



<b>Title</b>	<b>Department</b>	<b>Post Ref.</b>
<b>Team Manager – ICDS OT Manager</b>	<b>Children, Families and Cultural Services Personalisation Service</b>	
<b>Job Purpose</b> To manage a team of front line/operational/technical or professional staff to meet the required service standards, in line with the service plan and associated standards within the Children’s Disability Occupational Therapy Team Service. Ensuring the timely, person centred and outcome focused assessment and review of OT needs and support plans.		
<b>Key Responsibilities</b>  <ol style="list-style-type: none"><li>1. Personally and through team members to deliver the targets set down in the service and team plans.</li><li>2. To resolve any service delivery issues within available resources.</li><li>3. To improve the performance of staff under his/her line management by maintaining communication with staff and providing the appropriate support and guidance.</li><li>4. To improve customer satisfaction levels for his/her service.</li><li>5. To act as a professional exemplar at all times.</li><li>6. To deploy and manage assigned budgets and to take corrective action where appropriate in liaison with the Group Manager.</li><li>7. To build positive relationships with other staff and colleagues.</li><li>8. To inform the Group Manager of any changes in the operational environment including customer satisfaction issues.</li><li>9. To deploy and manage assigned budgets and staffing as required and provide monthly budget updates to the Service Team Manager in preparation for budget forecasts.</li></ol>		<b>Key Accountabilities</b>  <ol style="list-style-type: none"><li>1. Specified service targets within agreed resources</li><li>2. Effective supervision of staff to secure high levels of performance</li><li>3. Effective management and deployment of an identified budget</li><li>4. Alert the Group Manager of issues that could affect performance</li><li>5. Effective control of resource allocation.</li><li>6. To ensure that processes are carried out within statutory timelines and guidance and that the service operates in relation to all county council policies and procedures.</li><li>7. Ensure processes are carried out within statutory and service set timeframes.</li><li>8. Effective control of case recordings on framework/mosaic</li><li>9. Progression and timely response to both first and second stage complaints.</li></ol>

<ul style="list-style-type: none"> <li>10. To lead on building positive working relationships with partner agencies</li> <li>11. To provide the Service Team Manager with updates on operational matters</li> <li>12. To be responsible for problem solving, resolving and responding to service complaints as appropriate to a first line manager.</li> <li>13. To be responsible for collecting, analysing and reporting on service statistical data to the Service Team Manager.</li> <li>14. To regularly review and update service policies and processes in line with service changes, government guidance and legislation and ensure these are accurate on the local offer.</li> <li>15. To manage expenditure on the ICELS Budget, with an aim of keeping expenditure within in year budgets.</li> <li>16. To apply a Quality Management Framework to the OT service and provide the Service Team Manager with Quality Assurance reports.</li> <li>17. Develop and implement a service competency framework.</li> <li>18. To manage and make managerial decisions over daily duty cases with the support of the Senior Consultant Practitioner.</li> <li>19. Have overall managerial responsibility for the day to day operational business and service standards.</li> <li>20. To identify and lead on training for the OT Team to meet the needs of the service, Local Authority and Government agendas.</li> <li>21. To have overall line management of the Access Officer and responsibility for providing the Service Team Manager with monthly updates on the SAI budget.</li> </ul>	
<b>The post holder will perform any duty or task that is appropriate for the role described</b>	

<b>Person Specification</b>	
<b>Education and Knowledge</b>	<b>Personal skills and general competencies</b>
1. Evidence of continuous professional development.	

Tier 5 – Team Manager

2. Knowledge and understanding of the main issues affecting the service area.
3. Detailed knowledge and understanding of legislation and issues relating to children with Special Educational Needs and Disabilities and their families, philosophy, principles and main legal aspects of the Children Act 1989, Children and Families Act 2014, Chronically Sick and Disabled Persons Act, Housing and Regeneration Act.
4. Knowledge of the principles and practice of : Effective people management; Excellent Customer Service; Safeguarding and Restrictive Practices; DOLS; Risk Management; Equality and Diversity; Mental Capacity Act
5. Good written and verbal skills and the ability to present complex information in an appropriate format to a variety of audiences.
6. Strong ICT skills and the ability to analyse complex data
7. Knowledge of the principles and practice of:
  - a. effective people management;
  - b. excellent customer service;
  - c. appropriate risk management;
  - d. budget management (where budgetary responsibility is devolved to the team manager)
8. Qualified Occupational Therapist (Dipcot/OT Degree)
9. HCPC Registered

### **Experience**

16. Minimum 5 years experience within the service area
17. Experience of planning and organising team work or co-ordinating complex activities
18. Extensive relevant post qualification experience as a children's occupational therapist, working with disabled children and their families.
19. Experience of working with children and families who present with highly complex needs and offering creative, pragmatic and workable solutions
20. Experience of managing staff effectively.

10. 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.
11. 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.
12. Ability to identify issues that could impact on service delivery and develop a number of options to mitigate these issues
13. 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.
14. Excellent written and verbal skills and the ability to present complex information in an appropriate format to a variety of audiences.
15. Ability to challenge in a positive professional way.

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| <p>21. Experience of planning and organising team work or co-ordinating complex activities.</p> <p>22. Experience of working in a multi-agency environment and partnership working.</p> <p>23. Experience of promoting equality and diversity.</p> <p>24. Experience of solution focussed planning in order to resolve complex casework issues.</p> |  |
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***Role Dimensions***

1. To be responsible for the operational management of a team of front line/professional staff within the OT Team.
2. To monitor, review and develop the service in relation to OT assessment, quality and reviewing.
3. To be part of a wider management team providing services for disabled children and young people and provide management cover as and when required.
4. To represent the service and feed into strategic meetings/plans
5. To be responsible for providing budget updates to the Service Team Manager
6. To take the lead on and represent the Children's Countywide OT Service on complex cases that require high cost adaptation DFG works
7. To work in partnership with our District Council Partners (of which there are 6) in drafting and agreeing policy and practice to promote consistent good practice across the county.
8. To work in close partnership with the CDS SW Practice Consultants to promote better partnership working for those cases where restrictive practices are used to manage concerning behaviours.
9. To provide in-service training to the team and other professional colleagues to promote and progress better integrated working
10. Direct management responsibility for 15 FTE staff

*Please attach a structure chart*

Date

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