

<i>Title</i>	<i>Department</i>	<i>Post Ref.</i>
Team Manager - Personal Care & Support Older Adults	Adult Social Care, Health and Public Protection	
Job Purpose To manage a team of front line/operational/technical or professional staff to deliver services in line with the service plan and associated standards within the locality.		
Key Responsibilities 1. Personally and through team members to deliver the targets set down in the service and team plans. 2. To resolve any service delivery issues within available resources. 3. To improve the performance of staff under his/her line management by maintaining communication with staff and providing the appropriate support and guidance. 4. To improve customer satisfaction levels for his/her service. 5. To act as a professional exemplar at all times. 6. To deploy and manage assigned budgets and to take corrective action where appropriate in liaison with the Group Manager. 7. To build positive relationships with other staff and colleagues. 8. To inform the Group Manager of any changes in the operational environment including customer satisfaction issues. 9. Responsible for operational management of older adults services with a locality 10. Responsible for overall safeguarding activity including acting as safeguarding manager within adult safeguarding policy and procedure, overseeing safeguarding investigations, developing safeguarding plans and coordinating inter-agency intervention 11. Provides leadership within the locality on issues affecting the team and service area 12. Develops and maintains local partnerships in relation to adult social care, community safety, health and allied services 13. Manages access to services and ensures smooth transition between services 14. Acts as responsible officer in relation to health and safety legislation, ensuring risk assessment and management plans are in place 15. Monitors, audits and quality assures the work of the team and takes corrective action where required 16. Provide strong leadership in support of change and ongoing review of service area activity.	Key Accountabilities 1. Specified service targets within agreed resources. 2. Effective supervision of staff to secure high levels of performance. 3. Effective management and deployment of an identified budget. 4. Alert the Group Manager of issues that could affect performance. 5. Accountable for the quality of services provided and commissioned by team members 6. Implementing appropriate safeguarding policies and procedures	
The post holder will perform any duty or task that is appropriate for the role described		

Person Specification	
Education and Knowledge	Personal skills and general competencies
<ol style="list-style-type: none"> 1. Evidence of continuous professional development. 2. Knowledge and understanding of the main issues affecting the service area. 3. Knowledge of adult community care legislation and policy 4. Knowledge of the principles and practice of: <ul style="list-style-type: none"> ● effective people management; ● excellent customer service; ● appropriate risk management; ● budget management ● personalisation ● stakeholder, partnership and joint working 5. Professional Qualification in Social Work or Occupational Therapy 	<ol style="list-style-type: none"> 6. Can demonstrate the abilities to lead the team toward key outcomes, able to provide a positive example by working efficiently, thinking about and taking action to anticipate opportunities and deal with emerging issues. 7. Able to empower staff to develop ideas for increasing efficiency, managing the team to be ambitious but realistic in achieving the highest possible performance levels. 8. Ability to identify issues that could impact on service delivery and develop a number of options to mitigate these issues. 9. Able to ensure that staff are deployed as efficiently and effectively as possible, in line with customers' needs, changing priorities, national changes and performance levels.
<p>Experience</p> <ol style="list-style-type: none"> 10.Experience at a senior level within a relevant service area 11.Experience of planning and organising team work or co-ordinating complex activities 12. Experience of working in multi disciplinary environment 13. Experience of multi agency working 14. Experience of budget and performance management 15. Experience of staff supervision and employee development 16. Experience of managing change 17. Proven experience of utilising leadership skills 18. Experience of implementing safeguarding policy and procedure 	
<p>Role Dimensions</p> <ol style="list-style-type: none"> 1. Direct management responsibility for Multi Disciplinary Team staff which may include staff from other employers 2. Manages a staffing and commissioning budget as agreed with Group Manager 3. Responsible for budget monitoring, financial authorisation, financial forecasting and commissioning for areas of activity 4. Responsible for ensuring all human resource functions are carried out in relation to the area of responsibility including recruitment, supervision, employee development, absence management, employee relations, disciplinary and harassment according to corporate 	

- 5. policies and procedures
- 5. Responsible for managing direct customer relations and complaints
- 6. Responsible for workload management, time management and case management within area of service
- 7. Responsible for development and implementation of team business plans
- 8. Deputises for Group Manager as required

Please attach a structure chart

Date 01/03/12