



Job Description Template

Job Description

JOB TITLE:	Team Manager
GRADE:	M
POST NUMBER:	
DIRECTORATE:	Health, Adults & Community
SERVICE:	Initial Assessment, Safeguarding and Telecare
RESPONSIBLE TO:	Service Manager
RESPONSIBLE FOR:	Senior Practitioner Social Workers/Occupational Therapists (including rotations), Social Workers, Occupational Therapists, Longer Term Support Officers, Senior First Response Officer, First Response Officers, Triage Response Officers, Equipment & Technology Officers (normally from 20-25 staff, but may be higher in some teams)
	DBS Enhanced check required This post is not politically restricted
JOB SUMMARY:	<p>The main purpose of this role is to lead, motivate and manage a multi-disciplinary team of both registered and non-registered professionals, in order to deliver the key strategic aims of the organisation and its partners, driving forward the delivery of strength-based models of practice. This will include implementing high quality standards of professional practice and performance in relevant areas of service delivery, developing team spirit and a culture of continuous improvement & learning within the team. Being a role model of the TOWER behaviours, leading by example.</p> <p>The role will also ensure that the team functions in accordance with the appropriate health, social care, and housing legal frameworks, statutory requirements, and local policies and procedures including management of budget and resources, overseeing safeguarding functions of the team and contribute to ensuring people's safety through the Tower Hamlets Safeguarding Policy and procedures.</p>



ROLE REQUIREMENTS:	
1.	Promote practice and a working culture focused on the promotion of service user and carer wellbeing, promoting personalised outcomes and positive experience. Promote positive working relationships in and across teams and with partners in statutory, voluntary and third sector organisations
2.	Develop and implement Team Plan/s ensuring that they reflect the Directorate Business Plans and priorities. Ensure that all team members are engaged in the development and delivery of the Team Plan and that there are clear links to appraisals.
CORPORATE RESPONSIBILITIES	
3.	Actively contribute to the council's priorities and outcomes in a way that promotes a 'one organisation' approach.
4.	Develop and maintain positive relationships with colleagues, stakeholders and communities to ensure the council and the directorate strategic priorities are effectively implemented.
5.	Promote equality among all staff and ensure that services are delivered in a non-discriminatory way, that is inclusive of all disadvantaged groups.
6.	Support organisational change and learning, following and implementing appropriate systems of self-development, communication and engagement, quality measures, monitoring and review in delivering the functions of the role.
7.	Promote sustainability, including encouraging a culture of innovation and accountability amongst all council staff.
8.	Deputising for other team managers and service manager if required.
PEOPLE	
9.	Lead and motivate all members of the team, developing team spirit and a culture of excellence and continuous improvement within the team. Be a role model of the TOWER behaviours, leading by example
10.	Ensure effective management of staff within the team including recruitment; development and training; appraisal; performance management; absence management; resolution of conflict; implementation of change. Take action



	as appropriate in accordance with council employment procedures and policies e.g. disciplinary, capability etc. Undertake investigations in line with Human Resource policies and commit to deliver the principles of equal opportunities.
11.	Ensure that the health and safety of staff is given significant priority and that leadership is provided in ensuring that staff take responsibility for their own and others safety. To alert the Service Manager to any situations of high risk.
12.	Monitor and take responsibility for the quality of staff appraisals undertaken within the team, ensuring that they contribute to the development of all staff to ensure that they are supported to carry out their roles and responsibilities.
FINANCE	
13.	Apply robust financial management of council resources, including ensuring that the team implement evidence based eligibility recommendations, promote best value and cost effective solutions.
14.	Manage and regularly report against the budget allocation (within the Team) taking appropriate remedial actions when required. Deploy and control the use of resources, including staffing, efficiently and effectively.
SERVICE	
15.	Lead the management of robust monitoring, governance, and quality standards / assurance mechanisms within the team to ensure that service delivery is of a high quality. Ensure the team functions in accordance with the appropriate legal & statutory requirements, including legislation such as the Care Act, Mental Capacity Act, Human Rights Act etc.
16.	Lead the delivery of strength based models of practice, maximising the use of community resources and equipment to promote independence and reduce reliance on care packages wherever possible. Ensure a preventative approach to interventions is considered within the team, maximising use of appropriate resources including Reablement, equipment, adaptations, assistive technology and advice and information. Ensuring that direct payments are being offered on a consistent basis, unless risks prevents this.



