

# Role Profile

## Part A - Grade & Structure Information

<b>Job Family Code</b>	<b>10PCS</b>	<b>Role Title</b>	<b>Team Manager</b>
<b>Grade</b>	PS10	<b>Reports to (role title)</b>	<b>Senior Manager</b>
		<b>Directorate</b>	<b>Health, Wellbeing and Adult Social Care</b>
<b>JE Band</b>	371-438	<b>Service</b>	<b>Service Delivery</b>
		<b>Team</b>	
		<b>Date Role Profile was created</b>	<b>August 2018</b>

## 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.

<b>Role Purpose</b> including key outputs	<p>To act as the Registered Manager and be responsible for all aspects of the operational management of the service in order to ensure that the care needs of people using the service are met.</p> <p>The role holder is responsible for the delivery of front line care services seven days a week, 24 hours of the day, ensuring high quality care is delivered in accordance with Care Quality Commission (CQC) standards and current legislation. They will provide leadership to ensure a service with a high quality person-centred focus and will promote a positive culture that is person-centred, open, inclusive and empowering.</p> <p>The role holder will systematically monitor and review the quality of the care provided within the service to maintain high standards and take the lead on all operational Human Resource issues for the team.</p>
<b>Work Context</b>	<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>The role holder must apply and successfully become the CQC Registered Manager in line with CQC requirements. The role holder will be managed by a member of the senior management team and be responsible for a team providing support to vulnerable people.</p> <p>The team may include:</p> <ul style="list-style-type: none"> <li>- Assistant Team Managers</li> <li>- Senior Care Staff</li> <li>- Residential Support Workers</li> <li>- Care Staff</li> <li>- Support Assistant</li> <li>- Team Administrator</li> <li>- Receptionist</li> <li>- Activities Organiser</li> <li>- Domestic staff</li> <li>- Cooks</li> <li>- Gardener and Handyperson</li> </ul> <p>The Registered Manager will be expected to be available for support and advice to the duty officer at all times; this encompasses day and night.</p>
<b>Line management responsibility</b> if applicable	Responsibility for leading, managing, supporting and developing the staff team.

<b>Budget responsibility</b> if applicable	Responsibility for a devolved budget up to £2m.
<b>Representative Accountabilities</b> Typical accountabilities in roles at this level in this job family	<p><b>Risk Management</b></p> <ul style="list-style-type: none"> <li>• Identify opportunities and risks associated with the service and escalate / report to management.</li> <li>• May undertake the role of expert practice lead, managing highly complex cases and leading consistency and standards of practice in a defined geographical area.</li> <li>• Conduct assessments in complex or high risk circumstances ensuring appropriate actions are taken in response to identified safeguarding/wellbeing issues to increase the protection of vulnerable people.</li> </ul> <p><b>Service Development</b></p> <ul style="list-style-type: none"> <li>• Contribute towards developing professional policy, standards and procedure and / or developing and implementing team plans and monitoring and reviewing of services to enhance quality of service.</li> </ul> <p><b>Planning &amp; Organising</b></p> <ul style="list-style-type: none"> <li>• Manage the planning and delivery of services and caseload or projects for own area involving some specialist knowledge or assessment.</li> <li>• Contribute to service plans and plan staff resources to maintain operational delivery of services.</li> </ul> <p><b>Finance/Resource Management</b></p> <ul style="list-style-type: none"> <li>• Assist with budget/resource/funding management in accordance with the council policies and procedures.</li> </ul> <p><b>Work with others</b></p> <ul style="list-style-type: none"> <li>• Liaise, communicate and build relationships with other internal departments, partner organisations, agencies and/or contractors to share knowledge or best practice and ensure quality, integrated service delivery.</li> <li>• Work in partnership with service users, their families/carers.</li> </ul> <p><b>People Management</b></p> <ul style="list-style-type: none"> <li>• Manage an operational team or specialised function, and organise deployment of staff and work and/or appropriate support for service users.</li> <li>• Monitor and support the performance management and development of team members, using a coaching approach, to ensure that individual contributions are maximised.</li> </ul> <p><b>Duties for all</b></p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality &amp; Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety &amp; 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>

<p><b>Education, Knowledge, Skills &amp; Abilities, Experience and Personal Characteristics</b></p>	<ul style="list-style-type: none"> <li>• Relevant professional qualification and relevant registration where required and experience, or considerable experience of working within the service area.</li> <li>• High level working knowledge of relevant legislation and procedural frameworks and practice standards</li> <li>• Able to plan and carry out specialist assessments and deliver and oversee programmes or packages of care and support.</li> <li>• Ability to manage budgets in accordance with financial procedures.</li> <li>• Proven written and oral communication and interpersonal skills with good negotiation and influencing skills, and the ability to maintain effective working relationships at all levels.</li> <li>• Competent in a range of IT tools including MS Office and database management systems.</li> <li>• High level problem solving skills with the capacity to devise and implement innovative solutions.</li> <li>• Demonstrable experience in successful recruiting, managing, coaching and developing of staff.</li> <li>• Understanding of the principles of confidentiality and information governance and how these apply to social care.</li> <li>• Ability to communicate with compassion and authority in challenging situations and with resistant individuals, be able to effectively engage with people in complex situations both short-term and building relationships over time.</li> <li>• Satisfactory DBS clearance might be required.</li> </ul>
<p><b>Details of the specific qualifications and/or experience if required for the role in line with the above description</b></p>	<ul style="list-style-type: none"> <li>• Professional Social Work or Nursing qualification, NVQ Level 4 in Management or Care or Diploma Level 5 in Health and Social Care and Registered Manager's Award.</li> <li>• Contemporary knowledge base of relevant legislation and standards in relation to the service.</li> <li>• Extensive experience in operational management within a personal social services, residential or health-related setting, including experience of monitoring quality outcomes.</li> <li>• Significant experience of managing staff and budgets, including skill in supervision, leadership, support and motivation of staff and their training and development.</li> <li>• Wide ranging professional knowledge base in relation to service provision to older people and / or people with physical or learning disabilities.</li> <li>• Ability to manage complex organisational, legal, financial, operational and personnel issues; a large budget and financial systems; and complex staff rotas.</li> <li>• Ability to initiate new ways of working with partner agencies which create service improvements.</li> <li>• Ability to nurture / coach staff through constant structural and procedural change.</li> <li>• Ability to undertake independent investigations within Service Delivery.</li> <li>• A demonstrable understanding and acceptance of the principles underlying equal opportunities and diversification and the commitment to achieving and practicing these, particularly in developing processes and services for staff and service.</li> <li>• Commitment to SCC values and behaviours and to improving practice standards and personal competencies through continuous professional development.</li> <li>• Availability for contact during unsocial hours on a regular basis for the service and ability to respond and support as directed to declared civil emergencies as they occur.</li> <li>• Willingness and ability to work and travel within the county .</li> <li>• Satisfactory clearance of Enhanced Disclosure and Barring Service (DBS) check for regulated activity.</li> </ul>

<b>Role Summary</b>	Roles at this level manage operational service delivery or are an expert practice lead supporting consistency and standards of practice, in a defined service or geographical area. They will often have key responsibilities in planning resources and procurement and commissioning of cost effective and innovative services. They will require a professional qualification or extensive practical experience. They work with a range of agencies and extended services in various settings, to provide advice and guidance to support the service user group. They will plan and ensure progress within established procedures and policy, and respond effectively to changing priorities and different situations. Forward planning could be for months ahead and the role will contribute to longer-term development. They will work largely autonomously with access to guidance from more experienced professionals.
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