

JOB DESCRIPTION - DUNDEE HEALTH AND SOCIAL CARE PARTNERSHIP

IDENTIFICATION

Post Title:	Team Manager, Home Care, Older People	Post Ref.:	
Section:	Community Care	Grade:	11
Responsible to:	Resource Manager		
Responsible for:	Team Management, Professional Supervision, Liaison and Service Development.		

JOB PURPOSE

To provide professional leadership as first line manager with day to day operational management responsibility for a team or teams of staff delivering front line social work services, whilst ensuring high standards of practice parameters and service provision are maintained.

PRINCIPAL WORKING CONTACTS

Service Manager, Resource Manager, Home Care staff, fieldwork staff, community care Service Users, Carers, health staff and external service providers

MAIN DUTIES

To manage, supervise and support team members, and through them, ensure that an effective social work service is provided within the designated service area in response to need and within the agreed parameters of the department's service plan, priorities and resources.

Ensure that service objectives are incorporated into the aims and priorities of the team's action plan, and take responsibility for the formulation and review of that plan.

Take responsibility for the management of referrals and the allocation of cases in terms of agreed operational priorities.

Be responsible for the supervision and development of senior practitioners (where appropriate) and other social work staff within the team and enable the professional development of all staff through the use of induction, regular supervision and employee development review - ensuring a professionally competent and well trained team.

Ensure the provision of high quality assessment and care management/care planning arrangements drawing on person centred approach for service users and supporting staff to prioritise needs in accordance with local policies and procedures.

Chair and/or participate in case conferences, statutory reviews and other internal and interagency meeting as set out in operating procedures.

Manage a team budget and monitor expenditure within agreed levels. Report budget performance regularly to the Resource Manager and monitor the costs of individual packages of care and support.

Ensure and supervise the timely transfer of cases within and outwith the Council, ensuring a person centred approach.

Be responsible for ensuring effective risk assessment and risk management strategies are undertaken as part of individual adult's needs assessment process in accordance with Departmental policies and operating procedures.

Actively manage team systems for recording and reporting unmet need for planning purposes and be responsible for maintaining the necessary statistics and records for management information purposes.

Monitor and evaluate professional practice by implementing effective quality assurance and audit frameworks, and in particular undertake regular audits of case files to ensure high quality case recording and standards of service.

Ensure an immediate response by invoking Departmental Operating Procedures in relation to the protection of children and vulnerable adults, and when necessary investigate and lead the investigation of alleged abuse.

Ensure that the delivery of services and professional practice meets statutory requirements, council policies, and operating procedures by maintaining a working knowledge of current and proposed legislation.

Use research findings about best practice to inform local policy and service development and provide leadership in disseminating this information to practitioners.

Be actively involved in the development of partnership working arrangements with health, other council departments, voluntary and private sector providers and service users and carers including assisting in the monitoring of contracts/service level agreements, by acting as Liaison Officer.

Take a lead role in working groups where necessary in support of strategic development and contribute/participate when necessary to the relevant strategic planning groups.

Implement the council's personnel policies and procedures in respect of absence management, recruitment, disciplinary, health and safety and relevant corporate and departmental complaints procedures.

Comply with the requirements of the Scottish Social Services Council codes of practice.

Ensure the effective implementation of customer care standards and develop and maintain systems for customer feedback and consultation.

ADDITIONAL DUTIES SPECIFIC TO BOTH POSTS

Be the Registered Manager for the service, undertake the tasks linked to this role and meet the registration requirements as defined by the Care Inspectorate now and in the future.

Be responsible for the admission to and discharges from the service taking into account the deployment of resources to existing service users.

Ensure the individual needs of service users - psychological, social, physical and spiritual - are met by the effective deployment of available resources and that the individuality, confidentiality, privacy, choice, rights and personal dignity of service users are respected at all times.

Ensure the provision of high quality care planning, monitoring and reviewing arrangements, taking an outcome approach which emphasises areas of growth and development.

