

Health and Adult Social Services Social Care Review Team Manager

Job Description and Person Specification
July 2017

Job Description

Job Title:	Social Care Review Team Manager
Service Area:	Health and Adult Social Services
Function:	
Team:	Review Team
Post number:	
Grade:	LBR 15
Hours/weeks: <i>E.g. 36 hours/52.14 weeks</i>	36
Base location:	Flexible across health and social care buildings within Redbridge
Reports to: <i>Job title</i>	Head of Service – Integrated Health and Social Care
Responsible for: <i>Job titles of direct reports</i>	Social workers, Occupational therapists and additional staff within the review team as directed by the line manager
Role purpose and role dimensions: <i>Overview of the job</i>	<p>The post holder will be responsible for leading the social care Review Team Project, working across all management levels in order to develop and deliver a change management plan. The aim of the team/ this role is to:</p> <ul style="list-style-type: none"> • Review and reassess care and support plans for all community packages • Ensure work undertaken is compliant with the Care Act 2014, Mental Capacity Act 2005, Deprivation of Liberties, Safeguarding and all other appropriate legislation. • Embedding a strength based model of practice that promotes independence and choice • Complete and record all work activity in relation to the team via care first and financial spreadsheets • Operational management of the social care Review Team - ensuring resources are utilised effectively and the responsibility for the recruitment of capable staff to the team • As the project review lead and team manager the post holder will assume personal responsibility for making decisions, identifying solutions and achieving the best possible outcomes. <p>Whilst the main focus will be on achieving review outcomes within the transformation programme the post holder will also be expected to participate in other relevant work streams in the Transformation Programme.</p> <p>The post holder will need to respond flexibly, positively and successfully to the ever-changing pressures within the service. This Job Description is a guide to the level and range of responsibilities the post holder will be expected to undertake. It is neither exhaustive nor inclusive and may be subject to changes in order to meet legislative requirements changing circumstances and business demands of the service.</p> <p>The primary purpose of this team manager role is to:</p> <ul style="list-style-type: none"> • Report to the Head of Service to effectively lead, support and develop strength based reviews within the service. • Support the Head of Service to engage with stakeholders and commissioners to support service redesign, innovation, problem solving and development. • Engage with other service areas to ensure standardised processes, quality and continuity of service across the Borough. • Ensure a high quality, high performing and effective health and social care service is delivered and responds in a timely manner, within statutory guidelines, policy and procedure. • Have overall responsibility for assessment, intervention, support planning and reviews of people with a range of physical and/or sensory needs, mental impairment or illness and

	<p>their carers, working within a multi-disciplinary framework.</p> <ul style="list-style-type: none"> • Take the key lead on specific key areas of work and project management of the review team to meet key targets as directed by the Head of Service. • Undertake specialist responsibilities, statutory requirements and duties in line with your profession and role. • Ensure performance indicators and outcomes for the team are met. • Ensures the team deals with any Safeguarding issues that might arise in line with the Council's policies and procedures and provide high level advice within the team and across the service area as required for high risk cases. • Promote and implement principles and practices of working within an integrated health and social care framework. • Oversee a system of dealing with complaints, incidents and risk procedures in line with health and social care policies. • Is effective in persuading and engaging with others. • Leads from the front and monitors the delivery of the team against agreed health and social care standards. • Is skilled at gaining support and commitment to a course of action. • Continually develops the team and service to deliver excellent and sustainable customer service. • Identifies and takes advantage of opportunities to deliver services collaboratively on an ongoing purpose. • Undertakes supervision and support with members of the team. • Ensure effective communication within the team, with people and carers and with colleagues and organisations internal and external of the organisation. • Supports existing partnerships to work together effectively and pro-actively helps create common ground or resolves conflict • Clear understanding and management of budget and financial resource.
Key external contacts: <i>Organisations</i>	<p>Adults with needs, Carers, voluntary sector providers, private sector providers, pharmacists, GPs health colleagues, Carers organisations, independent advocacy organisations, professional regulatory bodies, own professional organisations.</p> <p>Key partners include: North East London Foundation Trust; Redbridge CCG; voluntary and community sectors; contractors and suppliers; and other council departments.</p>
Key internal contacts: <i>Job titles/groups of staff</i>	<p>Health and social care colleagues and professionals, housing, police, specialist support services, corporate services.</p> <p>Directors and Senior Leadership Group; Adult Social Care, Public Health & Well-Being Programme Delivery Team; Heads of Departments, Senior Managers, LBR Officers at all levels (including Change Champions).</p>
Financial dimensions: <i>Budgetary responsibility & amount.</i>	<p>The manager has Financial/Resources responsibility for authorising petty cash payments and managing/delegating the team budget.</p> <p>Project budgets</p>
Key areas for decision making:	<ul style="list-style-type: none"> • Funding for service user and/or carer support via personal budgets. • Budget and financial management. • Invoices. • Annual leave. • Training requests. • Sickness returns. • Recruitment and retention of staff. • Decisions in relation to risk management for staff, service users and carer's.
Other considerations: <i>E.g. working patterns</i>	<ul style="list-style-type: none"> • You may be required to work at any Council or NELFT site. • You will ensure team compliance, to all relevant NELFT and Social Care policies and procedures. • To demonstrate a flexible approach in the delivery of work within the service area. Consequently, you may be required to perform duties not specifically identified in the job profile but which are in line with the general responsibilities of the post. • Weekend and evening working as required. • To be smart and presentable at all times in compliance with the current dress code.

