

Role Profile

Part A - Grade & Structure Information

Job Family Code	8PCS	Role Title	Assistant Team Manager, Service Delivery
Grade	PS8	Reports to (role title)	Team Manager
		Directorate	Health, Wellbeing and Adult Social Care
JE Band	269-313	Service	Service Delivery
		Team	
		Date Role Profile was created	Aug-18

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	<p>The Assistant Team Manager supports the Team Manager to deliver a front-line, person centred care service, seven days a week, 24hrs a day including bank holidays and evenings.</p> <p>In conjunction with the Team Manager, they will ensure that high quality care is delivered in accordance with Care Quality Commission (CQC) standards and current legislation.</p> <p>They will manage, promote and deliver a high quality, efficient and cost effective service to the people who use our services as determined by the Team Manager.</p> <p>The role holder will assist the Team Manager on all operational human resource issues for the team, take responsibility for positively promoting health and safety and ensure that staff in the team undertake essential training for their role.</p> <p>The role holder will ensure that people receiving services have up to date individual assessments and support plans and that their needs are met in accordance with their individual assessments. They will promote a positive culture that is person centred, open, inclusive and empowering.</p> <p>As directed by the Team Manager the role holder will systematically monitor and review the quality of care provided within the service, to maintain high standards and to ensure that a constant cycle of improvement is maintained.</p>
Work Context	<p>This role is based in Service Delivery in the Health, Wellbeing and Adult Social Care Directorate. The Directorate provides services to people with a range of care and support needs across Surrey.</p> <p>Service Delivery provides direct care services to individuals in their own homes and in-house residential establishments across the county. The service is registered with and regulated by the Care Quality Commission (CQC) and works in accordance with good practice guidance and standards.</p> <p>Delivering a service that promotes independence, choice and control is at the heart of this role. The role holder will work in a person centred way, proactively seeking to empower people and maximising their potential for independence.</p>
Line management responsibility if applicable	Responsible for managing 10 staff.
Budget responsibility if applicable	Indirect influence over a devolved budget up to £2m.

Representative Accountabilities Typical accountabilities in roles at this level in this job family	<p>Risk Management</p> <ul style="list-style-type: none">• Identify opportunities and risks associated with the service and escalate / report to management.• Assess and manage risk associated with assigned cases/service delivery. <p>Service Development</p> <ul style="list-style-type: none">• Contribute to the regular monitoring and review of services established to facilitate service improvement.• Provide specialist/professional advice and recommendations within defined policy and procedures to support informed decision making. <p>Planning & Organising</p> <ul style="list-style-type: none">• Undertake care planning and manage complex cases and / or take a lead on development and project work, assisting in development and improvement of services and practice in own area. <p>Finance/Resource Management</p> <ul style="list-style-type: none">• Make recommendations for the provision of services in line with the budget determined according to assessment of needs, and advises less experienced staff on budget and costs of services. <p>Work with others</p> <ul style="list-style-type: none">• Liaise, communicate and build relationships with other internal departments, partner organisations, agencies and/or contractors on operational issues to share knowledge or best practice and deliver service in partnership.• Work in partnership with service users, their families/carers. <p>People Management</p> <ul style="list-style-type: none">• Allocate work and monitor the standard of team performance and ensure resolution of any issues, and / or may take on a coordinating and supervisory role with more junior staff as directed by their manager. <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety & Welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others.</p>
Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	<ul style="list-style-type: none">• Advanced vocational qualification at level 4 or considerable on the job experience.• For some roles a relevant degree may be required.• Practical knowledge of relevant legislation, processes and procedures and issues relating to the service user group with ability to apply this in challenging situations. Working knowledge of practice standards where appropriate.• Able to assess, plan and review cases; undertake challenging casework, where appropriate shadowing more experienced social workers/practitioners.• Numerate and able to advise on effective use of budgets and resources.• Competent in a range of IT tools including MS Office and database management systems.• Effective written and oral communication and interpersonal skills with good negotiation and influencing skills, and the ability to maintain effective working relationships at all levels.• Creative problem solving skills and the ability to identify service improvement initiatives.• Able to promote effective team working, and use supervision to improve personal performance and practice of junior staff.• Satisfactory DBS clearance might be required.

Details of the specific qualifications and/or experience if required for the role in line with the above description	<ul style="list-style-type: none">• Diploma in Management of Care or a relevant qualification.• Contemporary knowledge base of relevant legislation and standards in relation to the service.• Experience of operational management with a personal social services, residential or health setting, including experience of monitoring quality outcomes.• Ability to manage complex organisational, legal, financial, operational and personnel issues.• Ability to manage budgets and financial systems, and complex staff rotas.• Good level of numeracy in order to gather and analyse data.• Effective written and verbal communication skills including the ability to present information and write clear reports.• Ability to work on own initiative, responding flexibly to changing priorities and maintaining accuracy and attention to detail.• Ability to organise workload to respond accurately and effectively to conflicting priorities, determine priorities and respond in accordance with agreed procedures and deadlines.• Experience of building positive relationships and networks with others.• Sound abilities and understanding of risk assessment and risk management.• Ability to nurture and coach staff through constant structural and procedural change.• Effective negotiation and influencing skills, and good oral communication skills appropriate to the situation.• A commitment to working in partnership and collaboration with colleagues.• Understanding of and commitment to equal opportunities and diversity.• Commitment to SCC values and behaviours and to improving practice standards and personal competencies through continuous professional development.• Ability to work within the Surrey Multi Agency Safeguarding Procedures and internal Safeguarding Procedures.• Ability to undertake independent investigations within Service Delivery.• Available for contact during unsocial hours on a regular basis for the service.• Willingness and ability to work and travel across the county potentially on a daily basis to meet the service demands and/or to attend training.• Willingness and ability to respond and support as directed to declared civil emergencies as they occur.• Satisfactory clearance of Enhanced Disclosure and Barring Service (DBS) check for regulated activity.
Role Summary	Roles at this level manage and organise effective provision of services through specific projects, specialist advice, guidance and assessment, or day-to-day coordination of front line delivery of a specific service. They require the ability to influence and practically apply knowledge on the basis of technical knowhow, facts and evidence. They work collaboratively with a network of internal and external colleagues. Role holders need to be able to work independently whilst working under the supervision of more experienced staff.