**Job Description**

# Section A: Job Profile

*The job profile outlines key information relating to the salary and working conditions e.g., location of a job, along with the current focus of the role and a brief description of the main duties.*

## Job Details

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| Job Title: | Team Manager |
| Salary: | £ 57178-60485 |
| Grade: | 15 |
| Hours: | *e.g.,37 per week. We are open to discussions about flexible working*. |
| Team: | Safeguarding Team  |
| Service Area: | Adult Social Care |
| Primary Location: | *e.g., County Hall, Oxford OX1 1ND.* *Below is an example holding statement but remove if role does not permit agile working**Please note we are actively looking at our ways of working using everything we have learnt and heard from our people about the organisational and personal benefits of agile working.  What you can absolutely expect from working at Oxfordshire County Council (OCC) is that you will have the support to do your job and deliver great results, wherever you are based.  Each role at OCC is different and we know the needs of individuals are also varied, and so our approach to where and how often we would like to see you in person will be taken depending on the requirements of the role and in collaboration with you as part of the recruitment process* |
| Budget responsibility: | Yes |
| Responsible to: | Head of Service  |
| Responsible for: | Practice Supervisors, Social workers, Coordinators and Administrator |
| Political Restricted Post: | No  |

## Job Purpose

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| *A brief overview of the key objectives of the job:*This post is based in Adult Social Care and has lead responsibility for the operational management of the team, ensuring the highest standards of service are provided to the residents of Oxfordshire.The post holder will be required to work collaboratively across adult social care and partner agencies to support and promote strong communities, making a real difference to the people and communities we serve, now, and for the future, whilst ensuring that we are delivering value for money**.** Support is delivered through a strength based approach to create opportunities, build resilience and long-term support networks so that people live their lives as successfully, independently and as safely as possible. |

## Job Responsibilities

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| To ensure statutory requirements are met, working within the requirements of the Care Act 2014, Mental Capacity Act 2005, Mental Health Act 1983 and any other relevant legislation, guidance and codes of practice, providing personalised information and advice to individuals, families and their carers and ensuring that all team members adhere to the requirements as set out in the job descriptions.**Professional Leadership, development, and working in best practice*** To provide leadership and managerial direction to all disciplines in the team to create an integrated and coherent service culture, where there is professional respect and effective working between the disciplines to deliver a safe, responsive, effective person-centred, strength based approach service.
* To encourage, develop and implement creative, strength based, imaginative approaches to improve the overall service in line with national and local priorities, user feedback and efficient use of resources acting as county wide lead as required.
* To ensure management of staff is in accordance with council policies and procedures managing caseload and staffing issues appropriately whilst providing consistent specialist advice in line with changing legislative requirements, government guidance and evolving best practice whilst facilitating a culture of innovation, accountability and empowerment amongst staff.
* To demonstrate and champion evidence-based practice and keep abreast of developments (RiPFA, SCIE, DoH).
* To take ownership of own professional development; attending training, supervision, workshops, courses and meetings and applying this learning to service improvements and further opportunities for professional development.
* To ensure through audits that record keeping and report writing are in line with departmental requirements and are sufficiently robust to withstand legal challenge.
* To manage the quality assurance, resources and team budgets.
* To ensure that practice is reflective, evidence-based, robust, transparent and can be upheld in the case of challenge.
* To lead in the development and improvement of integrated working arrangements ensuring ASC coverage of identified local neighborhood ‘patches’, Community Hospitals and Learning Disability services
* To develop and maintain strong local working relationships including those with local people, Health, voluntary and other 3rd sector organisations to promote and develop an agile, cohesive and seamless local integrated service.
* To promote and support staff from all organisations to maximise the use of community resources in helping individuals to meet their identified outcomes.
* To contribute to any Service Level Agreements or Contracts that are relevant to the area.
* To participate in duty including telephone and emergency advice.
* To deputise for the Service Manager as required.

**To work within Safeguarding policies and procedures*** To ensure clear, concise, and accurate recording of work undertaken, and good electronic and (where required) paper file management is maintained whilst interpreting and analysing information that can impact on risk and ensure the safety of vulnerable adults by explaining clearly, and with sound rationale, highly complex safeguarding information to a wide range of professionals.
* Develop and maintain constructive relationships with a broad range of internal and external stakeholders and specifically with the Police, Health, and voluntary sectors.
* Escalate evidence of ineffective safeguarding arrangements.
* Can evidence an understanding of the need to safeguard and promote the well-being of children and will adhere to children's services policies and procedures as necessary.

