

Delivery / Team Manager (Tier 4b)

Directorate: Service area:	Social Care & Health Older People's Service
Accountable to:	Tier 4a Service Manager
Accountable for:	Up to 8 reports
Politically restricted post	N/A
Delivery teams:	Stratford Older People's Team
Job Title:	Team Manager
Grade:	Scale O

Context

This role:

- Ensures that we Start with Strengths with customers, carers and staff and embed our philosophy and approach.
- Ensures that we have capacity to plan and deliver an efficient, responsive, and creative Social Work service.
- Takes a lead role in managing team performance against its targets and the effective and efficient operation of the Team's intake and workload management/allocation systems and processes.
- Delivers the day-to-day management of the Team and works in partnership with the staff in ensuring delivery of services in accordance with statutory requirements and Directorate policy.
- Support the Service Manager and other Team Managers in achieving our organisational vision and outcomes.
- Will manage the team to meet the outcomes of the service delivery plan.

Specific role assignment

Delivery responsibilities	<ul style="list-style-type: none">• Supervises professionally registered and unregistered staff within the Team and their workloads, approves mileage, annual leave and time off arrangements. Provide high quality supervision & regular appraisal in accordance with People Group Guidance and Social Work England requirements.
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	<ul style="list-style-type: none">• Support staff to undertake strength based conversations and assessments in consultation with customers, carers and other professionals as partners in the care management process.• Facilitate Peer Group to support the design and cost packages of support using universal services, private and voluntary agencies in accordance with service criteria.• Increase the use of place based and remote assessment / support planning activity• Ensure that customers are able to have robust contingency plans in place.• To ensure that the service adequately monitors, reviews and evaluates individual packages of support in conjunction with customers, carers and service providers.• Maintain accurate and concise case records and produce reports on time, All recording uses the Mosaic recording system• To support students on practice placements and/or newly qualified social workers undertaking the ASYE (Additional Supervised Year of Employment) . To support Team Leader colleagues in all aspects of staff development, providing support and advice to colleagues.• Takes delegated responsibility for management tasks as determined by the Operations Manager, including the effective and efficient allocation of work, management of duty systems, liaison with local partner agencies and participating in
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	<p>operational management meetings with service providers.</p> <ul style="list-style-type: none">• Deputises for the Service Manager in their absence.• Lead Team Planning, team development and quality assurance. This will include the development and implementation of local, Older Peoples Service Plan and People Directorate strategies.• Manages statutory requirements under the Care Act, Mental Capacity Act and all other relevant legislation.• Take delegated responsibility for monitoring the Team's performance against Service Delivery /Team Plan targets and any other performance targets set by the People Directorate. Keeps the Head of Service (HoS) and Service Manager up to date with information and analysis about the Team's performance. Makes recommendations to the Service Manager about strategies to optimise the Team's performance against standards and targets. Designs and implements performance improvement plans, agreed with the Service Manager, to address areas of underperformance.• Takes delegated responsibility for the management of specific Team budgets and authorises expenditure as agreed by the Service Manager/HoS.• Contributes to the effective management of the Team's budget by authorising care and support packages in a timely fashion and in accordance with council policy.• Undertake all of the above in accordance with statutory and Directorate policies and procedures.• Undertakes other duties as required by the Health & Social Care Directorate that are appropriate to the role and grade.
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	<ul style="list-style-type: none"> Ensures that health, safety, and wellbeing responsibilities are carried out in accordance with the Council's Health, Safety and Wellbeing policy and procedures. Staff individual risk assessments eg Driving at Work and Lone Working
Key business measures	Defined by the Older People's team service plan and the relevant directorate plans.
Statutory responsibilities <i>(if applicable)</i>	<ul style="list-style-type: none"> Manages statutory requirements under the Care Act, Mental Capacity Act and all other relevant legislation.
Specific experience	<ul style="list-style-type: none"> The ability to independently interpret and analyse varied and complex information or situations and to produce solutions 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 The ability to work within policy and practice guidance, using managerial discretion over a broad area of activity The ability to work under a very high degree of pressure including meeting unpredictable deadlines and dealing with conflicting demands 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. 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 Experience of contributing to or leading policy development within the service area Experience of supervising and managing a small team including undertaking formal appraisal Experience of monitoring financial

