

Team Lead

Job Description (Tier 4)

Job Title	Team Manager (TM) Delivery Lead
Role Type	Team Lead
Salary	(NJC) Grade Q SCP 36-38
Benefits	Agile working, up to 32 days' annual leave (depending on length of service), excellent pension, inclusive culture.
Directorate	Social Care & Health Directorate
Team	Warwickshire Mental Health Social Care Team
Accountable to	WCC Service Manager (Mental Health)
Hours	37 hours pw
Location	South Warwickshire (but may be required to work throughout the county at times)
Accountable for:	
• Team Responsibility (FTE)	
• Annual Budget	
Politically restricted role	No
JEID (Job Identifier number)	T4105
Essential Qualifications	Social Work Qualification

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

- As a TM Delivery Lead you will be responsible for managing local authority social care staff including Team Managers, Approved Mental Health Professionals (AMHPs), Social Workers, Social Care workers, Carers workers and administrative staff.
- The TM Delivery Lead will be responsible for providing leadership and management within an integrated team setting. This involves working closely with social care Team Manager colleagues and will include providing direct caseload and management supervision to a group of social care staff. Most importantly, the social care TM Delivery Lead will provide inspirational leadership to enable the delivery of our Care Act duties and responsibilities, from preventative work through to application and review of social care funding.
- To manage and provide leadership to the team including staff and service development and ensure that all organisational systems and processes are in place, adhered to and monitored. The post holder will manage and organise competing and conflicting priorities and manage change in complex situations. The post holder will be a resource of enhanced professional knowledge and competence in the service area.
- To establish and maintain excellent links with primary care, the Mental Health Access Hub (MHAH) and be present at the Locality Pathway Allocation (LPA) meetings where referrals are discussed, and social care needs will need to be identified and appropriately addressed.
- To participate in MDT discussions regarding Core Assessments which have been completed by Social Workers, CPNs and OTs. The TM Delivery Lead will represent social care to ensure

that people are appropriately allocated and that their social care / Care Act needs are being addressed.

- 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.
- To deputise for their senior manager(s) and to undertake delegated responsibilities as required.
- To promote the social care and recovery agendas within the context of the customer / patient group served by the team and the interventions offered.
- To ensure the delivery of quality mental health services
- To effectively contribute to managing the budgets for the team for which they are directly responsible.
- To be accountable for leading, managing and coordinating the services required to meet the needs of people referred to the service and to ensure compliance with relevant NHS Trust and County Council policies and procedures.
- To be responsible for the performance management of the Team and for delivering key performance targets for the Team.
- To work collaboratively and to develop effective multi-disciplinary team working to meet the often-complex needs of customers and their families.
- Promoting a strengths-based approach and the use of community assets to ensure cost effective service delivery.
- Approving budget requests for care packages in accordance with the scheme of delegation.
- Attending Peer Group as a participant on a rota basis.
- To line manage, and provide effective supervision, to Social Care staff which may include, although is not limited to, Team Managers, Approved Mental Health Professionals (AMHPs), Social Workers, Social Care Workers, Carers Workers and administrative staff. In some cases, to provide professional supervision to Social Work staff employed by Coventry and Warwickshire Partnership Trust who may be undertaking core tasks on behalf of the Council.
- To lead the development of the operational policy for the Team and ensure that it is appropriately implemented and adhered to.
- To ensure that team members understand and can meet their Care Act and social care duties within an MDT setting.
- To ensure that effective and efficient systems are in place to address allocation and review of referrals to the service.
- To develop good working relationships with relevant statutory and Independent Voluntary Sector Organisations and agencies to ensure customers have appropriate access to all relevant support and services. Throughout this to ensure that customer information is

handled sensitively, and that confidentiality is respected within the Sharing of Information Protocol.

- To develop and promote the contribution and participation of customers and carers in the planning, development and delivery of the service.
- To liaise closely with all General Practitioners in the area to ensure that primary and secondary health services and social care achieve best outcomes for people living with mental disorders.
- To work collaboratively with managers within the NHS Trust and the Local Authority to ensure a seamless service and continuity of care for all customers.
- To participate in the work of the team ensuring maintenance of best professional knowledge and practice. The post holder will ensure that they maintain their own professional development and registration.
- To manage staffing levels within budget, including the recruitment and retention of appropriate staff to meet the identified needs of customers.
- To develop and maintain a skilled, motivated and committed staff group.
- To manage duty rotas in which Social Care participate in, to ensure the provision of appropriate services, including statutory responsibilities of the NHS Trust and the Local Authority.
- To analyse and act on multiple and complex information assuring adherence to local and national guidance, legislation, and policy.
- To act within the limits of their competency and authority in line with their professional code of conduct.
- To provide line management and, where appropriate, professional supervision to staff within their team.
- To receive line management and professional supervision to maintain competence and develop professionally.
- To deputise in the absence of a senior manager as required
- To manage complex professional and Human Resource issues such as complaints, serious incidents, disciplinary, and dignity at work issues
- To ensure a safe working environment for staff and customers and that safe working practices are always maintained.
- To respond to complaints and expressions of dissatisfaction from customers and their carers according to the appropriate policies and procedures of the NHS Trust and the local authority. Where necessary to undertake investigations into complaints.
- To collaborate with the Senior Management Team in identifying trends, the taking of necessary action to remedy identified problems, and the implementation of learning points from investigations.

- To identify training and development needs with staff and ensure, in conjunction with others, that these needs are addressed. As part of this promote a learning culture and support the continuous professional development of individual staff and of the team as a whole.
- Where the postholder is an Approved Mental Health Professional (AMHP) they may be required to participate in the countywide duty rota (usually one day a month).
- Undertake other duties as required by the NHS Trust / Local Authority that are appropriate to the role and grade.

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 social care TM Delivery Lead will be responsible for leading across a diverse range of practice areas as well as delivering effective and efficient services as part of an integrated team, with a view to championing the social care agenda. The TM Delivery Lead will also play a key role in the screening and triage of referrals which will come from either primary care, the Mental Health Access Hub (MHAH) or the Locality Pathway Allocation (LPA) meeting.

The TM Delivery Lead will also 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 TM Delivery Lead may be required to take a lead on specific Safeguarding cases, ensuring the local authority is meeting its statutory requirements as well as promoting the safety and wellbeing of Warwickshire residents.

The TM Delivery Lead will ensure key priorities of The Council are planned and delivered in accordance with departmental governance arrangements.

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
Driving organisational performance through change	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>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 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
Organisational & People Leadership	<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
Finance and Commercial Leadership	<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
Strategic Thinking & Planning	<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
Performance & standards	<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
Relationship Management	<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
Personal Leadership	<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>
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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