least one of the following of Mental capacity Act; Mental Health Act; Care Management; Continuing Health Care, Care Programme Approach • Chairing safeguarding investigations • Managing a team of professional social care or health practitioners
Knowledge & applied understanding of:	• Adult social care and legislation, strategies and guidance relevant to the post • Social care assessment, care management, moving & handling , housing solutions and safeguarding • Risk management and positive risk taking • Human rights legislation and how these laws protect the rights of adults • The integration agenda - Working as part of a multi-disciplinary /multi-agency team • The personalisation agenda and applying creative problem solving to maximise independence	• Working within a scheme of delegated authority
Skills & Abilities	• Communicates with clarity, conviction and positively, particularly in times of crisis • Strong IT, report writing and written skills	

	• Acts in a self-directed, proactive way to identify / develop opportunities ideas & innovation • Keeps calm and focussed in pressurised and challenging circumstances • Mentors, coaches, supports and supervises other social work staff to be accountable, proactive, innovative, and autonomous and to enhance performance • Analytically interprets research, audits, case law and present to colleagues in an accessible way to inform practice • Actively and creatively develops team members' capabilities in line with service objectives and relevant professional standards and sets clear expectations for performance • Builds networks of influence beyond the boundaries of own organisation	
Leadership Behaviours	• Promotes independence and community based solutions • Leads by example, providing direction and articulating a persuasive vision, translating the vision into action • Fosters a culture of openness and honestly and challenges inappropriate behaviour from others • Prepares the team effectively for change • Finds innovative solutions to meet identified needs of service users. • Reflect on experiences to enhance and inform own practice and decision making	