

## Delivery / Team Manager (Tier 4b)

<b>Directorate:</b> <b>Service area:</b>	Social Care & Health Adult Social Care Disability Service
<b>Accountable to:</b>	Tier 4a Service Manager
<b>Accountable for:</b>	Up to 6 reports
<b>Politically restricted post</b>	N/A
<b>Delivery teams:</b>	Physical Disability & Sensory Service
<b>Job Title:</b>	Team Manager
<b>Grade:</b>	Scale O

### Context

This role:

- Ensures that we Start With Strengths with those we work with and our staff and embed our philosophy and approach.
- Ensures that we have capacity to plan and deliver an efficient, responsive, and creative Social Care 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 staff in ensuring delivery of services in accordance with statutory requirements and Directorate policy.
- Supports 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

<b>Delivery responsibilities</b>	<ul style="list-style-type: none"><li>• Supervises professionally registered and unregistered staff within the Team and their workloads, approves mileage, annual leave and time off arrangements. Provide high quality supervision &amp; regular appraisal in accordance with People Group Guidance and Social Work England requirements.</li></ul>
----------------------------------	--

## Delivery / Team Manager (Tier 4b)

	<ul style="list-style-type: none"><li>• Support staff to undertake strength based conversations and assessments in consultation with those we work with, carers and other professionals as partners in the care management process.</li><li>• Facilitate Peer Group to support the design and cost packages of support using universal services, private and voluntary agencies in accordance with service criteria.</li><li>• Ensure that those we work with are able to have robust contingency plans in place.</li><li>• Ensure that the service monitors, reviews and evaluates individual packages of support in conjunction with those we work with, carers and service providers.</li><li>• Maintain accurate and concise case records and produce reports on time. All recording uses the Mosaic recording system.</li><li>• To support newly qualified Social Workers undertaking the ASYE (Additional Supervised Year of Employment). To support Team Manager colleagues in all aspects of staff development, providing support and advice to colleagues.</li><li>• Takes delegated responsibility for management tasks as determined by the Service Manager, including the effective and efficient allocation of work, management of duty systems, liaison with local partner agencies and actively participating in management meetings.</li><li>• Deputises for the Service Manager in their absence.</li></ul>
--	--

## Delivery / Team Manager (Tier 4b)

	<ul style="list-style-type: none"><li>• Lead Team Planning, team development and quality assurance.</li><li>• Manage statutory requirements under the Care Act, Mental Capacity Act and all other relevant legislation.</li><li>• Take delegated responsibility for monitoring the Team's performance against Service Delivery/Team Plan targets and any other performance targets set within the team or by the Senior Management Team.</li><li>• 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.</li><li>• Takes delegated responsibility for the management of specific Team budgets and authorises expenditure as agreed by the Service Manager/HoS.</li><li>• 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.</li><li>• Undertake all of the above in accordance with statutory and Directorate policies and procedures.</li><li>• Undertakes other duties as required by the Health &amp; Social Care Directorate that are appropriate to the role and grade.</li><li>• Ensures that health, safety and wellbeing responsibilities are carried out in accordance with the Council's Health, Safety and Wellbeing policy and procedures. Complete individual risk</li></ul>
--	---

## Delivery / Team Manager (Tier 4b)

	assessments eg Driving at Work and Lone Working and individual wellness plans with supervisees.
<b>Key business measures</b>	Defined by the Disability Service Plan and the relevant directorate plans.
<b>Statutory responsibilities</b> ( <i>if applicable</i> )	Manages statutory requirements under the Care Act, Mental Capacity Act and all other relevant legislation.
<b>Specific experience</b>	<ul style="list-style-type: none"> <li>• The ability to independently interpret and analyse varied and complex information and situations and to produce timely, responsive and effective solutions.</li> <li>• The ability to identify and respond as a manager to the needs of the individuals we work with which may be exceptionally difficult to satisfy such as those with multiple disabilities and/or difficulties arising from their circumstances, including self-neglect, safeguarding and risk assessment and management.</li> <li>• The ability to work within policy and practice guidance, using managerial discretion over a broad area of activity.</li> <li>• The ability to work under a high degree of pressure including meeting unpredictable deadlines and dealing with conflicting demands.</li> <li>• The ability and experience to make management decisions and recommendations regarding those we work with which may cause them distress or be in direct conflict with their wishes.</li> <li>• 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</li> </ul>

## Delivery / Team Manager (Tier 4b)

	<p>in partnership with, those individuals we work with.</p> <ul style="list-style-type: none"><li>• Experience of contributing to or leading policy development within the service area.</li><li>• Experience of supervising and managing a team including undertaking formal supervision and appraisals.</li><li>• Experience of monitoring financial accounts including the ability to independently manage a budget.</li><li>• Experience of handling, analysing and processing manual and computerised information.</li><li>• Ability to work collaboratively and well with colleagues, including managers, as a member of a team.</li><li>• Ability to communicate fluently both verbally and in writing with a wide range of people, including senior managers.</li><li>• Practice Education Experience.</li><li>• Use of Mosaic Database.</li><li>• Evidence of being a car owner and access to a car for work purposes Disabled applicants should be able to perform the job with aid where necessary.</li></ul>
<b>Specific qualifications/and registration</b>	Professional Social Work qualification and current registration as a Social Worker with Social Work England and substantial post qualification experience.
<b>Budget responsibility</b>	Delegated decision making within the Scheme of Delegation.

## Delivery / Team Manager (Tier 4b)

<b>FTE responsibility (line management)</b>	Responsible for up to 6 full time equivalent staff
<b>Key stakeholder relationships</b>	Strategic commissioning, Safeguarding Team, Hospital Social Care team, NHS & Continuing Healthcare, Internal Legal Team, other Adult Social Care & Support Teams, voluntary sector partners and commissioned services.

### Generic capabilities of the role

<b>Generic Capability</b>	<b>Descriptor</b>
Business Acumen	<ul style="list-style-type: none"><li>• Deliver Disability Service Plan &amp; Team &amp; Service Area targets.</li><li>• Meet budget, savings and income targets.</li></ul>

- 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).

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

- 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.

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

- 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.

## Delivery / Team Manager (Tier 4b)

### Generic leadership competencies

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

- 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 sessions 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"><li>• Monitors the service performance framework.</li><li>• Effective service design.</li></ul>

- 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"><li>• Deals with performance issues.</li><li>• Maintains business continuity, including in the event of service disruption.</li><li>• Role model of how we work principles.</li></ul>

- 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.

## Delivery / Team Manager (Tier 4b)

### 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

