

Northumberland County Council

JOB DESCRIPTION

Post Title:	Team Manager	Director/Service/Sector Adult Services/Valley Care		Office Use
Band:	8	Workplace: Foundry House, The Oval, Stead Lane, Bedlington, NE22 5HS		JE ref: 2158
Responsible to: Service Manager		Date: 12/09/2011	Manager Lever:	HRMS ref:
Job Purpose: To manage and develop the Valley Care service and single point of contact for adult services. To provide professional and technical support on all related issues. To provide effective leadership, co-ordination and management for the service. To make a positive and effective contribution to the overall management of the adult social care directorate and the Council. To maintain knowledge of advances in Telecare / Telemedicine and best practice and ensure these are reflected in service delivery. To provide services within allocated resources, in accordance with Council policies and departmental procedures. To act as Building Manager for foundry house a building that accommodates in excess of 160 staff.				
Resources		Staff	33	
		Finance	Budget Monitoring	
		Physical	Periods of intense concentration as well as frequent interruptions from staff, clients and customers often dealing with sensitive and complex situations	
		Clients	Valley Care and single point of access customers, members of the public, public, private and voluntary organisations. Council employees, emergency services and care organisations	
Duties and key result areas:				
<ol style="list-style-type: none">1. Management of staff within the Valley Care and single point of access service, overall management responsibility for a team of 33 Officers, in line with the Council and Northumbria Health Care policies and procedures.2. Development and expansion of telecare and telehealth within Northumberland, participating in marketing and publicity events including the preparation and delivery of presentations to customers in the public, private and voluntary organisations.3. To ensure that all staff are informed about external and internal changes in legislation, policy and procedures4. To ensure that staff are trained, supported through formal supervision, one to ones, appraisals, Team Meetings, mentoring to encourage professional development, empowerment and value as team members5. To work in partnership with Supporting People, Telecare personnel, adult health & social care services and other agencies to develop effective, creative and person centred response support for vulnerable people within Northumberland6. To manage the development and implementation of appropriate service rotas to provide a quality 24 hour service to vulnerable people7. To monitor and evaluate the performance of the service and team.8. Produce accurate and relevant reports for consideration by senior management. The analysis of statistical information relating to the provision and development of the service as well as gathering other statistical information for reports as required9. Actively develop and improve the services and to maintain a sound understanding of technologies available and their application10. To ensure the highest standards of health and safety of staff and service users are maintained through the development and maintenance of robust Health and Safety Management Systems. To ensure compliance with H&S requirements in all aspects of service delivery.11. To identify best practice and promote high standards of customer care in accordance with Northumbria Healthcare and Council policy framework and legislative requirements12. To contribute to the development of housing services, Telecare within Northumberland, by participating & leading in pilot projects, working groups and other meetings as required.13. Undertake investigations and disciplinary hearings as directed.14. Maintain national accreditation for the Valley Care service through the TSA, and subsequent annual inspections15. Ensure that all staff management information is collected & collated, ensuring deadlines are met; including sickness monitoring, annual leave records and learning & development.16. Ensure service standards are adhered to and review poor performing areas where appropriate and maintain appropriate levels of staffing				

17. To take responsibility for the Foundry House CCTV system reporting any issues/problems onto Estate Management. To fully understand and operate the building CCTV system and following an incident liaise with senior management and police, using the system to investigate the incident by retrieving the video recording relevant to the incident for police purposes.
18. Responsible for the control and issue of security fobs for all staff in the building.
19. To act as the main point of contact to provide technical support on the Telecare, Telehealth, Callview and PNC systems to the team and other healthcare professionals as required
20. To ensure that all new and existing staff receive adequate training to carry out their respective roles, carrying out induction training and completing all relevant documentation and follow up procedures.
21. Take responsibility for complaints received, logging onto relevant council or healthcare system. Ensuring a full investigation is carried out, liaising with all involved, listening to any relevant recording or data available. Reporting and recommending any changes to policy or procedures required to ensure future risk to customer and organisation is minimised to senior management.
22. Carry out risk assessments for all aspects of the service and individual staff members including any subsequent revisions or updates as required.

The duties and responsibilities highlighted in this job description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and scope of the post and the grade has been established on this basis.

Work Arrangements

Transport requirements:	Some travel to attend meetings and promotional events
Working patterns:	Monday to Friday Flexi hours
Working conditions:	On occasions deal with abusive, aggressive and threatening behaviour that can place emotional demands on the post holder.

