

# Deputy Manager: Adult Social Care

JE Code: JE2180



**Values – We are dedicated, respectful, collaborative, we are Milton Keynes Council**

<b>Service</b>	Adult Social Care
<b>Reports to:</b>	Team Manager
<b>Job Family</b>	Care & Welfare
<b>Grade:</b>	I
<b>Political restricted</b>	N
<b>Date:</b>	February 2021
<b>JE Code:</b>	JE2180

## Key Deliverables

1.	To monitor referrals received by the team ensuring they are responded to within agreed timescales.
2.	Monitoring and reporting of the activities of the team, agreeing and authorising outcomes regarding social work assessments and care plans, to ensure service users and carers needs are met in accordance with assessed need.
3.	Professional and personal development of the team, in order that staff develop professionally and in accordance with Social Work England (SWE) registration requirements and the performance management policies of the local authority.
4.	Co-ordinating work, providing professional support, allocation of work and the monitoring of caseloads and support to social workers and health colleagues.
5.	To conduct assessment, manage and hold those cases with more complex, specialist needs i.e. transforming care patients, CHC funded service users.
6.	Develop positive relationships with the CCG & Community Health Teams. To represent the local authority at meetings across social care and health, third sector and the wider community in agreement with the team manager. This is to represent the council, ensuring decisions made are in accordance with local authority policies and procedures, national legislation and/or local guidance. This will have the effect of more efficient use of resources, leading to improved outcomes for service users, patients and their families.
7.	To be supportive of multi-disciplinary work, encouraging effective team working, which leads to improved service user, patient and carer outcomes.
8.	To undertake regular staff supervisions and to carry out appraisals with staff to assess their performance in line with MKC policies and procedures.
9.	The management of complaints allocated to them by the Team Manager.
10.	To organise care within available resources and policies and procedures of the council and adult social care.

*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 council wide needs*

## Essential Requirements (key skills & qualifications)

1.	Professional Social Work Qualification i.e. CQSW, CSS, Dip SW, BA (Hons) in Social Work  Evidence of Successful Post Qualification Training i.e. Consolidation to Practice Award and Vulnerable Adults award (or similar)
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	Ability to uphold the Code of Practice of Social Work England (SWE), both as an individual and supporting social workers in the team to adhere to them.
2.	Able to assess and case manage people with complex health problems. Understanding of the complexity of care provision and its impact upon carers and service users.
3.	Being familiar and confident in understanding with the wide range of adult social care and rehabilitation/reablement services.
4.	Good communicator with ability and influence to establish and maintain positive and supportive relationships with social care, health colleagues, external partners and the public.
5.	Able to find solutions to individual and team problems with limited direction.
6.	<p>To risk assess and manage all safeguarding adult alerts, with the intention of them being dealt with in the most productive, appropriate manner.</p> <p>To advise and be supportive of social workers/health colleagues practice in safeguarding adults; ensuring policies and procedures are followed.</p> <p>To support social workers/health colleagues in the assessment and risk management of cases. Report change and development issues in adult social care and safeguarding adults to senior managers.</p> <p>To support the team manager in promoting and responding positively to change, seeking continuous improvement.</p>
7.	<p>Commitment and enthusiasm to promote a high standard of care across the team and all client groups.</p> <p>Able to work without direction, on own initiative, demonstrating effective problem-solving skills across all professional boundaries.</p> <p>An ability to work under pressure, organise schedules and prioritise work commitments.</p>
8.	<p>Ability to work and influence other practitioners in the team, adult social care, promoting good standards of care and multi-disciplinary practice.</p> <p>Knowledge of staff supervision and training models. Able to supervise, motivate and support others in the co-ordination of their work</p> <p>Ability to implement and follow HR procedures in relation to performance management and managing attendance.</p>

# Job Family

Care & Welfare  
Grade I



## Colleagues Expectations

- Be professional at all times
- Work together for the good of the team, 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

## Managers 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

Care and Welfare family jobs have as their primary responsibility, the vulnerable members of our community who depend upon the 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.

## Role Characteristics

At this level roles are generally either senior practitioners or managers.

Senior practitioners will use their advanced theoretical understanding of their specialist field to make highly consequential decisions directly impacting the welfare of those in Council care but are unlikely to have formal management responsibilities.

Managers' principle work focus is on the ongoing care and welfare of those in their charge and the management of a local workforce.

## 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.

At this level Job holders 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

Job holders will regularly deal with highly charged, contentious situations and individuals whose behaviour ranges from merely challenging to aggressive and threatening. Job holders will have developed their essential communication skills through a combination

of formal training and lengthy experience. Delivering the desired outcomes of interventions with families and individuals will depend upon effective advisory and persuasive skills in the context of exchanges with a range of audiences, some of whom will have inherent comprehension or language difficulties.

Whether resulting from their own case work or from issues escalated from other areas, the problems and situations dealt with will inevitably be complex, involving multiple information streams such as individual needs assessment, consideration of resource allocation and prioritisation of conflicting demands. Although still working on a day to day basis with groups and individuals, there will also be a need to take a longer view maybe up to a year ahead in some cases.

### **Decision Making and Innovation**

Job holders have freedom to operate within more general policy guidelines rather than highly defined procedures. Indeed, they will be expected to use their initiative to translate corporate policy into effective operating protocols and deal with even major issues as they arise without recourse to managerial advice or direction.

### **Areas of responsibility**

Job holders will not only implement important and far reaching care programmes to the direct benefit of families and individuals, but they will also contribute to the development of corporate policies and procedures in their working sector.

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 be expected to account for considerable amounts of money and/or make discretionary spending decisions from an agreed budget.

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. Job holders will also be required to have moderate periods of concentrated mental attention, for example when report writing or attending case meetings. 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 behaviour from time to time.