

## Team Lead

### Job Description (Tier 4)

<b>Job Title</b>	Team Leader Carers Team (approx. 0.50 FTE) & Team Leader Adult Mental Health Social Care Team (approx. 0.50 FTE)
<b>Role Type</b>	Team Lead
<b>Salary</b>	(NJC) Grade O SCP 32-34
<b>Benefits</b>	Hybrid working, up to 32 days' annual leave (depending on length of service), excellent pension, inclusive culture.
<b>Directorate</b>	People Group (Community Services)
<b>Team</b>	South Warwickshire Mental Health Social Care Team & Warwickshire Specialist Mental Health Carers Team (Countywide)
<b>Accountable to</b>	WCC Operations Manager (Mental Health)
<b>Hours</b>	37 hours pw
<b>Location</b>	Countywide
<b>Accountable for:</b>	
• Team Responsibility (FTE)	
• Annual Budget	
<b>Politically restricted role</b>	No
<b>JEID (Job Identifier number)</b>	T4109
<b>Essential Qualifications</b>	Social Work Qualification

### Key responsibilities (including technical responsibilities and key stake holders/customers)

Approximately half of this post holder's time will be involved in managing the Countywide Mental Health Carers Service, providing line management and supervision to its staff. The other half of this post holder's time will be managing and supervising some social care staff in the mental health community service which will include Approved Mental Health Professionals, social workers, social care workers, carers workers and administrative staff.

The Team Leader will be responsible for:

- Providing leadership to social care staff and support the development of high performing mental health social care teams.
- Managing Approved Mental Health Professionals, social workers, social care workers, carers workers and administrative staff.
- The management of incoming work including prioritisation and allocation within their team.
- The management of casework relating to Social Care and Support that will include complex work relating to adults with mental health needs and/or autism, adult safeguarding, Transition and Transforming Care Agenda.

- Managing and supervising all interventions by Approved Mental Health Professionals, Social Workers, Social Care Workers, Carers workers through caseload management, supporting and developing staff and managing performance.
- Promoting a strength-based approach and the use of community assets to ensure cost effective service delivery.
- Considering and authorising assessments, support plans, risk assessments, Mental Capacity assessments, Best Interest Assessments and community Deprivation of Liberty applications. Review and closure of cases.
- Ensuring the associated specialist legislative frameworks e.g. Mental Health Act, Mental Capacity Act, Deprivation of Liberty Safeguards, Continuing Health Care, Care Act and all relevant Legislation are followed within their team.
- Approving budget requests for care packages in accordance with the scheme of delegation.
- Attending Peer Group as a participant on a rota basis.
- Managing and overseeing project work that is planned or relates to provider failure.
- Ensuring that information systems are developed and maintained that will enable statistical analysis of the performance of the service.
- 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.
- Maintaining 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.
- Collaborating with Health Managers to ensure social care is delivered as an integral part of mental health services through a virtual Multi-Disciplinary Team approach that promotes safe, effective and efficient multi-disciplinary and multi-agency mental health services.
- Identifying 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.
- Providing advice and support to colleagues in the mental health teams to ensure the appropriate pathways for customers are accessed in a timely fashion.
- Support colleagues in health teams to be able to identify social care and support needs so that Care Act assessments can be completed.
- Developing and maintaining links with health and social care colleagues in other teams.
- To adhere to the joint values and principles of Warwickshire County Council and the Coventry and Warwickshire Partnership NHS Trust's Partnership Agreement to deliver an integrated mental health and social care service.
- Building and maintaining links with other statutory and voluntary agencies that promote the service, encourages good joint working to enhance high quality service outcomes for customers, carers and the community and cost effectiveness.
- To deputise for the Operations Manager and Team Manager in their absence.

- Can be available to work within any of the Council's localities.

### Person Specification What we are looking for

Role specific and Core Competencies and Professional Expertise that are essential (these will be measured during the assessment process)

The Team Leader will ensure the statutory responsibilities of the Mental Health Act, The Care Act, The Mental Capacity Act and other legislative functions and accountabilities are adhered to.

The Team Leader will be responsible for the management of incoming work including prioritisation and allocation, through caseload management of team members, reviews and closure of cases.

The Team Leader will ensure key priorities of The Council are planned and delivered in accordance with departmental governance arrangements.

The Team Leader will be responsible for managing delegated budget allocations in accordance with service needs, budget management in Mental Health Services and the Council procedures for financial management and ensure cost effective service delivery.

## Our Competencies

Our competencies and behavioural indicators (defined within each core competency) describe the behaviours, actions and activities which we believe are associated with effective performance and job success. These will be considered, along with the behaviours and values, in our application and assessment process.

