

<p>Title Team Coordinator- Shared Lives Scheme</p>	<p>Department Adult Social Care Health and Public Protection</p>	<p>Post Ref.</p>
<p>Job Purpose: To lead and supervise shared lives scheme staff to meet the required service standards, in line with service plans, associated standards within Shared Lives, and the Care Quality Commission.</p>		
<p>Key Responsibilities</p> <ol style="list-style-type: none"> 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. To be the Registered Manager for the Shared Lives Scheme and to undertake the responsibility of Registered Manager as laid down by the Care Quality Commission. 	<p>Key Accountabilities</p> <ol style="list-style-type: none"> 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 own performance. 6. Accountable for the quality of the work undertaken by the Shared Lives team. 7. Alert managers of issues that could affect performance 8. Maintain effective working relationships and contribute to a working environment which is safe, considerate and supportive to all, in accordance with relevant legislation and policy. 9. Take reasonable steps to ensure your own health, safety and welfare, and that of team members and others who may be affected by the performance of your duties. 	

10. To supervise staff, provide case specific supervision, and improve the performance of staff under the line management process.
11. To oversee the caseloads of team members and allocate work as appropriate.
12. To be involved with the recruitment/ appointment of staff as appropriate and to be responsible for staff induction, supervision, training and development.
13. To ensure that reports and assessments produced by team members are accurate, timely and in accordance with the service needs.
14. To manage the process of monitoring of Shared Lives carers and where necessary work directly with Shared Lives carers in complex situations.
15. To undertake recruitment of new Shared Lives carers and present cases to the Shared Lives Panel.
16. To work with others in the development and the expansion of the service. In doing this respond to changing market needs and demands.
17. To ensure that through the Shared Lives team effective matching of customers to carers takes place
18. To ensure that effective care and support planning and risk assessment is in place to support the needs of customers and Shared Lives carers.
19. To build positive relationship with other staff and colleagues, and in particular with commissioning colleagues in ensuring effective placements are made.
20. To contribute to practice and service development.

The post holder will perform any duty or task that is appropriate for the role described

Person Specification

Education and Knowledge

1. Evidence of continuous professional development.
2. Knowledge and understanding of the main issues affecting the service area.
3. Knowledge of legislation in how it relates to registered care in particular Shared Lives.
4. Knowledge of the principles and practice of:
 - effective people management;
 - excellent customer service;
 - appropriate risk management;
 - budget management (where budgetary responsibility is devolved to the team manager)
5. NVQ L4 Management, Registered Managers Award, Diploma in Leadership for Health and Social Care L5. Or other relevant management qualification.
6. Social Work Qualification, DipSW, Degree in Social Work, or other predecessor social work qualification. Or Nursing qualification relevant to the post.

Personal skills and general competencies

7. 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.
8. 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.
9. Ability to identify issues that could impact on service delivery and develop a number of options to mitigate these issues
10. 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.

Experience

11. Minimum 2 years experience of managing staff and resources in a social care setting.
12. Experience of planning and organising team work or co-ordinating complex activities
13. Experience of staff recruitment, induction and supervision
14. Experience of report writing and recording systems
15. Experience of managing budgets and financial systems
16. Experience of managing health and safety with respect to staff and customers

Role Dimensions

1. To acquire, maintain and apply current departmental policies to casework and work requirements.
2. To liaise and negotiate within and outside the Adult Social Care Health and Public Protection Department in order to gather relevant information in fulfilment of the post.
3. To lead and supervise a team of staff including placement coordinators, senior placement coordinator, and project coordinator.
4. To lead and participate in team activities eg review of team work, and case discussions.
5. To allocate work and set tasks appropriate to the Shared Lives Team
6. To participate in regular supervision in accordance with policy.
7. To manage the team budget in line with policy.
8. To lead and contribute as appropriate to practice and service development.
9. To take up opportunities for relevant training and professional development.
10. To have regard at all times for the confidential nature of the work and not to disclose information to unauthorised parties.
11. Any other duties which may reasonably be regarded as within the nature of the duties and responsibilities/grade of the post as defined, subject to the provision that normal any changes of a permanent nature shall be incorporated into the job description in specific terms.

Please attach a structure chart

Date 30/11/2018

Tier 5 – Team Manager