

Job Description

For Non-Streamlined Positions

This form is used to provide a complete description of the specific job (or role) and defines the skills, knowledge and abilities required to undertake the specific and generic role profile.

Section A: Specific Role Profile

The specific role profile provides key information relating to the salary and working conditions e.g. location of a job, along with the current focus of the job role and a brief description of the main duties.

Role Details

Job Title:	Team Leader – Service Development and Assurance	JEID	L0444
Salary Grade:	Scale O		
Team:	Planning, Performance and Improvement		
Service Area:	Service Development and Assurance, Adult Social Care		
Primary Location:	Saltisford Building 2		
Political Restriction	This position is not politically restricted.		
Responsible to:	Principal Social Worker		
Responsible for:	Policy and Assurance Officers and Principal Practitioners		

Role Purpose

- To lead the Service Development and Assurance Team in effective quality assurance and service and practice improvement.
- To engage frontline teams in Adult Social Care to contribute to service development and quality assurance and inform any recommendations for changes/development.
- To determine responses to quality issues and take action to improve practice and shape services for customers and carers
- To work with the Principal Social Worker to inform service development at a strategic level.

Role Responsibilities

1. Lead an effective quality assurance function that supports high performance, including overseeing practice audits, customer feedback, co-production and the development of practice, procedures and guidance.
2. Lead service improvement with a particular focus on strength based practice, customers, carers and the delivery of the outcomes for the people of Warwickshire.
3. Support the Principal Social Worker in promoting excellent social care practice.

4. Support the Principal Social Worker in the development and implementation of County Council's policies and processes including the corporate planning, performance management and policy frameworks.
5. Support and coordinate the successful delivery of external assessments and sector-led improvement including Care Quality Commission inspections and Peer Challenges.
6. Lead positive change in Adult Social Care including the delivery of organisational culture and behaviour change.
7. Maintain strong links with the Learning and Development Team to ensure learning and development supports service improvement.
8. Develop and foster positive and effective working relationships with operational managers and team leaders across Adult Social Care and engage them as appropriate in service development.
9. Make use of qualitative and quantitative data to inform service development and improvement.
10. Encourage reflective practice, give independent advice and guidance on performance issues to teams, supporting them to address practice issues.
11. Manage a team including supervision/1:1 support, recruitment, development of staff.
12. With support, undertake Cost Centre Management responsibility and forecasts for the budget management of the team.
13. Engage with national, regional and professional networks to contribute to the development of organisational and service level performance frameworks.
14. Support the development of a learning culture and develop and deliver training and briefings to Adult Social Care to ensure best practice.
15. Represent the Principal Social Worker at internal and external Meetings providing clear feedback and actions.
16. To deputise for the Principal Social Worker as required.
17. To undertake Safeguarding Adult Reviews and support Warwickshire Safeguarding Board as directed by the Principal Social Worker.
18. Any other duties allocated by the Principal Social Worker within the scope of this role.
19. To carry out duties in accordance with the Council's Information Security Standards and Human Resource Policies; compliance with the Data Protection Act, Freedom of Information Act and any other relevant legislation that directly affects service delivery.

Section B: Person Specification

The person specification provides a list of essential and desirable criteria (skills and competencies) that a candidate should have in order to perform the job. Each of the criteria listed below will be measured through; the application form (A), a test / exercise (T), an interview (I), a presentation (P) or documentation (D).

Essential Criteria

Assessed
By:

