

Role Profile

Job Title:	Team Manager – Hospital Service
Location:	Colindale / Royal free
Department:	Hospitals
Directorate:	Communities, Adults and Health
Grade:	Grade L
Salary Range:	£64,839 £72,294
Reports to:	Head of Service Hospitals

Purpose of Job

- Provide professional management and case supervision for a multidisciplinary team delivering specialist social care and enablement services for adults across the Borough.
- Ensure compliance with the service's standards and processes and operate within the context of the service priorities and principles of increasing user choice and control over the services they receive. These priorities focus on meeting the four social care outcomes:
- Enhancing the quality of life for people with care and support needs
- Delaying and reducing the need for care and support
- Ensuring that people have a positive experience of care and support
- Safeguarding adults whose circumstances make them vulnerable and protecting them from avoidable harm
- Provide excellent leadership, direction and effective management of the team's resources, ensuring professional standards and Best Practice Act as key drivers within a culture of continuous service improvement, value for money and safer practice.
- Work closely and collaboratively with the Council's New Support and Customer Services Organisation, Health and other partner agencies to deliver an integrated, service that meets both current and future needs.
- Embrace the programme of change necessary to embed and build on the Council's new models of care and closer integration with other Council services and Health.
- Ensure continued focus on strengths based practice, enablement and developing independence through promoting Direct Payment, self-directed support, finding creative community alternatives to care costs and achieving excellence in customer care and service delivery.

1. Role Specific Responsibilities

- 1.1 Provide day to day professional support and case supervision to a social care team. Deliver individualised and needs-led enablement and long term support plans for adults who require support, through the use of timely and focused interventions, support and advice that supports long-term independence and choice.
- 1.2 Deliver a high performing, productive, quality service that is cost effective and work closely with key partners with an increased focus on personalisation and self-directed support.
- 1.3 Build effective working relationships with partners who operate both within and outside of the council, such as the ICB, health colleagues, care providers and colleagues to achieve an integrated approach to assessment, planning and review.

- 1.4 Ensure that the responsibility of safeguarding adults at risk is a fundamental element of this job and that the principles are embedded in all procedures, practices, professional advice, decisions and support. Ensure that the service promotes safety and managed risk in the context of maintaining choice.
- 1.5 Take responsibility for promoting, monitoring and safeguarding the welfare of people who come into contact with the service. Ensure full compliance with the Pan-London protocols and Barnet safeguarding standards in relation to timescales, alerts, investigations, protection planning, recording and audits.
- 1.6 Ensure relevant risks are appropriately identified, recorded and managed in a consistent and planned fashion in accordance with service practice and standards.
- 1.7 Support, promote and apply self-directed support, direct payments, care technology and enablement to support the principle of adults and carers having choice. Agree selfdirected support in accordance with the scheme of delegation and in compliance with financial regulations.
- 1.8 Ensure the timely and accurate recording of adults and carers and other related data on appropriate systems, such as the case management system, document management system, and purchasing/finance system in line with the processes, standards and protocols of the Council.
- 1.9 Ensure full compliance with statutory regulations, policies, procedures, best practice and professional standards within Communities Adults and Health, and those of relevant partner agencies such as Health.
- 1.10 Support the Head of Service in monitoring and evaluating the performance of the team against targets and professional standards.
- 1.11 Support the Head of Service with financial monitoring and intelligence gathering in their particular area of service.

2. Key accountabilities:

2.1 Managing Service Direction

- Provide clear, visible and professional management to support a high performance culture that drives continual improvement, efficiency savings and high levels of user satisfaction.
- Promote, develop and manage effective partnership working with internal and external stakeholders in order to achieve continuous improvement in the provision of services.
- Communicating to the team the priorities and plans, vision and objectives of the service to ensure effective delivery to the agreed service standards and targets.

2.2 Performance and Customer Focus

- Support the delivery of high quality performance and provide value for money with minimum risk. Deliver an outcome-orientated service that maximises productivity and throughput to make best use of finite resources.
- Support the Head of Service in developing and implementing rigorous and effective performance management processes to drive forward service improvements, including managing, monitoring and reporting on service performance standards.
- Communicate with the team so that they understand how their individual performance contributes to achieving the aims of the council and the priorities of Communities adults and Health Delivery Unit.
- Ensure that outstanding customer service is being delivered on a day-to-day basis in line with corporate and service standards.
- Work flexibly and respond positively to changing business and user needs and carry out any other duties within the scope of the nature and grade of the post.

