

Job Description

For Social Care 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:	Social Work Team Leader	JEID	SW005
Salary Grade:	Grade O		
Team:	Warwick Hospital Hospital Social Care Team		
Service Area:	Adult Social Care (Integrated Care and Support)		
Primary Location:	Warwick Hospital,		
Political Restriction	This position is not politically restricted.		
Responsible to:	Operations Manager Hospital Social Care & Support Service		
Responsible for:	Social Workers and Social Care Practitioners		

Role Purpose

As a member of the management team, takes a lead role in managing team performance against its targets. Ensuring effective and efficient operation of the Team's 'Daily Actions' to ensure flow through the hospital from the Referral to Discharge from the service. Assists the Operational Manager in the day to day management of the Service and works in partnership with staff in ensuring delivery of services in accordance with statutory requirements and Directorate policy.

Role Responsibilities

The Team Leader is responsible for:

1. Supervises professionally qualified staff and social care practitioners within the Service and their workloads, approves mileage, annual leave and time off arrangements. Provides high quality supervision in accordance with Directorate Guidance.
2. Takes delegated responsibility for particular management tasks as determined by the Operational Manager, including the effective and efficient allocation of work, management of casework to prevent or minimise delayed transfers of care and ensuring health partners and local agencies are informed in a timely manner about social care customers.
3. To be accountable for the Team's performance and takes delegated responsibility for monitoring the Services performance against Service Plan targets and any other performance targets set by the Directorate. Keeps the Operational Manager up to date with information and analysis regarding the

Services performance. Makes recommendations to the Operational Manager about strategies to optimise the Services performance against standards and targets. Designs and implements performance improvement plans, agreed with the Operational Manager, to address areas of under performance.

4. Takes delegated responsibility for the management of specific Service budgets and authorises expenditure as agreed by the Operational Manager/Service Manager. Contributes to the effective management of the Services budget by authorising care and support packages in a timely fashion and in accordance with Directorate policy.

5. Participates and contributes to operational business management and professional meetings and with multi-disciplinary / agency meetings.

6. Ensures Health & Safety delegated responsibilities are carried out in accordance with the Department's Health and Safety policies and procedures.

7. Deputises for the Operations Manager in their absence as required.

8. Assists the Operational Manager in Service Planning and delivery, service development, improvement and quality assurance. This will include the development and implementation of local and Directorate strategies / plans.

9. Manages statutory requirements under the Care Act and all other relevant legislation.

10. Plays a pivotal role in the communication strategy of the Service, in particular keeping their line manager informed of developments at practice level and ensuring that practitioners are kept fully informed of key messages from the management of the Service.

11. Undertakes other duties as required by the Directorate that are appropriate to the role and 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 Care Worker – 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 and administrative staff.
- To be responsible for the management of incoming work including prioritisation and allocation, through caseload management of team members, reviews 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 promote the service and encourage 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 Operations Manager in their absence.
- Can be available to work within any of the Council's localities

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:

Professional Social Work qualification and current registration as a social worker with the Health & Care Professionals Council (HCPC), 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 check through the Disclosure and Barring Service	D

Desirable Criteria

Assessed By:

Certificate of Management Studies Qualification or equivalent	A

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	<input checked="" type="checkbox"/> Face-to-face contact with members of the public
<input type="checkbox"/> Other (please specify):	