

## DENBIGHSHIRE COUNTY COUNCIL JOB DESCRIPTION

<b>Job Title:</b>	<b>Deputy Team Manager (Social Work)</b>
<b>Grade:</b>	<b>10</b>
<b>Service:</b>	<b>Adult Social Care and Homelessness Service</b>
<b>Service Area:</b>	<b>Localities (North)</b>
<b>Responsible to:</b>	<b>Team Manager North Locality</b>
<b>Job ID Number / Date Issued:</b>	<b>02692</b>
<b>Welsh Language Category:</b>	Welsh language skills are not necessary

### Job Purpose

To be responsible for the overall direction, development and performance management of the Locality area, ensuring that national and local targets are achieved or exceeded.

To be responsible for a caseload of often contentious cases, usually relating to a specialist area of professional practice and working within a highly pressurised environment.

To provide line management and supervision for Social Workers, Social Care Practitioners and support staff to improve practice and develop a learning culture in line with the Modernisation Agenda and agreed professional standards.

To be responsible for the promotion of the performance management of high quality Social Work within the team by coaching, mentoring and supporting staff within the team.

To provide advice and guidance across and beyond the organisation about the contribution of Social Work and related services.

To ensure integrated practice by supporting the changing structures and processes to achieve effective multi-disciplinary work.

The post will require travel around the County and work in a variety of different locations.

### Principal Accountabilities and Responsibilities

#### 1. Caseload Management

- To be responsible for a small caseload requiring high levels of professional skill, knowledge and expertise.
- To be responsible for prioritising and allocating cases to Team Members ensuring high priority and urgent requests for assessment are identified and responded to, whilst explaining to others waiting for the service that there may be a delay, when this is unavoidable. To authorise assessments and appropriate levels of care planning.

- To foster high quality practice within the team, providing support to deliver desired outcomes for an agreed caseload and managing and supporting contentious situations within caseloads.
- Chair 'Strategy' and other case meetings, undertaking investigations of POVA related incidents and Complaints Investigations as directed by the Locality Manager and providing support to staff involved.
- The post holder will support the Locality Manager in dealing with CHC disputes and will need in-depth knowledge and understanding of CHC and Social Care legislation. The post holders will also demonstrate good inter personal and negotiating skills with lead nurse reviewers and will advocate on behalf of the local authority, seeking legal advice as necessary.
- Assist and support the Locality Manager in meeting the requirements of the Department's policies and procedures, with a particular focus on promoting, monitoring and evaluating outcomes for service users.
- Ensure integrated practice by supporting the changing structures and processes to achieve effective multi-disciplinary work.

## **2. Resource Management**

- Attendance at Peer Forums to assist Adult Services to appropriately allocate resources.
- Contribute to the management of financial resources for Adult Services by communication about eligibility and through negotiation with colleagues in other Departments.
- Developing proposals for and applying criteria to ensure resources are allocated in a consistent and fair manner. Guiding and assisting in the procurement of equipment and challenging the practice of other staff to ensure effective resource management.
- To be innovative and creative to make the best use of resources ensuring risk to independence is minimised and Departmental resources are maximised e.g. Preparation of adaptation care plans and the use of interpersonal skills to ensure an individual's potential for independence is realised.

## **3. Human Resources**

- To deputise for the Locality Manager and support other teams/work groups in the absence of a Senior Practitioner colleague.
- To participate in the recruitment, selection and induction process of Occupational Therapists, Social Workers, Social Care Practitioners and support staff.
- To formally line manage team members including Vision Time, annual leave and sickness absence up to stage 1.
- To undertake supervision and staff appraisals and identify and facilitate developmental opportunities and career pathways to inform the departmental training strategy.
- Provide professional support utilising coaching and mentoring skills and group learning and development, including the role of PQ - CPEL mentor.

- To assume a coaching and mentoring role for newly appointed team members who are developing their knowledge.

#### **4. Health and Safety including Risk Management**

- To identify risk to personal health safety and that of others; undertake comprehensive risk assessment for the safe management of self, colleagues, service users and carers.
- To be accountable for managing risk within the department and acting on any concerns.
- To be alert and accountable to developments and changes in Health and Safety legislation and, in liaison with the Department and Corporate Health and Safety Sections.