**Service Development*** To continually monitor and evaluate the performance of associated agencies commissioned to deliver services to individuals and raise issues/problems with contracts.
* Responsibility for investigating and drafting responses to complaints and concerns in line with the Complaints Procedure.
* To contribute to the development of Service Plans, ensuring this is translated into team plans and appraisals.
* Ensure that learning from Audits is fed into individual and service level improvements.
* To undertake and contribute to Investigations.

**Performance*** To be accountable for the scrutiny and authorisation of the commitment of financial resources within the scheme of delegation by using financial data to forecast, plan, manage, monitor and review the use of resources to achieve the best outcomes for clients and the most efficient use of resources.
* To interrogate and use performance and statistical information for the purpose of improving and enhancing the service, ensuring a culture of high performance is established including a high throughput of work and achievement of performance targets which are understood and owned by the team and that these are achieved.
* To actively manage staffing resources to ensure that all work is completed to timescale and quality, and outcomes for clients are being achieved by setting clear, achievable performance and workload targets and monitor against these.
* Ensure effective business continuity plans are in place and understood.

**Equalities and Diversity** Oxfordshire County Council is committed to an Equal Opportunities Policy, which affirms that all staff should be afforded equality of treatment and opportunity in employment irrespective of sex, sexuality, age, marital status, ethnic origin or disability. All staff are required to observe this policy in their behaviour to other employees and individuals they work with. The nature of this post will require flexibility to meet service needs as they arise which may include some work outside normal office hours including responses to emergencies. The job description is not intended to be exhaustive. The post holder will be expected to adopt a flexible attitude to the duties which may have to be varied after discussion, subject to the needs of the service and in keeping with the general profile of the post. The post holder will be allocated a main team base but will be required to move between bases as required and to visit at a variety of locations. From time to time you may be asked to work at a different base to cover operational needs. Oxfordshire County Council is re-organising office accommodation across the county, and the location of this post may change. The successful applicant for this position will be kept informed by his/her line manager of any proposed change in location. |

# Our Values

Our organisational values underpin everything we do and say and are supported by policies, processes and guidance. In short, our values describe ‘the way we do things here’ so that we deliver great services for our residents. Our values are:

* Always learning
* Be kind and care
* Equality and integrity in all we do
* Taking responsibility
* Daring to do it differently

Everyone that works for us demonstrates their commitment to these values. We will ask you to demonstrate your commitment to these values, and their associated behaviours, throughout the application process.

# Section B: Selection Criteria/Person Specification

This section provides a list of essential and desirable criteria that detail the skills, knowledge, behaviours, qualifications and experience that a candidate should have to perform the job.

Each of the criteria listed below, and your commitment to our values, will be measured through the application form/CV (A) and optionally one or more of the following - a test / exercise (T), an interview (I), a presentation (P) or documentation (D). You must provide a supporting statement as part of your application which includes examples and evidence of when you have demonstrated the criteria listed below.

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| Essential Criteria | Assessed By: |
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| **Educational Achievements, Qualifications, Training and Knowledge*** Recognised Social Work or Occupational Therapy Qualification with relevant professional registration
* Evidence of continuing professional development
* Good knowledge and IT ability (word processing, emailing, internet)
* Understanding of confidentiality and information sharing protocols
* Experience of strength-based assessments
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| **Experience*** Leading a social care team effectively
* Successful management of budgets
* Excellent communication and presentational skills, both oral and written
* Delivering a customer focused service to demanding targets and objectives
* Implementing practice changes to improve performance
* Taking a lead with adult safeguarding investigations
* Working in partnership with internal and external partners including establishing and maintaining strong working relationships with individual’s, their families, carers and advocates
* Extensive and working knowledge of legislation and statutory guidance relevant to Adult Social Care and that of partner agencies including key NHS policy drivers
* Experience of working with and reporting to senior managers and stakeholders
* Ability to identify, propose and implement solutions
* Experience of supporting the delivery of cost efficiencies
* Ensuring diversity is valued in the service and anti-discrimination legislation is adhered to
* Ability to develop effective internal and external relationships and networks that enable the understanding and delivery of broad organisational goals and outcomes
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| **Job related Aptitude and Skills:*** Ability to ensure that staff are motivated, developed, skilled and supported in order to deliver services as required by statute, policy, guidance and best practice and the changing environment
* Consistently manages towards high performance through appropriate feedback, management of poor performance and attendance and respect for individual difference
* Highly organised with a solution focused, logical and innovative approach to challenges
* Ability to delegate
* Demonstrable self-awareness and ability to act proactively and with high levels of trust and personal accountability and respond positively to change and opportunities for personal development
* Ability to lead processes and systems related to SW or OT activity to achieve set outcomes and deliver savings
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| **Personal Qualities*** Stays calm under pressure
* Accepts and responds to constructive feedback
* Considers the impact on others when making decisions
* Ability to positively and clearly communicate to a wide range of people

