Role profile

**Team Manager**

**Our values:**

**We are dedicated, respectful, collaborative. We are Milton Keynes City Council.**

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| **Service** | Adult Social Care |
| **Reports to** | Head of Service |
| **Job family** | Care and Welfare |
| **Grade**  | J |
| **Political restricted?** | N |
| **DBS required?** | Y – enhanced |
| **Date**  | May 2024 |
| **JE Code** | JE2175 |

Key deliverables

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| **1** | Lead designated team to ensure continuous improvement, by meeting both relevant health and adult social care national and local performance targets and by setting and meeting service improvement targets, to provide early intervention and targeted and specialist services for adults. |
| **2** | To provide visible leadership, direction, and drive not only to their Deputy Team Manager and the team they are responsible for but within the service and partnership agencies. |
| **3** | Ensure a team of health and social care professionals is effectively managed and supervised. Regular supervisions, appraisal and team meetings are held ensuring policies and procedures are adhered to, and services delivered to a high standard. Performance manages and undertakes HR investigations as required. |
| **4** | Service budgets are monitored and controlled, to ensure that financial and performance targets are met, and systems are in place to identify pressure areas and respond appropriately. |
| **5** | To manage the team to ensure continuous improvement, by meeting national and local performance targets and by setting and meeting team improvement targets. |
| **6** | All Health and Social care policies and procedures are monitored and maintained both within areas of control and across adult social care, delivering a consistent and lawful, application of policy, including meeting the requirements for registration and inspections by the Care Quality Commission (or other future regulatory bodies) clinical governance and other statutory bodies. |
| **7** | Complaints are investigated and reports prepared to ensure timely and appropriate resolution for customers. |

*Within reason these key deliverables may evolve to meet service need and it is expected that you will be flexible and adaptable in your delivery to meet both service and city council wide needs*

**Essential requirements** Key skills, expertise, and qualifications

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| **1** | Have a relevant professional qualification (e.g., social work, nursing or occupational therapy) and management qualification or equivalent. |
| **2** | Be able to evidence continuous professional development. |
| **3** | Proven track record of success in a front-line service delivery environment. |
| **4** | Experience of service delivery, including statutory obligations within local or central government or private sector, with demonstrable and proven record of achievement in same. |
| **5** | Experience of working in a demanding and complex customer environment; consulting with customers to ensure that we are providing what they need to the required standards, keeping customers involved in changes and developments that may affect them and balancing different customer needs and expectations. |
| **6** | Evidence of ability to manage crisis situations in a calm and proactive manner. |
| **7** | Ability to lead and motivate others. |
| **8** | Employing the council’s standards of plain English to create meaningful statements. |

Job family

**Care and Welfare (Grade J)**

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| **Colleague expectations*** Be professional at all times
* Work together for the good of the team, city council and local people
* Promote a supportive culture
* Challenge assumptions
* Take ownership
* Be willing to change and do things differently
* Always work in a safe manner
 | **Manager expectations*** Be a role model by displaying positive behaviours at all times
* Make well-considered decisions
* Support, coach and communicate with my team
* Be accountable for my team’s performance
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Care and Welfare family jobs have as their primary responsibility the vulnerable members of our community who depend upon the city council for direct advice, guidance and practical assistance. They may personally carry out caring related tasks, or manage those that do, but it is personal interactions with those in our care that are at the centre of these roles.

This element of the profile, taken from the job family descriptor for this grade, provides a general understanding of the level of work and demands required.

**Role characteristics**

At this level roles are team managers whose deep knowledge of their Social Work or Public Health specialism sees them dealing with a combination of highly complex strategic and operational issues. Expected to deliver innovation and service development, these roles make an important contribution to shaping the city council’s response to the demands made upon it related to the care and welfare of vulnerable members of our community.

**The knowledge and skills required**

The expertise that underpins job holders’ decisions and authoritative recommendations is grounded in either an advanced level of theoretical understanding of a very wide range of social work issues and/or associated disciplines, or an equivalent level of very lengthy practitioner level experience.

Roles may require specific qualifications in order to comply with the legislative and regulatory requirements of their job.

Roles at this level will engage with others in assisting with physical tasks requiring some modest manual dexterity. Computer use is also a day to day feature of these roles.

**Thinking, planning and communication**

Problems at this level will include fast-paced operational decision making where juggling resource priorities, client needs, and procedural or regulatory limitations will combine to add considerable complexity to the process. But in addition to this, job holders must take a long-term view of their team’s targets and performance and will be expected to drive improvement through innovation and policy development.

Job holders will have highly developed communication skills usually developed in the social work/public health arena at practitioner level. Job holders will need to influence others at a corporate level in order to achieve team aims.

They will also be regularly dealing with complex and contentious information which will require potentially difficult interactions both inside the city council and with external partner organisations and other stakeholders.

**Decision making and innovation**

Roles are constrained only by very high-level management oversight. Job holders are expected to shape their team’s operational priorities and methods in line not only with city council policy guidelines but according to national standards. Job holders will require discretion and initiative over a broad area of social work/public health activity.

**Areas of responsibility**

Job holders will have a major responsibility for assessing the complex needs of large groups of vulnerable individuals and shaping the city council’s response to these needs, devising entire programmes of care and welfare. Their decisions and actions will impact directly on individuals and groups and have potentially long-term consequences.

Job holders will generally have formal management responsibility within their team or centre. Those at this level who do not have this responsibility will be social work professionals, whose specialist qualifications offset this slightly reduced demand.

Job holders will have discretionary budget responsibility and may also contribute to budget setting by assessing financial need in relation to delivery of team aims.

Job holders will create and maintain work records, both written and electronic. There will, in addition, be sole or shared responsibility for the safe use and basic maintenance of a range of equipment, premises and/or vehicles.

**Impacts and demands**

The requirement for greater than normal physical effort is modest, although there will always be a need for limited standing, walking and the lifting/carrying of equipment and other items. Awareness of the actions of children, vulnerable adults and others will call for long periods of sensory attention, while tasks such as report writing and attending case meetings will call for lengthy periods of concentrated mental attention.

Given the range of case work involved, job holders will also experience high level pressures of deadlines and conflicting demands. Job holders are required to develop and maintain client relationships which may need them to exert greater than normal emotional resilience, with particularly challenging service users.

Working directly with vulnerable service users will result in some exposure to disagreeable, unpleasant or hazardous environmental working conditions. This may extend to dealing with odours, intimate care and bodily fluids, and will also see job holders exposed to unpleasant or even threatening people related behaviour from time to time.