

Kirklees Council

STRATEGIC AREA	:	ADULTS & HEALTH
SERVICE AREA	:	ADULT SOCIAL CARE OPERATION

JOB TITLE	:	DEPUTY TEAM MANAGER
GRADE	:	12

ABOUT THE JOB

As a Deputy Team Manager you will work closely with the Team Manager to support them to ensure that the delivery of social care services are person centred and valued by the people who receive services and ensure these are carried out effectively, appropriately, in line with policy, best practice guidance and legislation and within resources.

The Deputy Team Manager will be responsible for the day to day operational management, supervision and workflow of the team.

You will be responsible for the screening and allocation of work within the team and complete caseload management ensuring cases are dealt with at the appropriate level. You will not routinely be expected to carry a caseload although you may need to either be case accountable or co-work very complex cases when necessary. You will undertake key roles as set out in the safeguarding policies for children, young people and adults.

Staff development is a fundamental aspect of the work and as a Deputy Team Manager; you will work closely with the Team Manager to ensure staff receive a formal induction, professional supervision and Personal Performance Reviews and Development in line with corporate policy. Your professional Social Work expertise will be invaluable in supporting and developing less experienced members of the team.

You will provide supervision to frontline staff in line with policy and guidance as well as professional practice and standards. You will be aware of the policies required to manage the team and will be involved in all aspects of HR management. You will ensure that the staff you manage are supported and provided with opportunities to develop their skills and contribute to embedding a culture of Continuous Professional Development within the team.

You will receive line management support from the Team Manager and you will be expected to continue with your own professional development. We expect that all Deputy Team Managers will participate in management training to develop and enhance skills.

It is expected that you will be involved in projects and complete specific pieces of work where requested to support service developments. It is important that you work with

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the Team Manager to support continuous service development and to improve service user experiences.

It is expected that you will promote integrated working across all stakeholders to develop professional working relationships to share best practice. You will support the Team Manager to disseminate information and keep the team up to date.

You will support the Team Manager in monitoring the budget of the team and have devolved financial management responsibilities relating to allocation of resources, adhering to financial processes and procedures.

You will investigate initial complaints and work with the Team Manager to ensure that learning is embedded within the team and proactively resolve customer issues in a positive manner.

You will be a positive representative of the team and service in a variety of forums for example project groups and public meetings.

MISCELLANEOUS

You will be expected to carry out your duties in line with the Council's policies, procedures and relevant legislation. You will be made aware of these in your appointment letter, statement of particulars, induction, ongoing performance management and development and through Council communications.

As part of your wider duties and responsibilities you are required to promote and actively support the Council's responsibilities towards safeguarding. Safeguarding is about keeping people safe and protecting them from harm, neglect, abuse and injury. It is about creating safe places, being vigilant and doing something about any concerns you might have. Safeguarding relates to everyone who may be vulnerable, not just the very old and the very young. Please click [here](http://www.kirklees.gov.uk/beta/working-for-kirklees/about-kirklees.aspx) to read our safeguarding policy. Alternatively go to: <http://www.kirklees.gov.uk/beta/working-for-kirklees/about-kirklees.aspx>

KEY RESULT AREAS/OUTCOMES

- Quality and professional standards are maintained by effective management of the team.
- Work is allocated appropriately and in a timely manner.
- Service users receive a service in line with expectations and which meets or exceeds legislation, government guidance and Council policy.
- Children, young people and adults are supported to make positive risk choices and risky situations are managed effectively and where necessary enact duties to protect through safeguarding. Children, young people and adults are safeguarded.
- Staff are supported to undertake learning and development and are engaged in Continuous Professional Development; learning is shared within the team.
- Opportunities for service development and improvement are identified and reported.
- Integrated working is supported and demonstrated both internal and external to the organisation.

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- Services are delivered effectively and within resource limits.

RESPONSIBLE TO: **TEAM MANAGER**

RESPONSIBLE FOR: **STAFF WITHIN A SOCIAL WORK TEAM**

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PERSON CHECKLIST

The right behaviours and attitudes are as important to us as the skills you bring to the job. We expect all our employees to demonstrate the following behaviours:

- Positive
- Honesty
- Respectful
- Flexible
- Communicative
- Supportive

We also expect you to promote and role model the Council's Expectations of a New Council employee within the organisation.

This role is at level 2. To find out more about Council Behaviours and Expectations please click [here](#). These will be tested throughout the selection process.

These behaviours will be tested through the selection process.

For Recruitment Purposes: In order to be considered for this role you will need to demonstrate the following skills, abilities and experience on your application form:

▪ Substantial post qualifying experience in a relevant setting.
▪ You must hold a Social Work England recognised professional Social Work Qualification and have evidence that you be registered with the SWE.
▪ Ability to manage resources within budget.
▪ Experience of providing support/mentoring to less experienced colleagues.
▪ Undertaken some management training or ability to demonstrate equivalent competencies.
▪ Understanding of relevant legislation and government agendas and the implications for practice.
▪ Knowledge of Health and Safety principles.
▪ An ability to use IT systems and equipment for the recording and communication of information.
▪ Willingness to undertake an enhanced Disclosure and Barring Service check (please note that a conviction may not exclude candidates from appointment but will be considered as part of the recruitment process).
▪ Travel is an essential part of this job and therefore it would be extremely difficult for you to do your job effectively if you did not use a car for all or most of the time. It is essential that you hold a full and valid driving licence and it is expected that you will either use a council vehicle or your own car.