#### **5. Research and Development**

- To be responsible for the development/implementation of an effective service in a specialist service area e.g. POVA; Adaptations; Manual Handling; CHC.
- To be proactive in the dissemination of research information gathered, and the impact on the service summarised.
- To participate in information exchange activities, advise staff, colleagues etc. on new developments within the field as well as from time to time, engaging in evaluation and research activities to support joint working and good practice.
- Develop/support the development of new policies and procedures required in the specialist service area and suggest and support development within the service.

#### **6. Performance Management/Professional Development/Service Improvement**

- Support the Locality Manager and Deputy Team Manager colleagues across the service to ensure the effective management of workloads, accurate recording and evidence based decision making of team members and allocate new referrals and other tasks in their absence.
- To take a lead in the development, improvement, monitoring and feedback of service standards and Performance Indicators for a particular function in the Localities e.g. the Intake function; rapid response and duty; hospital discharge; long term managed care.
- Act as a designated champion and undertake the lead role for particular areas of practice and policy development such as Vision Time, PARIS, EDRMS, quality audit.
- To build and maintain links with the Professional body and Health colleagues regarding standards for social work and occupational therapy practice across Health and Social Services, and when appropriate this may include fieldwork education.
- To work with the Workforce Development Team to develop, implement, deliver and evaluate training programmes for all levels of staff to ensure that their knowledge and awareness are up to date, and good practice achieved in the Lead Service.
- To act as Practice Teacher Assessor, PQ - CPEL Award Mentor and facilitate the provision of learning opportunities, including supporting the development of Practice

Teachers. To assist in staff development, leading good practice groups and being involved in research and the promotion of evidence based informed practice.

- Promote and ensure team understanding of the legislative framework, policy and practice that underpins the work of the Department.
- Take responsibility for continuing professional development of self and others, ensuring adherence to the Code of Conduct of Social Workers and compliance with the National Occupational Standards for Social Workers/Occupational Therapists and registration/membership requirements.
- To participate actively and contribute fully to the business and service planning processes.

Respond to consultation from internal and external organisations around strategies and the impact on the service.

### **Resources/Equipment/Material**

Care packages up to £150 a week, with locality managers responsible for £150 - £200 and anything over £200 to Panel. This may be reviewed in the future.

### **Supervision/Management of People**

To provide formal line management to Social Workers, Social Care Practitioners and support staff within the team.

### **Knowledge, Skills, Training and Experience**

Are outlined in the Person Specification for the post.

### **Special Working Conditions**

Working in individuals own homes, so must have an awareness of those risks.

The post holder will work in a variety of locations; office based / public access buildings, hospitals and clients' own homes – all of which will have varying conditions. The Department is moving towards agile working for all community based staff.

When working alone (providing face to face service at various locations around Denbighshire or in clients' own homes) the post holder must be aware of the need to work within the parameters of the Lone Working Policy and to be aware of their own health and safety.

The post holder will work current or future Duty System Rotas - as set out by the Locality Manager.

## Employment Checks/ Specific Requirements

All new starters are required to undergo our standard safer recruitment checks; DBS clearance, 2 satisfactory references covering 3 years employment, evidence of essential qualifications, evidence of Right to Work in the UK.

Denbighshire County Council recognises its obligations to safeguard children and adults together with preventing slavery and human trafficking and will do all in its power to prevent slavery and human trafficking within its business. Modern slavery can take many forms including the trafficking of people, forced labour, servitude and slavery.

Safeguarding is everyone's business and all Denbighshire employees are required to work in accordance with the Council's Child / Adult Safeguarding policies and procedures and have a duty to report any concerns which may be noted during the course of their duties and are asked to be alert to the signs of exploitation. Concerns should be raised via their Designated Safeguarding Manager in order that the Council can take prompt action when exploitation is identified.

## Vision/Context

This tier of Deputy team Managers is comprised of the most senior practitioners in the Social Work profession within the Local Authority. The post holder has a dual responsibility in that they will act in a consultative role in terms of profession and practice but will also have managerial duties. The post holder will be expected to act as deputy to the Locality Manager both in general terms and in their lead area when required and will work across teams in the absence of other Deputy team Managers.

