

## Role Profile

Job Title	<b>Community Network Deputy Team Manager</b>
Barnet Band and scale range	SCP 42-45
Reports to	Community Network Team Manager
Service area	Adult Social Services- Community Network
Number of staff responsible for	
Budget responsibility (£)	None
Post Number	

The Future Shape of the Council is Barnet's programme to redesign the council in order to meet increasing local and national challenges and opportunities, implementing any agreed changes.

### Purpose of Job:

1. Support the Community Network Team Manager in providing day to day management of a multidisciplinary Team to improve choice and quality of life for adults who need support. Through the use of timely intensive interventions that maximise long-term independence and minimise ongoing support deliver one or more of the seven social care outcomes:

- improved health and emotional wellbeing,
- improved quality of life,
- making a positive contribution,
- exercising choice and control,
- maintaining personal dignity,
- economic wellbeing and freedom and
- freedom from discrimination.

2. Within the context of an enablement approach<sup>1</sup> and operating within an integrated service, to provide individualised, outcomes-led, personalised support, based on structured individual assessments that inform the setting up and commissioning of appropriate enabling packages of support.

3. Provide high quality professional support and effective management of the team's resources,

4. Operating within a culture of continuous service improvement and safer practice ensure professional standards and best practice are embedded throughout the team.

<sup>1</sup> Enablement approach refers to our aim to focus, wherever possible, on providing people with support that increases their skills and independence, as opposed to simply maintaining their condition.

5. Deliver a high professional standard of service to users arising out of the Council's duties and powers under legislation and in accordance with divisional and area policy, procedures, guidelines and the Code of Practice for Social Care Workers or other professional body relevant to professional training.

6. Deputise for the Team Manager, as directed.

**Key accountabilities:**

1. Support the Community Network Team Manager in providing day to day professional support and management to a multidisciplinary staff team delivering individualised and outcomes-led enablement support packages and long term care plans for adults who require support specifically in relation to mental well being.

2. Provide professional and/or specialist support to members of the team on some of the most complex professional issues and casework.

3. Fully deputise for the Team Manager in his/her absence or as directed, in all aspects of the day to day management of the team and its resources.

4. Establish and maintain effective working relationships with other local services, specialist teams, the PCT, Hospital Trusts and the 3rd sector relevant to the needs of the service users in order to deliver a holistic and seamless service to the client.

5. Ensure relevant risks are appropriately identified, recorded and managed in a consistent and planned fashion in accordance with service practice and standards.

6. Manage a small caseload of the most complex or high risk cases.

7. Support, and promote personalised budgets and direct payments to reinforce the principle of clients having choice. Agree individual budgets in accordance with the scheme of delegation and in compliance with financial regulations.

8. Ensure that the team understand and apply the framework for determining personal budgets through the Personal Budget Questionnaire (PBQ)

9. Ensure that the team operate in a collaborative and constructive manner that delivers to the shared objective of offering the most cost effective and appropriate care solution that meets the agreed outcomes to maintaining independence.

10. Manage the team's case load and monitor its delivery to the relevant local, corporate and national standards, targets and professional best practice and provide professional support and advice on more complex or high risk cases

11. Represent the service at external meetings and hearings, prepare papers, draft and present statements and reports as required.

12. Lead on cross cutting project and development work as directed by the Team Manager

13. With the Team Manager, take responsibility for ensuring all the administrative processes support and add value to the service.

14. Ensure the timely and accurate recording and safeguarding of client and other related data on appropriate systems, such as SWIFT, WISDOM, SAP etc. in line with the processes, standards and protocols of the Council and the Mental Health Trust.

15. Chair safeguarding meetings and other appropriate multidisciplinary meetings as required

16. Take responsibility for promoting and safeguarding the welfare of people including vulnerable adults who come into contact with the service, in line with Barnet's procedures

17. Ensure the team operates in accordance with policies and procedures of Adult Social Services, and those of any partner agencies, and that the team members comply with professional standards, policy and practice and the relevant statutory frameworks.

18. Support the Team Manager in regularly monitoring team and individual performance against targets and customer expectations and take the necessary early corrective action to achieve this.

19. Work flexibly and respond positively to changing business and client needs and carry out any other duties within the scope of the nature and grade of the post, as directed by the line manager.

20. Apply the principles of sound financial practice necessary to operate within the defined financial constraints. Promote a culture of value for money and sound financial practice within the team and its partners.

21. Support the Team Manager in developing and promoting new, innovative and more effective ways of working as part of the service's drive for continuous improvement.

22. Advise the team manager on a regular basis of casework plans and developments and to seek authorisation in line with divisional delegated powers.

23. Deliver a person-centred, outcome focused services to shared objectives ensuring that people are offered:

- easy and fast access,
- choice and control over flexible service options;
- support in making informed decisions;
- control over the appropriate risks of care packages, and
- beneficial changes to reflect changing circumstances and preferences

24. Support the drive for excellence in customer care through identifying and helping resolve any complaints and service issues that may arise.

25. Represent the Service at internal, external and multi-agency meetings as directed including contributing to presentations and events in own specialist field.

