

# Kirklees Council

| JOB PROFILE – CONTEXT  |                                 |
|--|---------------------------------|
| DIRECTORATE:   | ADULTS & HEALTH                 |
| SERVICE AREA:  | ADULT SOCIAL CARE OPERATIONS    |
| SECTION:   | ADULTS TRANSFORMATION PROGRAMME |
| JOB TITLE:   | DEPUTY TEAM MANAGER             |
| GRADE:   | 12                              |
| THE SERVICE  |                                 |
| <p>The Adult Social Care Operation 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.</p> <p>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 considering the diverse cultural needs via Person Led Assessments.</p>   |                                 |
| THE SECTION  |                                 |
| <p>The Council and its partners are undertaking a significant portfolio of transformational change activities that impact across the whole of the council and Kirklees. Delivering complex whole system-wide changes, focused on improving outcomes requires us to be whole system leaders and consider new ways of working to meet the needs of citizens.</p> <p>Through We are Kirklees' we can deliver our shared outcomes by working with people, working in partnership, and working in a place-based way. We are Kirklees is also the journey we are on to keep improving to become the best organisation we can be.</p> <p>In adult social care we want to continue to be innovative and creative in the way we work to deliver our services to our communities. We know we have challenging times ahead, so are continuing to develop better and smarter ways of working.</p> <p>We are firmly committed to deliver our vision for adult social care in Kirklees and we need skilled and experienced social care professionals to help us realise our vision.</p> <p>As a Deputy Team Manager and subject matter expert in adult social care, you will be part of our transformation team working at the cutting edge of service design and systems implementation, bringing your experience and knowledge to help deliver our vision across our transformation programme.</p> |                                 |

## YOUR ROLE

You will provide line management to a team of social care assessors. These will either be working as subject matter experts on the Transformation Programme or working as part of a peripatetic team, to support backfill arrangements for staff seconded to work on the Transformation Programme. These will include qualified Social Workers.

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.

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 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 to embed service improvement.

About the Adults Transformation Programme;

There are a number of projects you could be working as a subject matter expert on, these include;

1. Carefirst Replacement – We have been operating Carefirst for a number of years now, we are in the process of purchasing a replacement. You will use your experience and knowledge to help design and deliver the implementation of the new system.

This might involve:

- Mapping and enhancing current and future processes.
  - Developing practice and procedure guides so the workforce uses the system consistently and effectively.
  - Working with the supplier and L&OD to develop system guides, classroom training and other user learning materials.
  - Testing data entry and reporting in the new system, as well as making sure any data we are transferring meets quality requirements.
2. Demand and Capacity – As a service we want to promote wellbeing, independence and safety thereby reducing, delaying and preventing the demand for long term, intensive care. We want to enable people to be experts in their own care and wellbeing, to work with them to choose a mixture of support that will achieve the outcomes that matter to them. We want our workforce to be enabled to work effectively and innovatively to deliver personalised, high quality outcomes.

You will use your experience to develop, test and embed changes identified through our demand and capacity research work. This will unlock potential wider system transformation across social care pathways and support solutions helping to deliver [The Vision for Adult Social Care](#).

This might involve:

- Helping to develop new ways of responding to service users and their carers such as self-serve and digital responses.
- Helping to develop ways of predicting and preventing needs increasing in cases.
- Working with providers and teams to help develop services and products that prevent or delay the need for most complex support.
- Helping to embed new ways of working and performance management in teams.
- Help develop recruitment campaigns as new and different types of posts are required.

Across your projects you will be working as part of a project team, supported by skilled and experienced colleagues. You might also be working alone on specific tasks and reporting your progress back to the rest of the team.

Other projects you may be working on include the Care Account project.

**Key areas of responsibility:**

- Lead and manage a team of social care subject matter experts and peripatetic operational staff backfilling the release of subject matter experts from different teams.
- Act as a technical expert within a programme discipline, providing subject matter advice to colleagues, to support successful delivery of our objectives.
- Advise on how new ways of working could be prototyped and piloted.
- Support the implementation of medium to high level projects, as part of a multi-disciplinary team that are working to mid-long-term timescales, helping to ensure delivery standards and the achievement of Kirklees outcomes.
- Support resource allocation work to ensure the delivery of specific objectives and intended outcomes and demonstrate value for money.
- Help resolve performance issues in order to support service performance and productivity.
- Support work to undertake research and analysis, including research into best practice internally, from other local authorities and the wider public sector and private sector.

**KNOWLEDGE, QUALIFICATIONS, SKILLS AND EXPERIENCE**

- Experience at a supervisory or managerial level and able to demonstrate successful employee, budget and resource management.
- Up to date knowledge of relevant procedures, responsibilities and legal obligations within health and social care.
- Excellent communication skills.
- Understanding of change management and the ability to apply them this area of work.
- Ability to work independently and deliver work to agreed deadlines.
- Demonstrates a flexible, creative and innovative approach to issues.
- Demonstrates a restorative approach of 'working with' not 'doing to.'

- Understanding of performance and productivity management and how it delivers the Council's priorities.
- Committed to and champions Diversity and Inclusion.
- Committed to and champions Safeguarding.

#### **SPECIFIC TECHNICAL COMPETENCIES**

- Good working knowledge of social care and systems gained through experience.

**RESPONSIBLE TO: TEAM MANAGER**

**RESPONSIBLE FOR: SOCIAL CARE ASSESSORS**