2.3 Leadership and Management

- Manage a team of up to c10 staff. This may comprise all or some of the following:
 - Social Workers
 - Assessment and Enablement Officers
 - Occupational Therapists
- Ensure access and provision to high quality and regular supervision for all staff within their team.
- Provide clear, visible, motivational team management to create a high performance culture that drives continuous improvement and efficiency savings capable of delivering Service priorities.
- Ensure the Council's values are understood and embraced by the team; recognise and reinforce positive behaviours and address any behaviour that is undesirable.

2.4 Communication & Influence

- Ensure all communications are clear, effective and appropriately targeted in compliance with communication corporate standards. Deal effectively and professionally with challenging service users, stakeholders, partners and agencies.
- Support the Head of Service to work closely with the Customer Service Group (CSG), Health and other partner agencies to ensure that business activities are appropriately integrated and joined up and the needs of the service users and carers are met, both now and for the future.

2.5 Health and Safety and Data Management

- Promote and safeguard the welfare of adults at risk, ensuring this principle, culture and practice is embedded across the team and in all business processes and communications, in compliance with national and local procedures and protocols.
- Ensure that all personal data is handled securely and in strict compliance with the data protection legislation and local and corporate data management protocols and Caldicott principles.
- Ensure safe and efficient delivery of service by achieving high standards of health and safety and managing risk.

3. **Financial Responsibilities:**

- Apply the principles of sound financial practice necessary to operate within defined budget limits. Promote a culture of value for money and sound financial practice within the team.
- Maximise take up of self-directed support and direct payments to support the principle of adults and or carers having choice. Agree direct payments in accordance with the scheme of delegation and in compliance with financial regulations.
- To attend panel when requested and assure best use of resources and high quality assessments.

4. **Health and Safety Responsibilities:**

As a manager of the London Borough of Barnet, you are required to:

- Abide by of Barnet's health and safety policy, associated arrangements for managing, and implement the manager's responsibilities set out therein.
- Complete mandatory health and safety training
- Ensure risk assessments are in place for all task/activities where there are significant hazards, including stressors that could have an adverse effect on staff wellbeing. Identify and implement controls. Ensure staff are aware of the risk assessment findings and trained in the use of controls measures.
- Monitor health and safety compliance arrangements and take action where there are concerns

- Include health and safety in regular management team meetings
- Lead by example, monitor and enforce health and safety compliance of staff

5. Promotion of Corporate Values

To ensure that customer care is maintained to the agreed standards according to the council's values. To ensure that a high level of confidentiality is maintained in all aspects of work. Our values:

Caring / Learning to Improve / Inclusive / Collaboration

6. Flexibility

In order to deliver the service effectively, a degree of flexibility is needed and the post-holder may be required to perform work not specifically referred to above. Such duties, however, will fall within the scope of the post, at the appropriate grade.

7. The Council's Commitment to Equality

To deliver the council's commitment to equality of opportunity in the provision of services. All staff are expected to promote equality in the workplace and in the services the council delivers.

PERSON SPECIFICATION

Job Title	Team Manager – Hospital Service
Location:	Colindale / Royal Free
Directorate:	Communities, Adults and Health
Grade:	Grade L
Salary Range:	£64,839 £72,294
Reports to:	Head of Service Hospitals

Criteria	Essential/Desirable	Assessed by:
-----------------	----------------------------	---------------------

Professional Membership/Qualification		
Professional qualifications in Social Work and registered with the relevant professional body plus experience and training	Essential	Application/Interview
Educated to degree level or equivalent	Essential	Application/Interview
Experience & Knowledge		
Some management experience supplemented with relevant training	Essential	Application/Interview
Extensive knowledge, experience and understanding of delivering high quality and cost effective services for service users	Essential	Application/Interview
Proven depth and breadth of professional experience in case management, handling complex cases in a highly professional and effective manner	Essential	Application/Interview
Proven ability to apply an individualised, outcome based approach to service delivery	Essential	Application/Interview
Sound practical understanding of policies, processes and legislation necessary to deliver complex services to people who access services and or carers	Essential	Application/Interview
Proven management skills, able to lead a team to achieve successful outcomes	Essential	Application/Interview
Skill & Ability		
Fully competent in the use of standard Microsoft Office products such as Outlook, Word, Excel, PowerPoint	Essential	Application/Interview
Proven competency to handle confidential/sensitive personal information in an appropriate and secure manner in accordance with Data Protection and Caldicott principles	Essential	Application/Interview
Competent in the use of the Council's case management system with an understanding and acceptance of how this benefits the efficiency, effectiveness and safety of the service	Essential	Application/Interview