	<ul style="list-style-type: none"> To represent the service with professional, respectful and positive behaviour and communication at both a local and national level as required.
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Key accountabilities and result area	Key elements:
	<p>This will involve:</p> <ul style="list-style-type: none"> Is clear and on-equivocal about responsibilities and accountabilities. Assessment, support planning and reviews are quality assured to ensure outcome focused and asset based principles are utilised. Provides leadership on complex and sensitive issues demonstrating sound professional judgement. Actively promotes the exchange of learning, best practices and new ideas within an integrated team. Empowers and enables people to make decisions within their sphere of control. Decisions are endorsed or challenged appropriately; ensuring robust professional and non-professional practice is developed and maintained across the team. Ensure all professionals receive practice based supervision from an appropriate professional in addition to their regular line management supervision if this is provided from a different discipline. Accurately advises on and interprets relevant legislation policies and practice as it applies to the role and embeds new learning into current practice across the team. <p>Project management:</p> <ul style="list-style-type: none"> Ensure that PIDs and business cases are developed on time and on budget. Guide senior managers through a range of options to overcome specific issues to enable the development and adoption of a new service model. Lead on ensuring guidance to Council staff is aligned with programme objectives. Champion changes to business processes, systems and technology, job roles and the organisation's structures. Responsible for developing and implementing change management plans that support the development of a new service model, maximising employee engagement and adoption of new ways of working and minimising resistance. Responsible for ensuring the people side of change is prioritised by managers, ensuring a smooth handover to business as usual and that the programme delivers the planned Return on Investment. Work with managers and the Programme Team to identify and manage anticipated resistance. Define and measure success metrics and monitor change progress. Provide direct support and coaching to all levels of managers and supervisors as they help their direct reports through transitions. Undertake project/change work as defined by the Head of Operations. Manage risks, issues, and dependencies accordingly.
General accountabilities and responsibilities	
Green Statement	<p>This will involve:</p> <ul style="list-style-type: none"> Seeking opportunities for contributing to sustainable development of the borough, in accordance with the Council's commitment to making Redbridge a cleaner, greener place to live. In particular, demonstrating good environmental practice (such as energy efficiency, use of sustainable materials, sustainable transport, recycling and waste reduction) in your job.
Data Protection/Confidentiality	<p>This will involve:</p> <ul style="list-style-type: none"> Complying with the Data Protection Act 1998 – treating all information acquired through your employment, both formally and informally, in strict confidence and in accordance with Caldicott principles. Complying with the Code of Conduct, other practice guidelines and the rules and protocols defining employees' access to and use of the Health and Council databases and

	<p>systems. Any breaches could result in disciplinary measures.</p> <ul style="list-style-type: none"> • Maintaining client records and archive systems in accordance with departmental procedure, policy and statutory requirements.
Conduct and Whistleblowing	<p>This will involve:</p> <ul style="list-style-type: none"> • Complying with the requirements of the Code of Conduct and maintaining high standards of personal conduct, honesty and integrity. You have a duty to raise any impropriety or breach of procedure to the appropriate level of management. Employees making such disclosures (whistleblowing) are protected and may make them without fear of recrimination.
Safer Working	<p>This will involve:</p> <ul style="list-style-type: none"> • Commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults. Where you work in such a post the Council will require a DBS Disclosure check and references will be taken up prior to interview.
Equalities	<p>This will involve:</p> <ul style="list-style-type: none"> • Complying with the Council's strong commitment to achieving equality of opportunity and outcomes in its services to the community and in the employment of people. You are expected to understand, comply with and promote Council policies in your work, to undertake any appropriate training and to challenge any prejudice and discrimination.
Customer Care	<p>This will involve:</p> <ul style="list-style-type: none"> • Complying with corporate and service area customer service standards and promoting the development of high quality, individualised and customer-led services.
Health and Safety	<p>This will involve:</p> <ul style="list-style-type: none"> • Being responsible for your own Health & Safety, as well as that of colleagues, service users and the public. Employees should co-operate with management, follow established systems of work, use protective equipment where necessary and report defectives and hazards to management.
To contribute as an effective and collaborative member of the team	<p>This will involve:</p> <ul style="list-style-type: none"> • Taking responsibility for continuing self-development and participating in training and development activities. • Participating in the ongoing development, implementation and monitoring of the service plans. • Supporting and contributing to value for money, service efficiencies and improvements.
Flexibility	<p>This will involve:</p> <ul style="list-style-type: none"> • The above-mentioned duties are neither exclusive nor exhaustive. From time to time you may be required to undertake responsibilities outside the normal remit of your Job Description as required by the line manager, and are broadly within your the grading level and competence.

