



South Tyneside Council

CHILDREN, ADULTS AND HEALTH

JOB DESCRIPTION

POST TITLE:	Assistant Team Manager (Adult Social Care)
GRADE:	Band 8
RESPONSIBLE TO:	Operations Manager
RESPONSIBLE FOR:	Line Management responsibility for a multi-disciplinary team and provision of reflective supervision as appropriate.

Overall Objectives of the Post:

As a key member of the management team, Assistant Managers working in Adult Social Care are expected to play a leading role within the team to assist the Operations Manager with motivating and inspiring our practitioners to provide adult social care best practice, that delivers positive outcomes for people, carers' and their families. Through reflective supervision and employee performance management (EPM), you'll give the team the opportunity to reflect on their work and cases and offer them the training and support they need to deliver an outstanding strength based service, which focuses on maximising independence and delaying need.

Based in either a community, hospital or specialist team and required to work flexibility, the Assistant Manager will deputise for the Operations Manager when required, providing day to day management and oversight of the team, including overall workload of the team and individual team members.

As an experienced practitioner, the Assistant Manager will be able to demonstrate an applied knowledge of Adult Social Care legislation including the Care Act, the Mental Capacity Act and the NHS Continuing Health Care framework, enabling the Assistant Manager to pass on professional knowledge to team members and advising on complex procedural matters. This will include confidence and competence in decision making, chairing meetings, and a knowledge and breadth of experience in a range of assessments and interventions.

You will oversee workloads and support workers through feedback and challenge in a professional way in their case work and development, in line with expected standards of practice, as well as contributing to the development, performance, quality assurance and continuous improvement of Adults and Integrated Care.

Professional Duties and Responsibilities:

You will support the Operations Manager with all aspects of workforce management to ensure the provision of high quality Adult Social Care that promotes independence and wellbeing and improves outcomes for people in South Tyneside. You will:

- Provide leadership, motivation and effective reflective supervision and employee performance management (EPM) for practitioners whom you are responsible for, ensuring these are in line with policy and are embedded across the team.
- To deputise for the Operations Manager in their absence in within agreed delegations, including day to day decision making, task allocation and budgetary authorisation.

- Provide a commitment to knowing the community you serve and develop links with key partners and opportunities within it and liaise with local, universal and other services to promote access to them.
- Operate an effective and efficient case management and allocation system in accordance with the professionals' role, skills and abilities and that take account of priority, risk and need, using the Council's ICT system.
- Provide advice, guidance and support to team members, including newly qualified practitioners and students to ensure that practice is evidence based, reflects best practice models and is in accordance with current policies, procedures and priorities.
- Role model a high quality social work practice by guiding practitioners to identify and manage risk, be curious and analytical, build strong and effective relationships and produce a high standard of service.
- Promote and embed the effective delivery of strengths based approaches to support planning, maximise the potential of an individual's strengths and community / family resources.
- Guide and support team members to facilitate choice through the promotion of independence, by applying professionally acquired knowledge and skills and make allocation decisions and judgements in respect of cases about the need for urgent intervention.
- Take direct responsibility for ensuring individual practice is subject to continuous improvement and meets with local and national professional standards, including attending training and professional development events and activities relevant to the role and necessary for HCPC registration.
- To regularly review and understand performance management data for the team and support the Operations Manager to take action where things need improving, and escalate any performance issues in good time.
- Provide professional leadership on safeguarding issues in collaboration with other senior members of the team.
- To provide feedback and challenge in a professional way, holding high standards whilst offering support as part of ensuring high quality practice standards are maintained in accordance with the Councils and the Service's values and behaviour framework.
- To coordinate, convene, lead and / or participate in multi-agency meetings to ensure that case work activity and interventions are coordinated and reviewed in accordance with agreed policies, procedures and legislation.
- Take direct responsibility to support staff with ongoing development along with the successful integration of policy, resources and performance management issues, considering where improvements need to be made whilst continuing to deliver an effective service.
- Apply extensive knowledge of practice, theory and legislation to enhance practice, procedures and policies, promoting innovation and new ways of working from recognised good practice.
- To undertake agreed quality assurance tasks such as case audits and practice observations and support the Operations Manager to drive forward the standard of case work practice and effective recording.