The post holder, will be expected to provide expert advice for the more complex cases in the field they specialise in. Taking the lead on good practice, they will attain high professional standards in relation to their specialism and share good practice across Localities. This will include coaching and mentoring colleagues and assuming active membership and participation in the appropriate professional organisation/lead body.

The post holder will also act as a lead manager for POVA and complaints investigations.

## DENBIGHSHIRE COUNTY COUNCIL PERSON SPECIFICATION

The Person Specification sets out the skills, knowledge and experience that are considered to be necessary to carry out the duties of the post effectively. It will be used in the short-listing and interview process for this post. You should demonstrate on your application form how you meet these criteria as you will only be shortlisted if you meet all of the essential criteria (and desirable criteria where applicable).

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<u>CRITERIA</u>	<u>ESSENTIAL</u>	<u>DESIRABLE</u>	<u>METHOD OF ASSESSMENT</u> Application Form / Interview / Presentation / References etc
<b>1. EDUCATION &amp; QUALIFICATIONS</b>	Professional qualification in Social Work .i.e. Degree in Social Work (together with Registration or Care Council for Wales)  Evidenced commitment to post graduate study	PQSW Award (for Senior Practitioner - Social Workers) or attainment within three years  Willingness to undertake future SW CPEL programmes at Senior Practitioner or Management Level	Application Form / Interview
<b>2. RELEVANT EXPERIENCE</b>	Substantial experience within a Social Services setting  Experience of working in a multi-disciplinary multi agency setting and developing effective relationships  Ability to demonstrate a track record of social intervention at the highest level  Experience and involvement in service development and experience of service user involvement is essential on appointment	Coaching/Mentoring qualification  Management study  Experience of giving formal presentations is desirable	Application Form / Interview

	<p>Experience of organising and chairing meetings is essential</p> <p>Experience of teaching / training is essential</p>		
<b>3. JOB RELATED KNOWLEDGE &amp; SKILLS</b>	<p>A sound understanding of relevant legislation, Government initiatives and the Health and WellBeing Act</p> <p>Knowledge of child/adult protection procedures</p> <p>A clear understanding of evidence based and outcome focused professional practice as well as constraints e.g. legal/financial; ethical</p> <p>Supervisory experience, and the willingness to undertake further training in supervisory management</p> <p>The ability to set clear objectives and work in a systematic way to the highest standards</p> <p>Ability to improve practice through example, supervision, good practice groups etc.</p> <p>Willingness to undertake project management training</p>		Application Form / Interview
<b>4. PERSONAL QUALITIES</b>	<p>Ability to comprehend and work within organisational policies to meet the differing needs of service users and staff and to lead on the development of policies and procedures within area of specialism</p>		Application Form / Interview

	<p>The ability to be innovative and creative in problem solving with a high level of analytical and judgement skills for assessing and developing interventions and monitoring the needs of service users</p> <p>Enthusiasm, self-motivation and ability to influence and lead within an area of expertise and commitment working as part of a multidisciplinary and multi-agency team</p> <p>Ability to lead and motivate others within the team and to contribute professional skills and knowledge to other colleagues within the Team and in other Departments and agencies</p> <p>The ability to evaluate own practice and implement changes</p> <p>The ability to work within agreed boundaries whilst recognising areas of discretion</p> <p>Using sensitivity and observation skills to identify the needs of others in order to assess how they can be met</p> <p>Excellent written, verbal and non-verbal communication skills</p> <p>Ability to work in a pressurised environment Working experience of risk assessment is also essential</p>		
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	<p>Advanced research skills, utilised in service development</p>		
<p><b>5. OTHER REQUIREMENTS</b></p>	<p>To demonstrate an awareness of the Welsh language and culture within the working environment</p> <p>Efficient administrative skills and familiarity with Information Technology and Information Systems</p> <p>Excellent interpersonal and communication skills and a facilitative style to ensure understanding and progress for both service users and junior staff</p> <p>Excellent time management and organizational skills</p> <p>Able to meet the physical, travel and mobility requirements of the post (with or without reasonable adjustments)</p> <p>Has a flexible approach to duties, working patterns, locations and hours</p>	<p>The ability to speak Welsh is highly desirable</p> <p>The ability to carry out all working practices through the medium of Welsh is desirable</p>	<p>Application Form / Interview</p>