

Kirklees Council

DIRECTORATE : ADULTS AND HEALTH

SERVICE AREA : ADULT SOCIAL CARE OPERATIONS

JOB TITLE : TEAM MANAGER

GRADE : 13

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

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.

RESPONSIBLE TO:**SERVICE MANAGER/ Adult Safeguarding**

RESPONSIBLE FOR:**Senior Safeguarding Practitioners
SENIOR PRACTITIONERS
SOCIAL WORKERS
Domestic Abuse officers
Adult Child sexual exploitation Social
workers**

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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
- Honest
- Respectful
- Flexible
- Communicative
- Supportive

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.
▪ Social Work England 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.

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Created	
Graded	
Prepared By/Amended By	MEM/RT/CH
Amended On	10/12/10

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JOB DESCRIPTION – CONTEXT

DIRECTORATE:	ADULTS AND HEALTH
SERVICE AREA:	ADULT SOCIAL CARE OPERATIONS
SECTION:	SAFEGUARDING AND SUPPORT MANAGEMENT
JOB TITLE:	TEAM MANAGER – OPERATIONAL SAFEGUARDING UNIT
GRADE:	Grade 13

THE SERVICE

Adult Social Care Operations supports adults to maintain their health and wellbeing, maximising independence, choice and control. It brings together all aspects of personal support and activities, including innovative social care and wellbeing service delivery models and working practices. Integration of service delivery across key partnerships utilises 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 Safeguarding Team will have responsibility for operational practice across Assessment and Care Support provision working in partnership with Intake and Support Management Teams. The Team will also work closely with the Safeguarding Adults Partnership Team in keeping up to date with national and local developments on policy and practice. The team will develop partnership working with appropriate agencies such as the Police, housing, community health services, acute trusts, voluntary and community sector organisations. The team will provide support and consistency in the decision-making process of safeguarding, be involved in large scale safeguarding investigations, complex safeguarding situations, deprivation of liberty safeguards and support the rota for independent chairing of Safeguarding Meetings.

As the services develop, the wider agenda for protecting adults and children at risk of abuse and exploitation will require the team to encompass a broader approach and remit to safeguarding encompassing; Domestic violence and Support to vulnerable people working in the sex industry.

YOUR ROLE

As a Team Manager you will manage a large team of differently qualified staff including qualified Social Workers. You will have a fundamental role in the safeguarding of some of the most vulnerable people in Kirklees. As Team Manager you will be responsible for managing budgets associated with the team and where required will agree to and authorise support packages.

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, other local authorities, and with wider partners. It is vital that at 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. It is vital that you support and encourage your team to approach changes positively and adopt creative approaches to ensuring vulnerable adults are supported.

As services develop to encompass a broader safeguarding agenda you will work closely with the Service Manager in leading on the review of these functions and future operational models of delivery.

You will have an awareness of the complex safeguarding 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. The role requires active partnership working to work with the preventative agenda to support stakeholders and providers with identifying safeguarding risk.

Working closely with operational teams within the Service you will develop good practice in regard to the safeguarding process, contributing to reviews of policies, procedures and guidance related to safeguarding adults. You will provide advice, guidance and support to Team Managers/Deputy Team Managers who will be taking on the role of Safeguarding Managers and social work staff who will be Investigators responsible for safeguarding investigations. You will lead on good practice guidance and development working closely with the Safeguarding Adults Partnership Team to give an operational perspective.

Part of your role will include co-ordinating the Safeguarding Practitioners Forum and contributing to the Team Managers Action Learning Meetings. Good working relationships with partner agencies are vital; you will be a conduit for good communication across a range of staff groups in the Council and partner agencies.

You will lead on the engagement of vulnerable adults and their families in the safeguarding process providing advice, guidance and using evidence based practice to improve on quality and consistency i.e. Safeguarding Practitioners Forum, Practice Meetings and Team Managers Action Learning Meetings. You will provide support to the Gateway to Care Telephony Team at the front end of the safeguarding process to ensure good quality of initial information gathering.

SPECIFIC OUTCOMES

- Guidance and support is provided to Team Managers and practitioners responsible for safeguarding investigations.
- Guidance and support is provided for partner and other agencies on the referral processes.
- An effective strategy to engage vulnerable adults and their families in the safeguarding process is developed and maintained.
- Safeguarding Managers and staff are supported to undertake safeguarding investigations to improve performance outcomes for vulnerable adults.
- Good practice of the safeguarding process and Safeguarding Meetings chairing skills are developed within teams.
- Timely responses are made in safeguarding enquiries and issues escalated to Senior Managers.
- Work is undertaken with the Safeguarding Adults Partnership Team to develop and

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implement related policies to support active involvement in MARAC, MAPPA etc.

- Opportunities for collaborative working with all agencies to improve Safeguarding are enhanced, developed and built on.
- Deprivation of Liberty safeguards are implemented in line with policy and legislation

SPECIFIC TECHNICAL COMPETENCIES

- Working knowledge of the safeguarding process, its timescales and procedures and Combined Adult Safeguarding Policy and Procedures.

RESPONSIBLE TO: SERVICE MANAGER SAFEGUARDING SERVICES

RESPONSIBLE FOR: OPERATIONAL SAFEGUARDING UNIT - ADULTS

TO BE USED IN CONJUNCTION WITH

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