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	<p>accounts including the ability to independently manage a budget</p> <ul style="list-style-type: none"> • Experience of handling and processing manual or computerised information • Ability to work well with colleagues, including managers, as a member of a team • 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. • Ability to communicate fluently, in writing, through presentations and verbally, with a wide range of people, including senior managers <ul style="list-style-type: none"> • Practice Education Experience • Use of Mosaic Database
Specific qualifications/and registration	<p>Professional Social Work qualification and current registration as a Social Worker with Social Work England and substantial post qualification experience</p> <p>Desirable to have the Certificate of Management Studies Qualification or equivalent</p>
Budget responsibility	Delegated decision making within the Scheme of Delegation.
FTE responsibility (line management)	Responsible for up to 8 full time equivalent staff
Key stakeholder relationships	Strategic commissioning, Safeguarding short term team, Hospital Social Care team, Quality in care team, NHS & Continuing Healthcare and other Adult Social Care teams, voluntary sector partners and commissioned services

Generic capabilities of the role

Generic Capability	Descriptor
Business Acumen	<ul style="list-style-type: none"> • Deliver in year service plan (1 year) • Effective contract and supplier management • Meet budget, savings, and income targets

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- Contribute to the operational planning of the service with the commissioning team.
- Ensure effective contract management arrangements are in place.
- Manage costs down, deliver savings and income targets (as applicable)

Generic Capability	Descriptor
Performance & standards	<ul style="list-style-type: none">• Statutory compliance• Professional practice• Procedure compliance

- Execute the statutory or regulatory duties that are in place and delivered across the team.
- Ensure the safe operation of the business and compliance with appropriate regulations and legislation.
- Execute the relevant policies and procedures to ensure the outcomes are delivered.

Generic Capability	Descriptor
Operational management	<ul style="list-style-type: none">• Deliver operational performance objectives.• Manage the workforce.• Deliver continuous improvement plans

- Meet the service key business measures for the service.
- Manage costs down through operational improvement.
- Manage and allocate resources to meet key business measures.
- Use data and insight to improve service performance

Generic leadership competencies

Capability	Descriptor
People Management	<ul style="list-style-type: none">• Workforce development• Workforce planning

- Recruit and ensure effective onboarding of team members.
- Retain and attract the required capabilities of the team through effective talent management.
- Set and deliver stretching performance objectives.
- Undertake annual appraisals with the team.
- Undertake regular 1:1 session throughout the year to review performance against objectives
- Manage and support teams through organisational change.

Capability	Descriptor
Management of resources & planning	<ul style="list-style-type: none">• Monitors the service performance framework.• Effective service design

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- Plan, task, deploy and co-ordinate resources to meet changing operational needs as required.
- Monitor, plan and review team outcomes ensuring delivery of personal and team objectives.
- Hold regular meetings to inform teams of plans, priorities, budgets and expected outcomes.
- Identify the capacity of the delivery team through effective workforce planning.
- Develop and implement integrated working across teams.

Capability	Descriptor
Organisational leadership & resilience	<ul style="list-style-type: none">• Deals with performance issues• Maintains business continuity.• Role model of how we work principles.

- Maintain business continuity in the event of service disruption.
- Effectively addresses performance issues within the team.
- Enable the team to work in a high-performance culture.
- Act and operate corporately across WCC adopting the one council approach.
- Act as a positive role model for WCC's values and behaviours at all times.
- Represent the interests of the Council on external bodies and networks.

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WCC values and behaviours

The post holder must be able to demonstrate that they role model the WCC values and behaviours.

Our Values – The Warwickshire DNA



Our Behaviours



Strategy... the direction we will take to achieve our outcomes



Plan... what we will do to achieve the strategy



Commissioning... the process of how we will plan, purchase and monitor our services



Strategic Commissioning... the process for understanding, planning and delivering services to achieve the best outcomes



Operational Commissioning... the process for meeting need at an individual level or to a specific group



Delivery... providing services to our customers

