

# Kirklees Council

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**DIRECTORATE : ADULTS & HEALTH**  
**SERVICE AREA : ADULTS SOCIAL CARE OPERATION**

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**JOB TITLE : TEAM MANAGER**  
**GRADE : 13**

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## **ABOUT THE JOB**

The Team Manager role in Kirklees is important in ensuring the delivery of Social Care Services are person centred in their delivery 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.

As team manager you will be responsible for overseeing professional Social Work practice, you will provide line management to Deputy Team Managers and you will have overall responsibility for the team and the quality of practice and performance of the team. You will undertake key roles as set out in the safeguarding policies for children, young people and adults

You will ensure that all staff are supported and provided with opportunities to develop their skills and meet registration requirements where applicable. You will support and embed a culture of Continuous Professional Development within the team and ensure there is high quality supervision to support individual development and career aspirations to support the high quality service delivery.

You will be responsible for implementation of the Council's policies and procedures for the effective management of teams and will lead on all aspects of HR management.

Staff development is a fundamental aspect of the work and as Team Manager, you will need to ensure staff receive a formal induction, professional supervision and personal Performance Reviews and Development in line with corporate policy. In addition you will be responsible for the health and wellbeing of staff within the team.

You will take responsibility for the recruitment and selection of staff in the team ensuring the appointment of suitably competent candidates in line with the Council's Code of Practice.

The team manager will have overall management oversight to ensure the team has workloads appropriate to their level of skill and experience. You will take overall responsibility for prioritising the work of the team and effectively deploying resources. It will also be important for you to support your team in ensuring the best outcomes are achieved for service users in line with current legislation and guidance.

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It is expected that you will promote integrated working across all stakeholders to develop professional working relationships to share best practice.

It is expected that you will fully contribute to service developments and team planning and disseminate any relevant information ensuring staff are kept up to date.

You will receive line management support and will be expected to continue with your own personal development. We expect that all Team Managers will participate in management training to develop and enhance skills. It is also expected that you will provide mentoring and coaching to new or less experienced managers.

You have a key role in monitoring and improving both individual and team performance contributing to the national and local performance management processes, e.g. ensuring that your team record information accurately and in a timely manner. The team manager will have overall responsibility to complete audits, analyse information and put in place any required strategies for improvement.

You will have devolved financial management responsibilities relating to the team and the allocation of resources, adhering to financial processes and procedures.

It will be your responsibility to deal with complaints and Councillor enquiries in line with Council policy and proactively resolve customer issues in a positive manner.

## **MISCELLANEOUS**

You will be expected to carry out your duties in line with the Council's policies, procedures and relevant legislation and professional code of practice. 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](#) to read our safeguarding policy. Alternatively go to: <https://jobs.kirklees.gov.uk/GenText.aspx?page=page1>

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## KEY RESULT AREAS/OUTCOMES

- Person centred approach which is core to the delivery of services in line with the Council's expectations, legislation, government guidance and best practice.
- Quality and professional standards are maintained by effective management of the team.
- 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.
- Performance is monitored and reported against organisation, national and government indicators.
- Opportunities for service development and improvement are identified and reported.
- Integrated working is developed and demonstrated both internal and external to the organisation.
- Services are delivered effectively and within resource limits.

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**RESPONSIBLE TO:**

**PATHWAY AND PORTFOLIO MANAGER/  
COMMUNITY MANAGER**

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**RESPONSIBLE FOR:**

**DEPUTY TEAM MANAGERS  
SENIOR PRACTITIONERS  
SOCIAL WORKERS  
COMMUNITY CARE OFFICERS or  
COMMUNITY ASSESSMENT AND SUPPORT  
OFFICERS**

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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 manager within the organisation.

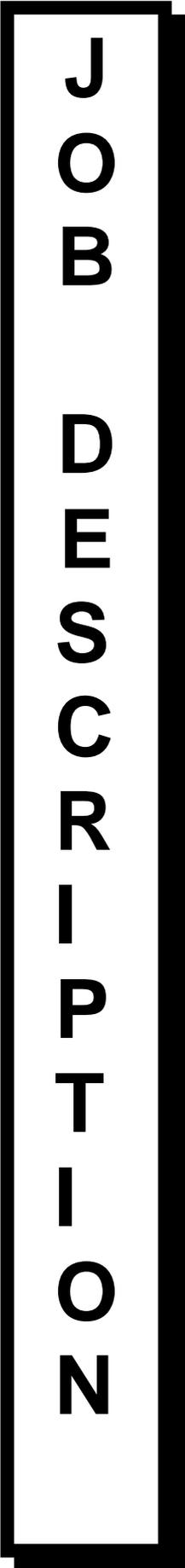
This role is at level 3. To find out more about Council Behaviours please click [here](#) and click on the tab "Working for Kirklees".