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Essential	Desirable	Assess by
Knowledge and Qualifications		
<p>A good standard of general education and communication skills</p> <p>Management Degree or 3 years experience in operational management</p> <p>Extensive use of ICT including Microsoft applications</p> <p>Analysing Data</p> <p>Knowledge of health and safety and assistive technology issues particularly as it relates to Older Person's services and other vulnerable groups.</p> <p>Knowledge of current issues and government initiatives in regard to best practice in housing, social care, Telecare & Assistive Technology</p> <p>Knowledge of the Mental Capacity Act 2005</p> <p>Knowledge and Experience of working in a pressurised contact centre environment</p> <p>Knowledge of Adult social care service delivery, system and procedures</p>	<p>Knowledge of TSA accreditation standards</p> <p>Practical knowledge of Telecare & Telehealth equipment and services.</p> <p>Project management experience</p> <p>Knowledge of the Council's Oracle system</p> <p>Knowledge of Northumbria Care Trust systems, swift , HR, E learning</p>	<p>Application</p> <p>Interview</p> <p>Certificates</p> <p>References</p>
Experience		
<p>Experience of dealing with the public by telephone and face to face</p> <p>Experience of dealing with</p> <p>Effective partnership working with partners and agencies in the public, private and voluntary sectors</p> <p>Performance Management of both staff and services provided</p> <p>Experience of managing a budget</p> <p>Staff Management</p> <p>Successful track record of leading and implementing operational change in line with organisational/service needs</p> <p>Proven experience in verbal and written communication</p> <p>Working in a customer facing environment / call centre</p> <p>Experience of developing and implementing policies and procedures to improve service efficiency.</p> <p>Experience of managing a service for older persons or other vulnerable groups with support needs.</p> <p>Experience of working with outside agencies, other healthcare professionals as well as fire and ambulance services.</p>	<p>Experience of working with older or disabled people in a care/support based occupation.</p> <p>Experience of working within a Telecare / telehealth services</p> <p>Experience of using Tunstall PNC6 or similar monitoring system and its capabilities.</p> <p>Experience of using callview switchboard system or similar</p> <p>Experience of dealing with difficult staff during periods of change</p>	<p>Application</p> <p>Interview</p> <p>References</p>
Skills and competencies		
<p>Excellent communication and interpersonal skills</p> <p>Ability to deal with emergencies in a calm and effective manner taking control of situation</p> <p>Good administrative skills</p> <p>Clear understanding of the needs of older and vulnerable customers</p> <p>Ability to work with unplanned often emergency situations e.g. falls, accidents and sudden events.</p> <p>Ability to deal confidently with people in distress</p> <p>Commitment to anti-discrimination and equal opportunities</p> <p>Ability to communicate technical advice to non technical staff clearly</p> <p>The ability to troubleshoot technical issues</p>	<p>Systematic approach to problem solving</p>	<p>Application</p> <p>Interview</p> <p>References</p>

Physical, mental and emotional demands		
<p>Flexible and highly motivated</p> <p>Understand the need for confidentiality</p> <p>Work to tight deadlines</p> <p>Ability to deal with emergency situations</p> <p>Customer orientated</p> <p>Excellent verbal communication skills with the ability to facilitate open discussion to determine staff, customer and service requirements. Participate in service reviews which can cover contentious matters.</p> <p>Must have the ability to communicate effectively</p> <p>Must be able to work alone and use initiative</p> <p>Enthusiastic and committed</p> <p>Proactive approach to problem solving and customer care</p> <p>Ability to work calmly and accurately under pressure</p> <p>Dealing with emotionally demanding situations with staff, service users or members of the public who are angry, difficult, frail, at risk or unwell on a daily basis</p> <p>Using appropriate questioning skills to extract accurate information from clients or carers who may be in a very agitated state or have communication difficulties</p> <p>Dealing with situations that may be aggressive and/or abusive,</p> <p>Speedy and accurate responses in obtaining information for staff and customers especially in life threatening situations</p> <p>Ongoing lifting and handling of moderate to heavy weights.</p> <p>Deal with many very varied situations and analyse complex information making on the spot decisions and finding solutions often involving several organisations, using initiative and working alone.</p> <p>Prolonged periods of time spent sitting at a work station requiring periods of intense enhanced mental concentration.</p> <p>Moving stock in large boxes by means of loading onto a trolley and moving from room to room. Filling stock cupboards.</p> <p>Use sensory skills to a high level with precision to determine if emergency situations are occurring and where speed is of the essence as delays could result in death or degradation to customer well being.</p> <p>Dealing regularly with intense emotional situations.</p> <p>Staff training</p> <p>Exchanging complex and contentious information over a variety of audiences.</p> <p>Frontline service so subject to client demand.</p> <p>Develop systems to manage workloads efficiently and effectively.</p> <p>Flexible approach</p>	<p>Ability and willingness to take on any role of a team member to meet service deadlines</p>	<p>Application</p> <p>Interview</p> <p>References</p> <p>CRB check</p> <p>Medical check</p>
Other		
<p>Current driving licence</p> <p>Required to work outside of normal office hours on occasion to attend evening meetings and / or respond to emergencies</p>		

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits