

## Social Work Deputy Team Manager – GR 12

At Kirklees we want 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 we are always looking for better and smarter ways to work.

As a Deputy Team Manager (DTM) you will work closely with the Team Manager to ensure that the delivery of social care services are strengths based centred and valued by the people who receive them. You will ensure that services are delivered effectively, appropriately, in line with policy, best practice guidance and legislation and within resources.

This role is based within Adults and Health. Find out more about [working for Kirklees](#).

### The Job

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

You will be responsible for screening and allocating work and will 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 adults.

You will provide supervision to frontline staff in line with policy, guidance and professional practice 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 you will contribute to embedding a culture of Continuous Professional Development. Your professional Social Work expertise will be invaluable in supporting and developing less experienced members of the team.

You will be involved in projects where required to support service developments 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.

### Job Checklist

- Supports the Team Manager to ensure the delivery of high quality, cost effective services to provide the best outcomes for service users.
- Supports the team to positively manage risk and promote independence and wellbeing.
- With the Team Manager, is responsible for the performance of their team by ensuring the highest professional standards and conduct are implemented.
- Works within professional standards and ensures the team does the same. Ensures learning is shared and embedded in practice.
- Promotes a culture of Continuous Professional Development ensuring employees are equipped with appropriate skills and resources and empowers them to deliver services effectively.
- Provides professional leadership to employees and acts as a role model ensuring the highest quality of practice.
- Is responsible for taking a reasoned and timely approach to decision making.
- Ensures team workloads are appropriate to their level of skill and experience and cases are allocated in a timely manner.
- Works proactively within HR and Financial policies and procedures.
- Uses management information to support performance improvement and resource management.
- Develops relationships with partners to provide seamless services.
- Works with other Deputy Team Managers on the development and improvement of services.
- Please see your responsibilities related to [safeguarding](#).

## The Person

We need our employees to be driven to achieve the best, to be hard working, respectful and thoughtful to each other and our customers and to be creative, wherever they work.

Committed to making a positive difference to vulnerable people's lives you'll work hard to ensure the employees you manage do the same. Your experience as Social Worker means that you understand the challenges and demands placed on employees. Your passion and energy will inspire confidence in the team to deliver the best possible service to residents in Kirklees.

As a manager in the service you will use your communication skills to positively engage with our partners.

You will create a supportive working environment where professional and personal development is encouraged and valued and wellbeing and resilience are promoted.

Working in a constantly changing environment you will embed new and creative ways of working and will support the delivery of service improvements.

A commitment to performance management means you will take action to address underperformance and you will make sure any learning is shared and embedded across the teams.

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 2.

You will also promote and role model the Council's Expectations of a New Council manager within the organisation

## Person Checklist

- Social Work qualified and HCPC registered with significant post qualifying experience and the ability to work within professional standards.
- Leadership skills that promote consistency with all employees and is approachable to address issues appropriately.
- Able to find creative solutions to shortages in resource, including allocation and prioritisation of work.
- Proactive in response to the changing needs of the service supporting the development of new initiatives and effective, efficient ways of working
- Effective communication skills to be able to work in partnership with all colleagues and partners.
- Ability to support the development of plans and make changes to service provision within an ever changing legislative climate.
- To be supportive of employees, with an awareness of individual strengths and limitations. Optimising and challenging these accordingly.
- IT skills to support accurate and timely case recording.
- Accepts that a DBS check will be required

*This Role Profile is intended to provide an understanding and appreciation of the responsibilities of this particular job. It is not possible to specify every detail and we expect you to work flexibly within your skills, knowledge, experience and grade of this job.*

**For Recruitment Purposes:** In order to be considered for this role you will need to meet the requirements in the Person Checklist