

# Job Description

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. The wider generic role profile is set out in Section B.

### Role Details

Job Title:	Team Leader	JEID	SW005
Salary Grade:	Scale O		
Team:	Customer Service Centre Supporting People Team		
Division / Service:	Customer Services		
Directorate:	Resources Group		
Primary Location:	Kings House, Bedworth		
Responsible to:	Delivery Lead - Customer Contact Social Care		
Responsible for:	Customer Service Advisors and Administration Staff		

### Role Purpose

The Team Leader will support the Delivery Lead in providing the day-to-day leadership of operational teams, takes a lead role in managing team performance against target and the effective and efficient operation of the team's intake and workload management/allocation systems and processes. Will provide advice, guidance and support to a range of non-qualified staff. To work with adult citizens of Warwickshire and their formal/informal carers or agencies to provide a person centred, asset based and outcome focused service.

### Role Responsibilities

1. To lead on the day-to-day prioritising and managing of an efficient front line service team, and to review services to adults with physical and learning disabilities, sensory impairment, and older people and carers within both community and health care settings.
2. To motivate and assist in the ongoing development of staff, contribute to staff training programmes and service developments across the Directorate, dealing with individual and team performance issues, reporting to the Delivery Lead as required.
3. To ensure that the quality of work meets the required standards and local procedures.
4. To assist the Delivery Lead in developing, implementing and reviewing the team's performance, and actively contribute to the continuous improvement of this.
5. To maintain records of work and information required to departmental standards, ensuring that management information systems are kept up to date and are accurate.
6. Effectively communicate with the team, lead team meetings, briefings and other relevant meetings, and contribute to the continuous development of the service.
7. To assist in the implementation of Council policies, and ensure that the team's practice reflects agreed

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policies and guidance.

8. The Team Leader will be required to work flexibly in this role, providing cover for colleagues when required, including the Delivery Lead as the needs of the service dictate.

9. To support with the recruitment and selection of staff members.

10. To support the team when there are queries or issues relating to IT and technology

11. To implement and support the implementation of Business Continuity Plans in liaison with Operational Managers.

12. To undertake other duties and responsibilities within the range of the salary grade.

## Section B: Generic Role Profile

The generic role profile provides a list of the main tasks that cover the broad range of duties and responsibilities performed at this level for the job role. An employee may not be undertaking all of these at any one time, but they could be expected to do so under their contract of employment.

## Generic Role Details

Job Role:	Social Work Team Leader / Lead Practitioner – Level 5
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## Main Tasks

- To manage and supervise a team of staff which may include social workers, social care workers, occupational therapists, sessional workers, customer service advisors and administrative staff.
- To be responsible for the management of incoming work including prioritisation and allocation and closure of cases.
- To identify the need for any appropriate service meeting, including those involving other agencies and to be responsible for ensuring that such meetings are called, where appropriate chairing them and for establishing clear outcomes and that any actions are followed up.
- To be responsible for ensuring that information systems are developed and maintained that will enable statistical analysis of the performance of the service.
- To build and maintain links with local voluntary and statutory agencies that promotes the service and encourages good joint working relationships to enhance high quality service outcomes.
- To be responsible for managing delegated budget allocations in accordance with service needs and the Council procedures for financial management and ensure cost effective service delivery.
- To be responsible for monitoring and auditing the quality of service provided by the team and ensuring any corrective measures are taken to meet the objectives set for the team.
- To maintain a knowledge and expertise of the work of the Directorate to contribute to the development of services and the development of best practice systems and protocols which support the delivery of a quality service and reflect any changes required.
- To deputise for the Delivery Lead in their absence.
- Can be available to work within any of the Council's localities

## Section C: 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).*

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Essential Criteria	Assessed By:
Professional Social Work qualification and current registration as a social worker with Social Work England (SWE), or equivalent professional qualification and registration when explicitly deemed appropriate by the Council, and substantial post qualification experience	A, I, D
The ability to independently interpret and analyse varied and complex information or situations and to produce solutions	A, I, T
The ability to identify and respond as a manager to needs of clients which may be exceptionally difficult to satisfy such as those with multiple impairments or experiencing from a range of special difficulties arising from their circumstances	A, I, T
The ability to work within policy and practice guidance, using managerial discretion over a broad area of activity	A, I
The ability to work under a very high degree of pressure including meeting unpredictable deadlines and dealing with conflicting demands	A, I
The ability and experience to make management decisions and recommendations regarding clients which may cause them distress or be in direct conflict with their wishes – for instance removal of a child from their family	A, I
The ability and experience to undertake assessment of complex needs and develop, monitor and review appropriate programmes of care and support, involving multi-agency delivery, for and in partnership with clients and carers	A, I, T
Experience of contributing to or leading policy development within the service area	A, I
Experience of supervising and managing a small team including undertaking formal appraisal	A, I
Experience of monitoring financial accounts including the ability to independently manage a budget	A, I
Experience of handling and processing manual or computerised information	A, I, D
Ability to work well with colleagues, including managers, as a member of a team	A, I
Mobility essential. Able-bodied applicants must be able to drive, have a driving licence and be a car owner. Disabled applicants should be able to perform the job with aid, where necessary.	A, I, D
Ability to communicate fluently, in writing, through presentations and verbally, with a wide range of people, including senior managers	A, I, T
Satisfactory Enhanced Disclosure and Barring Service (DBS) check	D

Desirable Criteria	Assessed By:
Knowledge and experience of evidence-based practice, national and legal guidance and practice as it relates to safeguarding and vulnerable adults	A, I
Experience of effective partnership working with statutory and non-statutory agencies	A, I
Knowledge of cost centre management	A, I
Experience in managing difficult and challenging situations	A, I

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## Section D: 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 hazards 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 checked="" 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 type="checkbox"/> Work with vulnerable children or vulnerable adults
<input checked="" 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	<input type="checkbox"/> Face-to-face contact with members of the public
<input type="checkbox"/> Other (please specify):	