Person Specification

Job Title:	Social Care Review Team manager		
<i>Method of candidate assessment: A = Application form I = Interview T = Test. Weighting: 3 = most important, 2 = least important</i>		A - I - T	Weighting
Minimum education/ qualifications:	• Professional Social Work qualification as recognised by the HCPC	A - I	3
	• Current HCPC registration	A - I	3
	• Recent post qualification study	A - I	3
	• Evidence of CPD	A - I	2
	• 4 years post qualifying experience in social care	A - I	3
	• Prince 2 qualification and/or experience of structured project management.	A - I	3
Minimum experience/ knowledge/ skills:	Social Care Experience		
	• Substantial/ Relevant experience of a senior supervisor role in a front line health or social care setting	A - I	3
	• Substantial/ Relevant experience of managing change and delivering a service	A - I	3
	• Experience of representing services at multi-agency forums, making informed, sound decisions.	A - I	3
	• Experience of achieving service improvement through a quality assurance process.	A - I	3
	• Experience of working effectively in a high pressure environment.	A - I	3
	• Experience of working with Adult service users and Carers.	A - I	3
	• Experience of managing complex cases and undertaking risk assessments	A - I	3
	• Experience of managing complex staff issues.	A - I	3
	• Experience of proactive problem solving.	A - I	3
	• Experience of safeguarding and chairing safeguarding meetings.	A - I	3
	• Understanding of work in relation to Mental Capacity and best interest decision making.	A - I	3
	• Experience of working in a multi-disciplinary interagency framework.		
	Project Management Experience		
	• Demonstrable experience of change management experience with evidence of successfully delivering change programmes in the public sector or similar sized organisation.	A - I	3
	• Experience and knowledge of change management principles, methodologies and tools.	A - I	3
	Skills:		
	• Excellent verbal and written communication skills, including the preparation and presentation of detailed reports and presentations.	A - I	3
	• Ability to bring in new ways of working	A - I	3
	• Ability to evidence change management skills	A - I	3
	• Willingness to develop and implement innovative approaches to services	A - I	3
	• Ability to understand complex information	A - I	3
	• Actively listens to, respects and values the views of others.	A - I	3
	• Ability to operate at a strategic level.	A - I - T	3
	• Ability to maintain confidentiality.	A - I - T	3
	• Able to be resilient, handling information with adult safeguarding concerns that can be emotionally challenging for themselves and others.	A - I	3
	• Excellent organisational and project management skills.	A - I	3
	• Ability to manage and monitoring budgets/financial resources.	A - I	3
	• Manages time and prioritises work in an effective and productive way.	A - T	3
	• Manages own stress, remaining objective and stable in stressful situations.	A - I	3
	• Ability and skills to work alone and in a team.		
	• Information Technology/computer skills including managing information systems, both papers based and electronic.	A - I	3

