

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:	Team Manager	JEID	SW005
Salary Grade:	Grade O		
Team:	Learning Disability Team		
Service Area:	Disability Service		
Primary Location:	Shire Hall in Warwick or Kings House, Bedworth		
Political Restriction	This position is not politically restricted.		
Responsible to:	Service Manager		
Responsible for:	Social Workers and Social Care Practitioners		

Role Purpose

To manage and supervise a team of staff which will include Social Workers and Social Care Practitioners.
To undertake regular allocation of cases and monitor performance.
To undertake the role of duty manager on a rota basis and facilitate shorter waiting times for customers / families. Triage duty / allocation lists in managing priority work.
To develop a lead role / interest or Champion role

Role Responsibilities

The Team Manager will be responsible for:

The management of incoming work including prioritisation and allocation within the Learning Disability Team that relates to Social Care.

The provision of management of casework relating to Adult Social Care that will include complex case work relating to adults with Learning Disability and Autism, that will include Adult Safeguarding, Transition, Transforming Care as well as Continuing HealthCare and customers subject to S117.

To provide regular quality supervisions and appraisals.

To manage and supervise all interventions by Social Workers and Social Care Practitioners through caseload management, supporting and developing staff and managing performance.

To undertake Case File audits

Consider and authorise assessments, support plans, risk assessments, Mental Capacity assessments,

Best Interest Assessments and Deprivation of Liberty applications. Review and closure of cases.

To approve budget requests for care packages in accordance with the scheme of delegation.

To attend Peer Group as a participant on a rota basis.

To promote strengths based practices by promoting the use of community assets, Reablement, equipment and assistive technology at the beginning of a customer's journey to prevent the need for large/care packages and ensure cost effective service delivery.

To manage and oversee project work that is planned or relates to provider failure.

To work in line with Warwickshire's expected behaviours and principles.

To build and maintain links with local voluntary and statutory agencies that promote the service, encourage good joint working relationships to enhance high quality service outcomes and cost effectiveness.

To be responsible for ensuring that information systems are developed and maintained that will enable statistical analysis of the performance of the service.

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. Work closely with the Service Manager 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 consider creative ways of working that can enhance an individuals well-being and maximise skills enabling the person to achieve independence.

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:

To have had previous experience of working with adults with a Learning Disability and/or Autism Spectrum Disorder (ASD) Challenging Behaviours, complex case management, NHS Continuing Health Care, DoLs, Section 117 and Transforming Care Agenda, Adult Safeguarding and Duty work.	A, I
Excellent communication and interpersonal skills	A, I
Able to adapt quickly and flexibly to new demands and changes	A, I
The ability to build good working relationships in difficult situations	A,I
To have previous experience of supervision and management	A
To have experience of performance management of staff	A,I

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