Role Profile

Post Title:	**Team Manager (HSCP)**
Grade:	**12**
Date Created:	**16th May 2023**

ROLE DEFINITION

To be responsible for the management, leadership, development and performance of a community-based team.

KEY TASKS AND RESPONSIBILITIES

Corporate Responsibilities

- Manage/deliver the Service in accordance with the Council's corporate policies and procedures and relevant strategy provision.
- Manage/deliver the service outcomes, in the most efficient and effective way, that delivers the Council's Strategic Priorities within the Council Plan and contributes to the production of Directorate Plans.
- Manage and monitor Capital and Revenue budgets as assigned and contribute to budget development.
- Lead, or contribute to, the preparation of cross-service business development plans, as required.
- Ensure the effective management and leadership of employees, where appropriate.
- Prepare and co-ordinate reports for the Council, its Committees or working parties and to attend these meetings as required.
- Undertake any other reasonably required duties as instructed by Management or someone acting on their behalf, in addition to the role specific tasks & responsibilities detailed below.

Role Specific Tasks & Responsibilities

- Lead, manage and develop a community based social services team and/or care team.
- Provide professional supervision and development to employees.
- Create a performance orientated culture and empower staff to take responsibility for the quality and improvement of the service.

- Ensure effective workload / caseload allocation and management.
- Ensure that the service has effective arrangements for assessing and managing risk in all its aspects.
- Promote personalisation approach within the Service area. Advise on unmet needs and requirements for service development, ensuring that care management information systems are in place, in particular CareFirst.
- Chair meetings and work effectively with multi-agency networks to achieve joint outcomes.
- Assist and participate in Emergency Planning / Business Continuity.
- Ensure compliance with relevant statutory legislation and national and local guidance.
- Improve Social Services through the use of technology.

ESSENTIAL / DESIRABLE CRITERIA

	Essential	Desirable	Evidence
Education and Qualifications	• Degree in Social Work or equivalent	• Management qualification and service specific post qualifying qualification or equivalent	• Application Form • Interview
Experience	• Working in a service specific setting	• Managerial experience in a Social Services setting • Undertaking evaluations using appropriate methods • Working in a partnership model • Working with a range of IT packages	• Application Form • References • Interview

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Specialist Knowledge	• Areas of work in relation to the specific team • Budget management • Key issued and challenges facing Social Services	• North Ayrshire Council's policies and procedures • Regulatory requirements for services	• Application Form • Interview • Pre/Post-Interview Check (if appropriate)
Skills and Abilities	• Written and verbal communication skills • Time management and organisational skills • Assessment and analytical skills • Delegate effectively • Deal with conflict	•	• Application Form • References • Interview
Other	• Ability to travel outwith North Ayrshire where required • Ability to work flexibly • Required to join the PVG Scheme for this type of regulated work	• Registered or in the process of registering with the SSSC	• Application Form • Interview • Pre/Post-Interview Check (if appropriate)

Please be aware that the successful candidate must be able to travel throughout North Ayrshire (own car/public transport/pool cars etc) for work purposes, meetings, training courses etc.

OUR STAFF VALUES & BEHAVIOURS

Value	Behaviours
Focus we put our customers first we understand the bigger picture	• Provide excellent customer services • Meet and, where possible, exceed the expectations of internal and external customers • Understand the performance levels and standards required within our own role and strive to achieve and, where possible, exceed these • Know how the work we do fits into the overall performance of the Council
Passion we take pride in the jobs we do we are ambitious for our community	• Take ownership of our own actions and performance • Reflect on the work we do and consider how it could be improved • Have a positive impact on the lives of our customers and their communities • Push the boundaries to help our customers and communities realise their potential
Inspiration we all look for better ways to deliver our services we achieve the best results by working together	• Find new ways to deliver improvements, efficiencies and value for money • Embrace change with enthusiasm and creative ideas • Work together and creatively produce the best outcomes for our customers and communities • Plan all activities with the end goal in mind