	<p>Knowledge:</p> <ul style="list-style-type: none"> • In-depth knowledge and understanding of the Care Act and other appropriate legislation. • Clear understanding of Young Carers rights and practitioner responsibilities in relation to The Care Act 2014. • Excellent Knowledge and understanding of the Mental Capacity Act 2005 and Deprivation of Liberty safeguards legislation. • Clear understanding of the importance of information and advice and alternative ways to support identified outcomes – e.g. assisted technologies, health interventions. • Excellent knowledge of Safeguarding, and the impact that it has on service users and families. • Sound understanding and awareness of government agendas, policies and key briefings as applied to adults and carers, and the ability to translate this into service requirements. • Ability to evaluate practice against professional standards as set by HCPC/NMC • Working knowledge of information systems and an ability to use IT. • Demonstrates knowledge and awareness of personal responsibilities in the areas of risk management and health, safety and welfare, both in terms of self and others. • Knowledge, experience and understanding of the process involved in financial and budgetary control and planning. • A good understanding of administrative functions. • An understanding of Health and Safety principles 	<p>A - I</p> <p>A - I</p> <p>A - I</p> <p>A - I</p> <p>A - I</p> <p>A - I</p> <p>A - I</p> <p>A - I</p> <p>A - I</p> <p>A - I</p> <p>A - I</p>	<p>3</p> <p>3</p> <p>3</p> <p>3</p> <p>3</p> <p>3</p> <p>3</p> <p>3</p> <p>3</p> <p>3</p> <p>3</p>
Minimum competencies: Customer focus	<ul style="list-style-type: none"> • Takes a lead role in the integrations of health and adult social services. • Takes a lead role in organisational development and the continuous improvement of services for the benefit of customers and carers. • Ensure outcome focused, asset based approach is used in work with service users and carers that promotes independence, choice. • Acts on feedback from service users and carer to change or develop services to better meet customer needs. • Experience in delivering large scale customer orientated redesign in line with associated strategy. 	<p>A - I</p> <p>A - I</p> <p>A - I</p> <p>A - I</p> <p>A - I</p>	<p>3</p> <p>3</p> <p>3</p> <p>3</p> <p>3</p>
Communicating and influencing	<ul style="list-style-type: none"> • Ability, with support, to influence the attitudes and opinions of others, gaining their agreement through persuasion of ideas, proposals and courses of action. • Effectively lead a team and ensure effective performance from the team. • Creates an environment where team/s are encouraged and developed, to enable them to communicate effectively. • Demonstrate use of professional assertiveness to support decision making. • Motivating colleagues to work together effectively for change 	<p>A - I</p> <p>A - I</p> <p>A - I</p> <p>A - I</p> <p>A - I</p>	<p>3</p> <p>3</p> <p>3</p> <p>3</p> <p>3</p>
Building relationships, working together and in partnership	<ul style="list-style-type: none"> • Ability to develop effective working practices within the team and with a range of service providers from both statutory, health and voluntary agencies. • Develop good working relationships across disciplines within the integrated team. • Respect allied professionals knowledge, experience and learning and use it proactively to develop team members existing skill and knowledge base. 	<p>A - I</p> <p>A - I</p> <p>A - I</p>	<p>3</p> <p>3</p> <p>3</p>
Respecting & implementing diversity	<ul style="list-style-type: none"> • Knowledge of the issues surrounding service provision in a diverse environment and a determination to promote equality in policy and practice. • Commitment to diversity issues in both service provision and employment practices. • Demonstrates integrity, fairness and consistency in decision making. 	<p>A - I</p> <p>A - I</p> <p>A - I</p>	<p>3</p> <p>3</p> <p>3</p>

Planning, organising & achieving results	<ul style="list-style-type: none"> • Skills in service monitoring, collection of statistics, including analysis of data. • Identifies good practice and solutions and integrates into team and service provision. • Develops and/or explains strategic action plans for practical use and thinks and considers possible future change ,re-defining strategy from a longer term perspective 	A - I A - I A - I	3 3 3
Embracing change	<ul style="list-style-type: none"> • Adaptable and able to implement new ideas and ways of working. • Adaptable, receptive to new idea, and willing and able to adjust to new demands and circumstances within an integrated services team. • Willingness to undertake and develop learning opportunities in line with the service model. • Is open and non-defensive in the face of feedback about own and teams performance and creates an environment which positively embraces change • Strong track record of delivery with experience of successfully delivering change, efficiencies and business transformation processes. 	A - I A - I A - I A - I A - 1	3 3 3 3 3
<i>For those with managerial responsibility</i> Leadership	<ul style="list-style-type: none"> • Demonstrate leadership and good team working skills. • Qualities assure work within the team so is outcome focused and asset based. • Forms strategic groups and partnerships to develop and improve services. 	A - I A - I A - I	3 3 3
Managing and developing people	<ul style="list-style-type: none"> • Ability to develop and embed principles of integrated working and to challenge non -compliant practice with team members. • Ensure practice within the team is consistent and in line with other teams as appropriate. • Encourages organisational learning and continuous improvement. 	A - I A - I A - I	3 3 3
Special conditions:	<ul style="list-style-type: none"> • To demonstrate an understanding of a commitment to Redbridge's Equal Opportunities Policy in both service delivery to the community in relationships with colleagues and in employment practices. • You may be required to work outside normal office hours on occasions 	A - I A - I	3 3
Signature of Employee:	Name:	Date:	