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You will need to demonstrate using examples in your application how you meet the requirements of the job(s) for which you are applying (please refer to context sheet(s) in the application pack):

Reference No	SW007Q
Created	2011
Graded	JUNE 2011
Prepared By/Amended By	RT/CH/MEM/LG
Amended On	

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JOB DESCRIPTION – CONTEXT

DIRECTORATE:	ADULTS AND HEALTH
SERVICE AREA:	ADULT SOCIAL CARE OPERATION
JOB TITLE:	DEPUTY TEAM MANAGER – COMMUNITY WELL BEING AND LOCALITY HUBS, NORTH & SOUTH KIRKLEES
GRADE:	12

THE SERVICE

The Adults Social Care Operations Service supports adults to maintain their health and wellbeing, maximising independence, choice and control. It brings together all aspects of personal support, activities, including innovative social care and wellbeing service delivery models and working practices. Integration of service delivery across key partnerships utilise formal and informal means of joint working to support vulnerable adults to remain safe and well in their communities for as long as possible. The service works towards reducing health inequalities and delivering direct services to those in greatest need, whilst enabling others to access their communities and non statutory services to meet their needs. The service works through a culture of enablement and positive risk enablement safeguarding where necessary.

We adopt a personalised approach to work with adults, carers and their families, aged 18 years and above - across the age range, with a range of needs related to older age, physical and sensory disabilities, mental health and learning disabilities. The teams work to identify and positively manage risk; to safeguard vulnerable adults, whilst promoting choice, independence and control taking into account the diverse cultural needs via Person Led Assessments.

THE SECTION

The Community wellbeing and Locality Hubs undertake initial assessments and reviews for vulnerable people and their carers whilst also supporting people with complex health and care needs in the community.

Community wellbeing and locality hubs are located in North and South Kirklees. They work to manage the changed needs of adults and carers through the process of assessments, planned and unplanned assessments and planned reviews. Where complex and unstable situations are present the teams provide ongoing professional support to stabilise the situation.

YOUR ROLE

As a Deputy Team Manager in the Wellbeing and Integration Service you will provide line management to team members including qualified Social Workers. You will have a fundamental role in the safeguarding of some of the most vulnerable people in Kirklees and will have a role in safeguarding processes according to protocol. You will provide support to the Team Manager to ensure the smooth running and effective management of the team and will be responsible for the team in the Team Manager's absence. As Deputy Team Manager you will make recommendations in relation to support packages and authorise in the Team Manager's absence to an agreed level. You will support the Team Manager with the management of budgets through effective monitoring.

As priorities, government agendas and policy guidance changes you will have a role in

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promoting, championing and operationally embedding changes in policy and working practices within your team. You will work closely with others within the Service, Council, NHS Trusts, Kirklees Community Health Service, South West Yorkshire Foundation Health Trust, and with wider partners. It is vital that all levels you build positive working relationships, understanding different perspectives and disciplines to support your work and that of your team to achieve positive outcomes for adults and their carers. Personalisation and co-production are significant changes affecting adult social care you will have a fundamental role in implementing and facilitating these changes operationally. It will be within your remit to highlight any areas where further support is required or particular challenges exist.

You will support your team to adopt enabling approaches and appropriate levels of intervention keeping them to a minimum where required to facilitate individuals independence and positive risk taking as far as possible; providing advice, guidance and challenge where appropriate.

As a Deputy Team Manager in the Community wellbeing and locality hubs you will support the Team Manager to ensure that there is effective screening, prioritising, allocation and workload management. It is your responsibility to undertake workload allocation ensuring cases are allocated appropriately according to experience, skills and capacity. An important part of your role is to support the Team Manager to prevent blockages and backlogs through managing effective throughput of work.

You will work closely with the Team Manager in their role leading in service developments and embedding service changes.

You will support the smooth running of an effective duty system. This function is fast paced and relies on effective management to ensure effectual prioritising, screening, allocation and workload management whilst ensuring quality and performance standards are met and exceeded.

Positive risk assessment and management is an important part of your role and you will provide support to your team to effectively manage risk for vulnerable adults.

You will have an important role to play in ensuring performance targets are met in relation to assessment timescales.

Your role will include significant multidisciplinary working, particularly with colleagues from health, it is vital that you build and maintain effective working relationships; an appreciation of differences in working practices, priorities and change agendas will be key to this. You will support and encourage your team to work effectively in a multidisciplinary environment.

SPECIFIC OUTCOMES

Team Managers are supported to ensure:

- Timely community assessments are undertaken in line with prescribed performance indicators.
- Throughput of cases managed through timely assessments and adherence to performance indicators.
- Creative approaches to support management and provision of support packages are adopted.
- Adults are able to remain in the community as long as possible through being able to maintain their independence with appropriate support.

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- Timely responses are provided to urgent requests for support.
- Vulnerable adults are safeguarded.
- Timely and appropriate responses are provided to safeguarding vulnerable adults in line with policy and procedures.
- Complaints are responded to and learning is embedded within the team.

SPECIFIC REQUIREMENTS FOR THIS JOB

- Awareness of working practices and change agendas affecting partners in particular NHS.

RESPONSIBLE TO: TEAM MANAGER

RESPONSIBLE FOR: SOCIALWORKERS AND COMMUNITY CARE OFFICERS

Reference No	AHD006C
Link to	SW007
Created	March 2011
Grade Confirmed	June 2011
Prepared By/Amended By	RT/MEM
Amended On	