Generic Competency	Indicators
<b>Driving organisational performance through change</b>	<p>Endorses and communicates clear messages about priorities, objectives and expectations as well as processes for managing performance. Ensures an inclusive culture where resources and support are available to enable people to be the best they can be.</p> <p>Recognises the need for change, interprets it and initiates change by setting the agenda. Translates the requirement for change into clear objectives, effective plans and systems.</p> <p>Uses change management processes effectively. Engages stakeholders to understand the need for change, to mobilise and build commitment. Identifies and removes obstacles and generates ideas to explore change opportunities and make change happen.</p> <p>Undertakes periodic reviews of commissioning intentions, delivery methods, quality, outcomes and key business measures to identify</p>

	<p>areas for improvement. Puts in place frameworks to monitor and manage outputs.</p> <p>Reviews working practices, identifies and proposes ideas and recommendations to improve the way things are done. Evaluates new ideas and systems of work and implements them in a positive way.</p>
Generic Competency	Indicators
<b>Organisational &amp; People Leadership</b>	<p>Understands how own role and work contributes to team and organisational objectives. Adopts a one organisation approach to service delivery and works within the structure and statutory responsibilities of WCC. Is sensitive to the culture and political context of WCC and works effectively within it.</p> <p>Measures performance, challenges inefficient processes and practices and makes proposals for improvement. Assesses the level of resource, allocates and manages them in order to meet organisational objectives. Enables WCC to respond with agility to changing priorities.</p> <p>Role models WCC leadership behaviours, communicates openly and encourages our people to engage with WCC's vision.</p> <p>Role-models continuous self-learning and development, and supports colleagues to do the same. Ensures that development opportunities are available for everyone. Shares own expertise through coaching and mentoring.</p> <p>Promotes and values equality and diversity, takes account of and learns from different individual needs and views.</p> <p>Role models a collaborative working style where all opinions are listened to and individual needs are taken into account. Recognises individual contribution and success. Ensures the wellbeing of all our people, and promotes WCC's values, behaviours and ways of working.</p>
Generic Competency	Indicators
<b>Finance and Commercial Leadership</b>	<p>Considers key financial and commercial issues and manages contracts and commercial arrangements in a commercially focussed manner, ensuring that value for money is achieved.</p> <p>Understands and uses financial tools, data and processes to maximise value from operational and contractual arrangements to deliver outcomes.</p>

	<p>Gathers evidence to assess costs, benefits and risks and produces commercially focussed information to inform and advise decisions.</p> <p>Seeks improved performance from commercial agreements and arrangements, and challenges gaps between agreed commitments and operational delivery.</p> <p>Monitors and evaluates supplier performance against the specification and, using management information, works with suppliers to make recommendations for continuous improvement.</p>
Generic Competency	Indicators
<b>Strategic Thinking &amp; Planning</b>	<p>Reviews developments externally and the organisation's strategic plans, to identify patterns, opportunities, risks and benefits which affect their work.</p> <p>Remains up to date with developments such as political, economic, environmental, technological, operational and social that have an impact.</p> <p>Develops and uses insights to create prioritised plans to enable the achievement of the organisation's strategic commissioning and delivery goals.</p> <p>Anticipates and responds to organisational issues and challenges by balancing a range of operational interventions and solutions.</p> <p>Ensures all their activities are focussed, co-ordinated and prioritised on delivering greatest value for the organisation.</p>
Generic Competency	Indicators
<b>Performance &amp; standards</b>	<p>Ensures the safe operation of services and compliance with appropriate regulations and legislation.</p> <p>Contributes to and implements the relevant policies and procedures to ensure service outcomes are delivered.</p> <p>Plans tasks, deploys and co-ordinates resources to meet changing operational needs as required.</p> <p>Monitors, plans and reviews service delivery outcomes ensuring objectives and quality are met.</p> <p>Expects and supports high standards of performance through clear purpose and accountability and challenges poor performance.</p>

Generic Competency	Indicators
<b>Relationship Management</b>	<p>Secures the necessary commitment and support for changes or policies from a range of stakeholders by tailoring the approach and tone of any interaction.</p> <p>Works with other people to help gain commitment and support for changes or policies using the appropriate communication channel or method.</p> <p>Utilises logical arguments backed by evidence to support their opinion and advice and persuade others.</p> <p>Engages and empowers others to work collaboratively across all functional boundaries and with partners and stakeholders.</p> <p>Identifies key points to communicate, selecting the appropriate channel and message for influencing the audience.</p> <p>Takes opportunities to understand own style and approach, and how they might influence and persuade others.</p>
Generic Competency	Indicators
<b>Personal Leadership</b>	<p>Displays leadership behaviours and remains calm and objective in all situations.</p> <p>Demonstrates flexibility and adaptability in light of new information. Accepts feedback and responds in a thoughtful and considered way.</p> <p>Delivers personally and through others across projects by setting clear goals and targets, monitoring progress and holding people to account.</p> <p>Pursues and adopts a continuous learning and professional development approach showing interest in new ideas and opportunities to build on success.</p> <p>Builds positive and collaborative relationships based on trust and support.</p>

## Our Values and Behaviours

We want to support our workforce to be best they can be. Our Behaviours and values provide a framework for our culture and give reflect the standards we expect from all our people. We are committed to creating a working environment of equality, respect and inclusion where everyone can thrive and contribute to our community. Working with us gives you the opportunity to make a real difference to the lives of the people of Warwickshire.

You must be able to demonstrate you role model the Warwickshire values and six behaviours

## Our Values and Behaviours – The Warwickshire DNA



High performing



Collaborative



Customer focused



Accountable



Trustworthy



do what  
we say



move with  
purpose  
and energy



focus on  
solutions



help people  
and  
communities  
to find their  
own solutions



build strong  
working  
relationships



be the  
best we  
can be