17.	Monitor feedback on service provided both internally and externally, particularly from people with lived experience and develop strategies to ensure continuous improvement.
18.	Oversee Safeguarding functions to ensure that procedures are robustly followed and that people are protected from harm. Undertake management investigations following serious incidents and implement the recommendations. Ensure team manages and responds to risk appropriately.
19.	Be responsible for dealing efficiently and effectively with all members' enquiries and complaints (this may also include Subject Access Requests and Freedom of Information requests). Support and oversee, in conjunction with Legal Services oversight, applications and submissions to the courts including Coroner's Office
PERFORMANCE	
20.	Understand and adhere to HCPC code of practice in all aspects of their work; and to understand and be able to apply the Professional Capabilities Framework (PCF) in their own and others' practice. Be accountable for all aspects of your own professional work and the workforce to whom you provide leadership, support and supervision.
21.	In order to deliver flexibility of staff movement and service delivery, the post holder may be required to transfer to other equal Team Manager positions within the organisation
22.	Subject to the provision of adequate notice, the ability to accommodate reasonable requests to work outside the usual working pattern relevant to the professional role. Requests to work evening and weekends will be subject to the general terms of the LBTH Single Status agreement.

OTHER CONDITIONS:

To maintain personal and professional development to meet the changing demands of the job and participate in appropriate training/development activities including the council's 'My Annual Review' scheme. To engage and develop all staff in the team to ensure they have clear personal development plans.

Ensure that all duties and responsibilities are discharged in accordance with the council's policies and procedures, Code of Conduct and relevant regulations and legislation.



To comply with the council's equal opportunities and diversity policies ensuring anti discriminatory practice within the service area.

To undertake additional duties that may arise from time to time commensurate with the grade of the post.



Job Description Template:

Requirements	Person Specification for the Post of Team Manager for Safeguarding, MCA & DOLS Team.	Essential (E) or Desirable (D) (if applicable)	Method of Assessment A= Application Form T= Test I= Interview
Knowledge	<p>A detailed working knowledge of legislation, safeguarding, and relevant national policies and frameworks</p> <p>In-depth working knowledge of the Mental Capacity Act 2005, Deprivation of Liberty Safeguards, with the ability to provide professional leadership and oversight as a practicing BIA.</p> <p>Understands the roles and benefit of multidisciplinary working and is able to demonstrate a commitment to collaborative and</p>	<p>E</p> <p>E</p> <p>D</p>	<p>A, I</p> <p>A, I</p> <p>I</p>

	<p>partnership working</p> <p>Detailed understanding of risk management, performance frameworks, effective people management, and their application</p> <p>Knowledge of leadership & management styles and their impact, including emotional intelligence</p> <p>Knowledge of Financial Regulations, budget management practices including an ability to manage a budget, monitor expenditure, and provide regular reporting</p> <p>Knowledge of relevant professional frameworks in Health and Social Care.</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>I</p> <p>A, I</p> <p>A, I</p> <p>I</p>
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Qualifications & Experience	<p>HCPC recognised Social Work or Occupational Therapy qualification</p> <p>Current HCPC (Social Work England) registration certificate</p> <p>Qualified Best Interests Assessor (BIA) with current approval to practice, including substantial post-qualifying experience completing DoLS assessments.</p> <p>Significant experience of working within adult safeguarding and Deprivation of liberty frameworks, including complex and contentious cases.</p> <p>Demonstrated experience of managing, developing, and leading a team or service in a health</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>A</p> <p>A</p> <p>A</p> <p>A, I</p> <p>A, I</p>