Provide support for informal or family carers and involve carers in the care planning process, where appropriate.

Deploy the service budget effectively, contribute to budget setting and manage the service budget by monitoring and controlling the flow of expenditure.

Promote defined quality and service standards of care as set out by the Care Inspectorate and departmental procedures and carry out quality care audits which measure outcomes for the service user and the service.

Develop and maintain effective means of consulting and involving service users, carers, staff and other stakeholders in the ongoing review and development of the service.

Maintain professional registration.

OTHER DUTIES

This job description is a broad picture of the post at the date of preparation. It is not an exhaustive list of all possible duties and it is recognised that jobs change and evolve over time. Consequently, this is not a contractual document and the postholder will be required to carry out any other duties to the equivalent level that are necessary to fulfil the purpose of the job.

PERSON SPECIFICATION

POST TITLE: Team Manager, Home Care, Older People

DIVISION/DEPARTMENT SECTION: Health and Social Care Partnership

	ESSENTIAL REQUIREMENTS	DESIRABLE REQUIREMENTS	METHOD OF ASSESSMENT
PROFESSIONAL/ EDUCATIONAL QUALIFICATIONS	<p>Degree in SW, DipSW, CQSW, CSS, or</p> <p>SVQ Level 4 in Care/Health and Social Care, or</p> <p>Qualification meeting the registration requirements of the Nursing and Midwifery Council, or</p> <p>Qualification meeting the regulatory requirements relating to Occupational Therapy,</p> <p>plus</p> <p>Any award in Management that is certified at or above SCQF level 8 in the stipulated timeframe.</p>	<p>Post Qualifying Certificate Evidence of post qualifying study.</p> <p>Approved Practice Teacher.</p>	<p>Application form, Interview, certificates</p>
RELEVANT WORK/OTHER EXPERIENCE	<p>Experience of working with older people and/or people with disabilities.</p> <p>Previous responsibility for managing/ supervising staff.</p> <p>Working with other professionals, families and carer representatives.</p> <p>Experience of assessment/review and care planning.</p> <p>Knowledge of community care services.</p>	<p>Managerial experience in a day service setting.</p> <p>Competent at Health & Safety at Work procedures and Risk Assessment.</p> <p>Knowledge of the registration requirements.</p> <p>Knowledge of Adult Support and Protection processes.</p> <p>Working knowledge of relevant legislation and best practice in Social Care.</p> <p>Experience in service delivery and strategic planning</p>	<p>Application form Interview Reference</p>
PARTICULAR SKILLS/ABILITIES	<p>Excellent communication skills -both written and verbal.</p>	<p>Able to structure/prepare work schedules/rotas.</p>	<p>Application form Interview Reference</p>

	<p>Leadership skills.</p> <p>Able to problem solve creatively.</p> <p>Able to manage and chair meetings.</p> <p>Skills in decision-making, strategic planning and service development.</p> <p>Motivational skills.</p> <p>Ability to manage change.</p> <p>Good planning, organisational and prioritisation skills.</p> <p>Skilled in negotiation and decision making.</p> <p>Budget management skills.</p> <p>Committed to working in partnership with older people.</p>	IT skills and able to analyses and present management information.	
PERSONAL QUALITIES	<p>Confident with leadership and personal authority.</p> <p>Able to work on own initiative.</p> <p>Able to appropriately delegate.</p> <p>Can recognise needs of others.</p> <p>Supportive team player.</p> <p>Motivated.</p>	Resilient	Application form Interview Reference
ANY ADDITIONAL JOB RELATED REQUIREMENTS	<p>Member of PGV Scheme or willingness to become a member of the PGV Scheme with satisfactory Scheme record and/or Scheme record Update.</p> <p>Registered with the relevant professional body and can maintain registration.</p> <p>Occasional availability for work outside office hours.</p>	Full current driving licence (Level ?) and access to a vehicle.	Application form Interview