1.Hold a relevant professional qualification in social care or health (e.g. Social Work, Occupational Therapy, Nursing).	A, I
2.Relevant experience and knowledge of performance management frameworks, quality assurance, business planning and the development of performance management approaches in a public, private or voluntary sector setting , or transferrable skills	A,I
3.Excellent understanding of adult social care, local government and the complexities and challenges of partnership working in the public sector	A,I
4. Ability to lead the quality assurance function in Adult Social Care	A, I
5. Experience and knowledge of performance management	A, I
6.Ability to address performance improvement issues within the context of a political environment	A, I
7.Experience of managing staff, teams and budgets in a direct line or matrix management situation	A, I
8.Experience and knowledge of managing a number of projects and priorities simultaneously to successful delivery	A, I
9.Well-developed presentation, verbal and written communication skills, including the ability to write concise and meaningful reports for a variety of service, corporate, partnership and community audiences.	A, I, P
10.Good interpersonal skills and ability to develop effective networks with both external and internal individuals and organisations	A, I
11.Ability to advise senior managers and colleagues, members and partners on a wide range of performance and improvement issues	A, I
12.Developed skills in analysing/interpreting data, deriving meaning and presenting it effectively	A, I
13.Ability to be self-motivated, using own initiative, negotiation, persuasion and networking skills to deliver service improvement	A, I
14.Political awareness and understanding of local political structures and situations	A, I
15.Demonstrate an ability to think creatively, provide inventive solutions to problems and confidently take those solutions forward for success	A, I
16.Ability to effectively manage own workload and assist others in delivering outcomes in a challenging environment	A, I
17.Understanding and practice of Equality and Diversity policies	A, I, T

We are committed to Safeguarding and promoting the welfare of all those we serve, as well as complying with best practice in the application of safeguarding. Therefore, as this role requires working with Children or Vulnerable Adults a Disclosure and Barring (DBS) check will be required as part of the pre-employment checking process, and rechecking will be required as and when determined by the relevant policy.

Section C: Working Conditions

The working conditions relate to those non-contractual elements of the job that may impact on the holder of the position, as well as those workplace-based responsibilities that are part of this job. These are not contractual but provide a guide to the working conditions and the potential hazards and risks that may be faced.

Health & Safety at Work

To take responsibility for your own health, safety and wellbeing, and undertake health and safety duties and responsibilities for your role as specified within Warwickshire County Councils Health and Safety Policy, and all other relevant health and safety policies, arrangements, procedures, systems of work as specified for the post/ role.

Potential Hazards & Risks

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked). The purpose of recording this information on the job description is so that the health status of the potential and actual post-holders can be assessed with regard to the significant hazards and risks. These hazards and risks should be based on the appropriate activity, process and/or operation risk assessment whereby all of the significant risks are identified, recorded and appropriately controlled. The list below is therefore not an exhaustive list because it is the risk assessment that details all significant risks that could arise out of or in connection with the work activity, but any others will be identified in the 'other' section.

<input type="checkbox"/> Provision of personal care on a regular basis	<input type="checkbox"/> Driving HGV or LGV for work
<input type="checkbox"/> Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects	<input type="checkbox"/> Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or WCC vehicle for work purposes)
<input type="checkbox"/> Working at height/ using ladders on a regular/ repetitive basis	<input type="checkbox"/> Restricted postural change – prolonged sitting
<input type="checkbox"/> Lone working on a regular basis	<input type="checkbox"/> Restricted postural change – prolonged standing
<input type="checkbox"/> Night work	<input type="checkbox"/> Regular/repetitive bending/ squatting/ kneeling/crouching
<input type="checkbox"/> Rotating shift work	<input type="checkbox"/> Manual cleaning/ domestic duties
<input type="checkbox"/> Working on/ or near a road	<input type="checkbox"/> Regular work outdoors
<input checked="" type="checkbox"/> Significant use of computers (display screen equipment)	<input checked="" type="checkbox"/> Work with vulnerable children or vulnerable adults
<input type="checkbox"/> Undertaking repetitive tasks	<input type="checkbox"/> Working with challenging behaviours

<input type="checkbox"/> Continual telephone use (call centres)	<input type="checkbox"/> Regular work with skin irritants/ allergens
<input type="checkbox"/> Work requiring hearing protection (exposure to noise above action levels)	<input type="checkbox"/> Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres)
<input type="checkbox"/> Work requiring respirators or masks	<input type="checkbox"/> Work with vibrating tools/ machinery
<input type="checkbox"/> Work involving food handling	<input type="checkbox"/> Work with waste, refuse
<input type="checkbox"/> Potential exposure to blood or bodily fluids	x Face-to-face contact with members of the public
<input type="checkbox"/> Other (please specify):	