	<p>or social care setting</p> <p>Experience of effectively managing competing demands</p> <p>Experience of partnership working</p> <p>Experience of leading and motivating staff and driving forward practice in a strength based, outcome focussed environment</p> <p>The ability to perform the role of a Safeguarding Adults Manager within the definition of Pan-London Procedures</p> <p>Able to produce written reports and responses to complaints, FOIs etc. for a range of audiences</p>	<p>E</p> <p>E</p> <p>D</p> <p>E</p> <p>EA,</p>	<p>A, I</p> <p>A, I</p> <p>A, I</p> <p>A, I</p> <p>A, I</p>
<p>Living the TOWER Values sets out the essential</p>		<p>They are aligned to the organisation's five TOWER Values</p>	



behaviours required of all staff.			
<p>We work TOGETHER across boundaries and with partners to achieve the best outcomes for Tower Hamlets</p>	<p><u>Together</u> Demonstrate leadership qualities in the development of staff</p> <p>The ability to appraise and action the learning and support needs of the workforce to enhance user outcomes and service standards</p> <p>Is able to lead, plan, programme, deliver, and review service development initiatives in line with agreed timescales and outputs, and to be able to do this across organisational boundaries</p>	<p>E</p> <p>E</p> <p>E</p>	<p>I</p> <p>A, I</p> <p>A, T & I</p>
<p>We are OPEN and transparent</p>	<p>Communicate to a high level, both verbally and in writing with a range of internal and external colleagues, people</p>	<p>E</p>	<p>A,T & I</p>

	<p>requiring support, and their families/carers</p> <p>An ability to present complex issues clearly and concisely</p> <p>Able to establish positive working relationships, and work closely with elected Members, chief officers, external agencies, and community organisations</p> <p>Communicates and acknowledges good work, celebrating team and individual achievement</p> <p>Able to use a range of techniques to successfully influence or negotiate with others in a variety of situations</p>	<p>E</p> <p>D</p> <p>D</p> <p>E</p>	<p>T & I</p> <p>I</p> <p>I</p> <p>I</p>
<p>We are WILLING to challenge, innovate and be accountable</p>	<p>Demonstrate a commitment to continual professional development, reflective practice,</p>	<p>D</p>	<p>A,I</p>



	<p>and learning from others</p> <p>An ability, and willingness, to provide periodic support to the Out of Hours Service (subject to an additional payment) and to other Service areas</p> <p>Willing to travel and work flexibly across various sites and locations in response to service demands</p> <p>Ability to work, and attend occasional business meetings, outside of normal working hours</p>	<p>E</p> <p>E</p> <p>E</p>	<p>I</p> <p>I</p> <p>I</p>
<p>We empower each other to be EXCELLENT and go the extra mile</p>	<p>Ability to make decisions within own area of responsibility</p> <p>Proven ability to promote positive outcomes with challenging situations, and bring creative solutions to meet these challenges</p>	<p>E</p> <p>D</p>	<p>I</p> <p>I</p>



	<p>Possession of effective leadership and communication skills motivating others to achieve</p> <p>Utilise reflective practice and peer learning to enhance supervisory skills and exemplify high standards of professional practice</p> <p>Ability to measure and manage team performance against the relevant standards and quality assurance frameworks</p> <p>To demonstrate a sufficient level of IT competence to work with complex statistical, financial, and performance information</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>A,I</p> <p>I</p> <p>A,I</p> <p>A,I</p>
<p>We RESPECT all communities, they are the heart of everything we do</p>	<p>Experience of promoting fair access to services and a commitment to ensure high quality of services which are relevant</p>	<p>D</p>	<p>I</p>



	<p>to the diverse communities within Tower Hamlets</p> <p>Able to promote and implement policies and procedures relating to equality and diversity within the workplace and ensuring adherence to these policies</p> <p>Handle confidential information with respect and integrity, and also in line with GDPR framework</p>	<p>E</p> <p>E</p>	<p>I</p> <p>I</p>
Additional Requirements	To comply with the requirement to carry out a Enhanced DBS check on this role.		