Values & Behaviours		
Caring		
Integrity- I work with candidates and colleagues in a way that builds trust.	Essential	Application/Interview
Empathy- I say “thank you” and “well done” where appropriate, and take time to ‘check in’ to see if the people I work with are ok	Essential	Application/Interview
Support- I support my colleagues to deliver excellent services. I focus on resolving any issues and capturing lessons learnt	Essential	Application/Interview
Learning to Improve		
Insight- I regularly rely on evidence and professional standards to support my work and decision making.	Essential	Application/Interview
Agile- I am fully empowered to act within the scope of my role	Essential	Application/Interview
Growth Mindset- I take responsibility for my own personal development, growth and learning and support others with their learning and development where I can	Essential	Application/Interview
Inclusive		
Personal Responsibility- I am curious about what is important to others around diversity. I reflect and act upon this curiosity to improve my own understanding	Essential	Application/Interview
Engage with discomfort- I am open to and reflect on what makes me uncomfortable and use my engagement with others to challenge myself and constructively challenge others	Essential	Application/Interview
Champion Diversity- I recognise the advantages and importance of equality, diversity and inclusion in delivering outcomes for residents, and take an active role to ensure they are implemented and integrated in everything I do.	Essential	Application/Interview
Collaborative		

One Team- I actively and purposefully build my network of relationships with people across the Council and with partners. I proactively seek feedback and evidence as a way of learning from and improving the way I work with others	Essential	Application/Interview
Accountable- I accept responsibility for my own actions and decisions, and demonstrate commitment to ensuring these align to what is best for Barnet	Essential	Application/Interview
Outcomes Focused- I adapt my way of working to best suit the outcome we are trying to achieve within the scope of my role and professional standards	Essential	Application/Interview

Behavioural Competencies

Competency	Essential/Desirable	Application/Interview
Communicating and influencing		
Evidence of ability to communicate complex issues to service users, carers and other stakeholders, in an effective and clear style	Essential	Application/Interview
Proven ability to develop and maintain effective professional working relationships with stakeholders and use these relationships to improve the effectiveness of the service	Essential	Application/Interview
Ability to advise, persuade and influence people in a professional and effective manner	Essential	Application/Interview
Excellent written and verbal communication skills. Ability to communicate accurately and appropriately with members of the public, colleagues, partner agencies and senior management	Essential	Application/Interview
Proven ability to ensure a high standard of customer care is embedded within the Team	Essential	Application/Interview
Political awareness		
Understanding of the Member/Officer interface in the context of the role	Essential	Application/Interview
Leadership and team management		

Excellent supervisory skills in effectively managing a team delivering complex services to users and carers	Essential	Application/Interview
Able to implement effective and relevant policies and procedures to deliver service objectives	Essential	Application/Interview
Commitment to supporting transformational change in a complex environment	Essential	Application/Interview
Ability to recognise high levels of performance and achievement and tackle under-performance in others quickly and constructively	Essential	Application/Interview
Problem solving		

Ability to analyse complex information quickly, reaching and articulating decisions with clarity, to deliver solutions that command support	Essential	Application/Interview
Striving for excellence		
Proven record of achievement in delivering: - Professional and effective decision making - high quality, accurate and timely work - high output and throughput with a focus on outcomes	Essential	Application/Interview
Capable of reviewing and evaluating results against quality standards, sharing this learning with others and taking decisive action to ensure that standards are delivered	Essential	Application/Interview
Ability to manage a complex workload and meet tight timescales	Essential	Application/Interview
Demonstrates a dynamic and achievement orientated culture	Essential	Application/Interview
Commitment to ensure there is a culture of continuous improvement and embracing change	Essential	Application/Interview

Commitment to embrace the principles of equality in the delivery of the service	Essential	Application/Interview
Demonstrates a record of high performance with a determination to provide a first class service quality service with a record of achievement in successfully delivering to demanding workload	Essential	Application/Interview
Safeguarding		
Sound understanding of the principles of safeguarding, the pan London protocol and Barnet practice with a record of achievement and commitment in improving the welfare of adults at risk	Essential	Application/Interview
Team working		
Ability to work effectively, flexibly and constructively with colleagues in a team where team members work positively to a shared goal	Essential	Application/Interview
Ability to work effectively and collaboratively as part of a wider, multidisciplinary team to deliver to common objectives	Essential	Application/Interview
Quickly establishes strong working relationships and networks with internal and external partners and embraces partnership working where relevant to deliver services most effectively and efficiently	Essential	Application/Interview
Partnership working		
Recognises the importance to the council of active partnership working and embraces partnership working where relevant to deliver services most effectively and efficiently	Essential	Application/Interview
Actively contributes to the creation of an open, and interdependent culture	Essential	Application/Interview
Ability to provide accurate guidance, information and advice to service users	Essential	Application/Interview