You will be an active member of the Adults and Integrated Care Management Team. You will:

- Contribute to the ongoing improvement and development of Adult and Integrated Care Services.
- Represent the Children, Adults and Health Group where appropriate at local, regional and national level according to skill, knowledge and experience.
- Support the service Quality Assurance programme by completing audits and providing feedback and challenge to individuals to support service and individual improvement.

- Be responsible for ensuring data is accurately captured in Liquid Logic in a timely and consistent manner.
- Be responsible for investigating safeguarding concerns and carry out enquires in line with South Tyneside Safeguarding procedures with practice informed by the principles of Making Safeguarding Personal.
- Take responsibility for ensuring individual practice meets with Council guidelines, policies and procedures as well as local and national professional standards, including attending training and professional development events and activities relevant to the role and necessary for registration with HCPC.
- Investigate complaints in line with Council procedures and support the Operations Manager to take forward the learning within your area and across the service.
- Maintain a personal responsibility to keep up to date with changes in practice and legislation, ensuring you have at all times an up to date record to support HCPC renewal.
- Have a commitment to actively participate in regular reflective supervision and appraisal through Employee Performance Management (EPM).

South Tyneside Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. Successful applicants will be required to produce an Enhanced Certificate of Disclosure from the Disclosure and Barring Service.

All employees have a responsibility to undertake training and development as required. They also have a responsibility to assist, where appropriate and necessary, with the training and development of fellow employees.

All employees have a responsibility of care for their own and others' health and safety.

The above list is not exhaustive and other duties may be attached to the post from time to time. Variation may also occur to the duties and responsibilities without changing the general character of the post.

Reference: LC/VP/CL

Date: 10.03.20

Moving Forward Together: Our Values; Our Behaviours; Our Future

Our Moving Forward Together Values and Behaviour Framework sets out our expectations around the way we will work within Adults and Integrated Care within South Tyneside, right from our leadership to our frontline practitioners.

INTEGRITY

VALUING PEOPLE

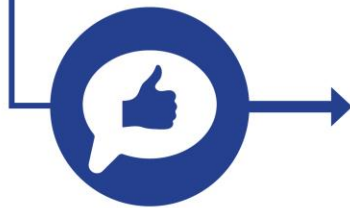
EXCELLENCE

We will do the right thing whatever the circumstances

We will respect everyone and appreciate their diversity

We will strive for continuous improvement

Together we will do what we say



- Act with integrity and be clear about our own responsibilities and accountable for our actions
- Tell people what they can and cannot expect from us
- Respond when we say we will to people's queries, even if we can't provide a full answer but we will take responsibility for clarifying what we don't know
- Balance competing priorities to meet standards and expectations
- Trust colleagues to fulfil their responsibilities
- Communicate in an open, honest, clear and concise way
- Respect people's right to confidentiality, sharing information only in their best interest

Together we will focus on Solutions



- Value people and see the individual as the "expert" on their own life and believe choice and control should be in their hands
- Help people and communities find their own solutions, building on their strengths and assets
- Actively listen to and involve others, before making decisions and keep others informed of progress
- Consider alternative solutions, using council resources responsibly and effectively
- Be flexible in the way we deliver our services to meet people's individual needs
- Take planned risks to inspire creative and effective solutions, learning from our successes and failures
- Work more effectively with individuals and their families and in partnership with health services, the voluntary sector and other organisations

Together we will be the best we can be



- Deliver "Practice to be Proud of"
- Model the behaviour we want to see in others and lead by example
- Keep up to date with developments in the service, regionally and nationally around best practice and new developing strategies
- Act on comments or feedback
- Share Ideas, resources and information effectively and actively develop our own knowledge and skills
- Take pride in our own work and that of our team members
- Celebrate team success and create a positive team spirit
- Promote and drive continuous improvement by asking "How could we do this better?"
- Continually challenge current practice and put forward ideas for improvement



South Tyneside Council



living **better** lives

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