26. Lead on cross cutting project and development work as directed by the Team Manager

27. Deliver professional and specialist training and briefing sessions to other staff and colleagues.

### **Leadership and Management**

1. Support the Team Manager in providing day to day management and professional leadership and direction to the team.
2. Deputise for the Team Manager in his/her absence, or when directed.
3. With the Team Manager carry out recruitment and selection, staff appraisals and agree personal development plans for the team members ensuring all staff are supported in delivering to the team targets.
4. Support the professional development of the team through the use of case conferencing, work observation, training events and mentoring as appropriate.
5. Hold regular 1:1 supervision sessions and observation sessions with members of the team as part of the professional development and performance management. Take the appropriate action to address any competency or disciplinary issues or grievances in line with HR procedures.
6. Manage any trainee, student or more junior staff allocated to the team and direct their professional development in line with the appropriate standards.

### **Flexibility**

1. Work with a degree of flexibility required to perform work not specifically referred to above, although falling within scope of the post at the appropriate grade.

### **Health and Safety**

1. Take personal responsibility for ensuring your own safety and that of staff, colleagues and service users, by ensuring compliance with the Council's Health and Safety policies, procedures and practice
2. Ensure the safe and efficient delivery of service by achieving high standards of health and safety and applying sound risk management practices.

***This post may operate in any one of the Adult Services teams which will determine the day to day work priorities***

### **Commitment to Equality**

1. Deliver the council's commitment to equality of opportunity through actively promoting equality and diversity in the work place and in the services delivered.
2. Ensure that the needs of all people accessing our service are met, sensitive to age, gender, race, disability, creed, belief and sexual orientation. Celebrate diversity and challenge stereotyping, prejudice and unlawful discrimination in the delivery of the service.

3. Deliver on the council's commitment to equality of opportunity both in the provision of services and as an employer. Promote equality in the work place and in the services the council delivers.

## PERSON SPECIFICATION

<b>Service:</b>	<b>Adult Social Services</b>
<b>Job Title:</b>	<b>Deputy Team Manager</b>
<b>Grade:</b>	<b>SCP 42-45</b> (HR indicative grade)
<b>Reports to:</b>	<b>Team Manager</b>

Post Requirements	Esse ntial/ Desir able	Criteria
<b>Professional qualifications/ memberships</b>	E	Registered as Social Worker with the General Social Care Council or equivalent professional within mental health settings such as Occupational Therapist, Arts Therapist or CPN registered with their relevant professional monitoring bodies.
<b>Qualifications/ Education/ Training</b>	E D	Relevant professional qualification relating to the social care sector and/ or mental health setting <b>plus</b> post-qualification experience operating at a senior practitioner level or other relevant supervisory experience Relevant management qualification or training programme
<b>Experience</b>	E D E E E E E E E	Track record of successful supervision of staff Support and understanding of the enablement approach as a means of promoting independence and the ability to apply these principles to the working practices in the team. Significant relevant experience of operating effectively as A practicing Social Worker at a senior level with a similar client group. Understanding and experience of operating with a comprehensive assessment framework including self assessment. Experience of preparing complex correspondence, reports and other documentation. Record of high performance in successfully delivering a customer focused service to demanding targets and objectives. Experience of working with vulnerable adults within a Mental Health care environment Experience of actively and effectively participating in cross-functional networks and groups
<b>Knowledge. Competencies &amp; special</b>	E	Sound practical understanding of relevant legislation (such as the Mental Health Act, the Mental Capacity Act and the Community Care Act) policies & processes necessary to deliver complex services to vulnerable adults

<b>Aptitudes relevant to job</b>		Criteria
	E	Deep understanding social care needs of vulnerable adults within the context of the job
	E	Sound knowledge of the equipment and adaptation process and provision
	E	Ability and knowledge to represent the Council at external meetings and hearings in a professional and competent manner
	E	Ability to maintain high performance and self motivation as a Social Work professional and to work effectively under own initiative within a pressurised environment
	E	Ability to make sound decisions on complex matters and possess the judgement to seek advice where required.
	E	Ability to establish and maintain strong working relationships with service users, their families ,carers and advocates, colleagues, external organisations
	E	Ability to work effectively and collaboratively as part of a wider, multidisciplinary team to deliver to common objectives. Empowers team members to take responsibility for actions and decisions
	E	Ability to successfully deliver a customer focused, outcome based service to exacting targets.
	E	Understands the national and local influences on the organisation and their implications on the service area
	E	Excellent written and verbal communication skills, with the ability to communicate complex issues clearly, effectively, accurately and appropriately to members of the public and senior management.
	E	Good understanding of the Fair Access to Care Services (FACS) eligibility framework. Ability to advise clients on personalised budgets, direct payments and self funding
	E	Supervisory skills in effectively managing a small multidisciplinary team delivering complex services to vulnerable adults
	E	Understanding of and ability to apply effective performance management principles.
	E	Ability to identify and meet staff development needs through direct support, coaching and training and more formal training events.
	E	Ability to support the development and maintenance of IT data and document systems
	E	Ability to monitor and work within the constraints of appropriate budgets.
E	Problem solving and analytical skills with a creative, flexible and sensitive approach that delivers a personalised and user led outcomes based solution.	
E	Commitment and ability to promote and safeguard the welfare of vulnerable adults.	
E	Understanding of and ability to apply the principles of risk management in the context of the job	
D	Ability to work flexibly and embrace mobile working to meet the needs of the service	

<b>Commitment to council's aims and values</b>	E E	Champions a culture that values equality and diversity and ensures these are built into the delivery of services Understanding of and ability to work within and promote the principles of the Corporate Plan and service priorities
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