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.
▪ Experience at a managerial level and the ability to demonstrate staff supervision, budget and resource management.
▪ HCPC recognised professional Social Work qualification and evidence of SWE registration.
▪ Commitment to further develop management competencies through continuous professional development.
▪ Detailed understanding of relevant legislation, guidance, government agendas and the implications for practice.
▪ Knowledge of Health and Safety Regulations and Guidance.
▪ Competent in the use of IT systems.
▪ 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.

Reference No	SW004
Created	
Graded	
Prepared By/Amended By	MEM/RT/CH
Amended On	10/12/10



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## JOB DESCRIPTION – CONTEXT

<b>DIRECTORATE:</b>	<b>ADULTS &amp; HEALTH</b>
<b>SERVICE AREA:</b>	<b>ADULTS SOCIAL CARE OPERATIONS</b>
<b>JOB TITLE:</b>	<b>TEAM MANAGER - INTAKE &amp; HOSPITAL DISCHARGE</b>
<b>GRADE:</b>	<b>13</b>

### THE SERVICE

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 Intake Service undertakes initial assessments for vulnerable people and their carers accessing adult social care for the first time whether through hospital or community. Therefore a high quality and customer focused approach is expected to assist in minimising the distress experienced by service users to ensure good outcomes are achieved.

Intake Teams are located in North and South Kirklees and following mergers and co-location include both community and hospital functions. The teams provide an assessment and duty service, which provide support to adults and carers through the assessment and discharge process by the development of support packages via self directed support.

Co-productive working is imperative to ensure that targets are met for both the department and NHS with positive outcomes for the service users of Kirklees.

### YOUR ROLE

As a Team Manager in Adults Social Care Operation Service you will manage a large team including qualified Social Workers and Community Care Officers. You will have a fundamental role in the safeguarding of some of the most vulnerable people in Kirklees. You will have ownership of the safeguarding processes including overseeing safeguarding cases within the team whilst promoting rights and choices for the vulnerable individuals. As Team Manager you will agree to and authorise support packages to an agreed level and will be responsible for managing associated budgets.

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

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promoting and championing changes in policy and working practices within your team, the Service, Council, NHS Trusts, Kirklees Community Health Service, South West Yorkshire Foundation Health Partnership, other Local Authorities, and with wider partners. It is vital that all levels you build positive working relationships, understanding different perspectives and disciplines whilst negotiating positive outcomes for those your team support and for the service. Personalisation and co-production are significant changes affecting adult social care you will have a fundamental role in implementing and facilitating these changes.

Change management skills are vital to ensure that changes are embraced positively by your team, whilst fostering a creative ethos to guarantee vulnerable adults are supported with care that is individual to them. 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.

You will have an awareness of complex cases your team is working on and will provide management input where necessary. 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.

Your role is crucial in ensuring practice is up to date with key legislation for Adult Social Care and that statutory responsibilities are adhered to and delivered against performance indicators. You will support your team to understand the importance of performance measures. You will have an important role to play in ensuring performance targets are met in relation to assessment timescales, discharge delays and lengths of stay in hospital are minimised.

As Manager of the Intake Team in either North or South Kirklees you will have responsibility for the community and hospital function and for ensuring the provision of an effective duty system. The Intake 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.

You will support the Pathway and Portfolio Manager in leading on service developments and embedding service changes.

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. At times you will need to manage conflict between disciplines and support your team to do the same. Your negotiation skills will assist you to overcome blockages between teams, partners and stakeholders. It is important that you are able to feedback into appropriate forums, with suggestions for improvement, where issues arise that affect your team.

## **SPECIFIC OUTCOMES**

- Timely community assessments are undertaken in line with prescribed performance indicators.
- Delays in discharges and length of stay in hospital are minimised.
- Throughput of cases is managed through timely assessments and adherence to performance indicators.
- Creative approaches to support planning and provision of support packages are adopted.
- Adults are able to remain in the community as long as possible through being able to

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maintain their independence with appropriate support.

- 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 TECHNICAL COMPETENCIES**

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

**RESPONSIBLE TO: PATHWAY & PORTFOLIO MGR INTAKE & HOSPITAL DISCHARGE**

**RESPONSIBLE FOR: DEPUTY TEAM MANAGERS**

**TO BE USED IN CONJUNCTION WITH**

<b>Reference No</b>	AHD004C
<b>Link to</b>	
<b>Created</b>	March 2011
<b>Grade Confirmed</b>	
<b>Prepared By/Amended By</b>	RT/MEM
<b>Amended On</b>	