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| **Special Requirements*** Satisfactory Disclosure and Barring Service (DBS) check
* Ability to travel to and access a variety of premises
* Commitment to inter-agency working
* Some flexibility in working arrangements/hours to meet operational requirements including responding to emergencies
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 | A/D/IA/I/TA/I/TA/IA/I/D |
| Desirable Criteria | Assessed By: |
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| **Educational achievements, Qualifications, Training and Knowledge*** Additional Management qualification
* Best Interest Assessor, Approved Mental Health Professional or Practice Educator (or commitment to train as one)
* Previous experience of working for/alongside an equipment provider
* Evidence of good organisational skills in work or voluntary areas

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| **Experience*** Understanding of the commissioning environment
* Experience of managing a team
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| **Physical*** Able to access a variety of locations
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 | A/DA/II |
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# Section C: Pre-employment Checks

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates. Further information can be found here [Pre-employment checks](https://www2.oxfordshire.gov.uk/cms/content/support-attending-interviews)

Additional pre employment checks specific to this role are identified below (those ticked).

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| [ ]  | Enhanced Disclosure and Barring Service check with Children’s and Adults Barred List | [ ]  | Enhanced Disclosure and Barring Service check without [an Adult/Children’s barred list check](https://intranet.oxfordshire.gov.uk/cms/content/safer-recruitment-and-disclosure-and-barring-service-checks#enhanced-dbs-check-without-an-adult-childrens-barred-list-check) |
| [ ]  | Enhanced Disclosure and Barring Service check with Children’s Barred List | [x]  | Enhanced Disclosure and Barring Service check with Adults Barred List |
| [ ]  | Standard Disclosure and Barring Service check | [ ]  | Basic Disclosure |
| [ ]  | Disqualification for Caring for Children (Education) | [ ]  | Overseas Criminal Record Checks |
| [ ]  | Prohibition from Teaching | [ ]  | Professional Registration |
| [ ]  | Non police personnel vetting | [ ]  | Disqualification from Caring |

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| [ ]  | Other (please specify):       |

# Section D: Working Conditions

This is a guide to the working conditions and the potential hazards and risks that may be faced by the post-holder.

## Health and Safety at Work

You are responsible for your own health, safety and wellbeing, and undertaking health and safety duties and responsibilities for your role as specified within Oxfordshire County Councils Health and Safety Policy.

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked).

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| [ ]  | Provision of personal care on a regular basis | [ ]  | Driving HGV or LGV for work |
| [x]  | Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects | [ ]  | Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or a council vehicle for work purposes) |
| [ ]  | Working at height/ using ladders on a regular/ repetitive basis | [ ]  | Restricted postural change – prolonged sitting |
| [x]  | Lone working on a regular basis | [ ]  | Restricted postural change – prolonged standing |
| [ ]  | Night work | [ ]  | Regular/repetitive bending/ squatting/ kneeling/crouching |
| [ ]  | Rotating shift work | [ ]  | Manual cleaning/ domestic duties |
| [ ]  | Working on/ or near a road | [ ]  | Regular work outdoors |
| [ ]  | Significant use of computers (display screen equipment) | [x]  | Work with vulnerable children or vulnerable adults |
| [ ]  | Undertaking repetitive tasks | [ ]  | Working with challenging behaviours |
| [ ]  | Continual telephone use (call centres) | [ ]  | Regular work with skin irritants/ allergens |
| [ ]  | Work requiring hearing protection (exposure to noise above action levels) | [ ]  | Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres) |
| [ ]  | Work requiring respirators or masks | [ ]  | Work with vibrating tools/ machinery |
| [ ]  | Work involving food handling | [ ]  | Work with waste, refuse |
| [ ]  | Potential exposure to blood or bodily fluids | [x]  | Face-to-face contact with members of the public |

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| [ ]  | Other (please specify):  |

April 2022