

<b>Job Family:</b>	<b>Delivery – Front Line – Professional knowledge</b>	<b>Grade:</b>	<b>9</b>
<b>Job Title:</b>	<b>Assistant Team Manager</b>	<b>Directorate:</b>	<b>PEOPLE</b>
<b>Date:</b>	<b>26TH OCTOBER 2017</b>	<b>Version:</b>	<b>1:1</b>

**Brief Description of job role and department**

This role may be based in Children or Adult Social Services. Reporting to the Team Manager, ATMs will be responsible for the leadership and management of a multidisciplinary social care team. Using their advanced knowledge and experience they will lead and model practice which meets statutory requirements, provides early help and prevention to reduce need and support independence using the relevant practice framework for the service. They will support the manager to develop and embed a culture of learning and improvement through supervision, mentoring, sharing of best practice knowledge, research and the competent application of legislative frameworks.

**Representative accountabilities**

- Deliver complex service activities and manage caseloads to ensure intended outcomes for customers and the Council are delivered within agreed service standards.
- Liaise with customers to review service requirements and resolve problems.
- Lead on the development of specific policies and procedures to contribute to the continuous improvement in own work area.
- Where relevant co-ordinate the work of a team, either formally or as part of a project to ensure individual and team objectives are delivered.
- Keep up to date with changes in relevant policy and legislation to ensure delivery in own work area is effective and complies with appropriate regulations/statutory guidance.

**Budgetary accountabilities**

- None

**Specific accountabilities**

- To oversee and manage the direct management of cases, using an advanced level of skill, knowledge and competency to work within statutory and legislative requirements for the relevant sector, implementing local policy and procedures
- Early Help and prevention - understanding and demonstrating competence to work in a preventative and early help way and to the relevant operating model, using up to date methods (for children's services this would be tier 2) implementing local policy and procedures in a bid to avoid escalation of need and to support independence.
- Accountable to the Team Manager for the performance and management of a team of qualified and non-qualified staff for the delivery of set performance standards to ensure the quality of practice.
- To use data effectively in order to understand and address the issue of both team and individual performance.

- Accountable jointly with the Team Manager for taking decisions regarding casework and/ or practice issues/concerns in accordance with supervisory responsibilities and departmental delegated powers.
- To ensure that assessments and reviews are robust, balancing risks and strengths and that associated care plans use the SMART principles in determining change and support within a family and with individuals.
- To assist staff to make professional decisions based on observations and analysis with the service user at the centre of practice.
- Using a facilitative, reflective approach and using constructive challenge, create a culture to ensure that the best outcomes are achieved and that service users are placed at the heart of practice whilst prioritising safeguarding.
- Recognise, respect and value the expertise of practitioners and other professionals and support the implementation of a practice framework underpinned by theory and research, in line with the organisation approach to practice.
- Support a culture of excellence by modelling best practice including the ability to generate multiple hypothesis and make sense of complex situations.
- Assess different learning styles and apply emotional intelligence when engaging and communicating with staff to achieve maximum benefit and positive outcomes.
- Identify significant incidents, events or trends, including managing and mitigating risks within the delivery of the service and alerting the leadership team as appropriate.
- Carry out any other duties, commensurate with the post, as may be required for the efficient running of the service.
- To apply the principles of restorative practice.

**Role Profile - Details Specific to Job Family**

These roles would be regarded as “front line” service delivery roles. Here, role holders are directly accountable for performance, often through the direct control of significant resources or through managed contracts. These roles may also deliver some of their results through collaborative working with co-producers or other third party agencies.

At the lower levels, operational managers may oversee a department or team and at the lowest levels, direct contact with service users will be a common feature of roles in this job family. At the higher levels, they may be in charge of a department, large operational area or the management of significant contracts and may be ultimately accountable for ensuring compliance with statutory obligations.

**Role Profile - Details Specific to Grade**

Will have accountability for achieving clearly specified and measurable results either personally or through the leadership of a team. Will be dealing with the most complex problems and issues within the boundaries of technical or professional skill and

knowledge. Will make recommendations on procedural improvements and other initiatives to enhance team performance.

Roles requiring a level of professional expertise to deliver a front line service.

**Person specification (knowledge, skills, experience and behaviours required in the role)**

- A relevant Professional Qualification with evidence of relevant formal post qualifying learning or willing to work towards this .
- Registered with HCPC
- A minimum of 3 years post qualification relevant experience. demonstrating the development of an advanced level of knowledge and skill or evidence of how established skills and knowledge are transferable.
- Commitment to develop management skills and knowledge using both formal and informal methods of learning and development,
- Evidence of undertaking regular continued professional development
- Ability to understand analyse and respond to risks across the continuum of need.
- Practical experience of managing and analysing complex cases, to be able to demonstrate the ability to form professional judgements using information from a range of sources.
- Detailed knowledge of relevant legislation, case law, regulations and guidance as well as local and national policies.
- Advanced knowledge of theories, methods, tools and application of these to inform best practice.
- Ability to work across the specialist professional knowledge and methods EG; social work, occupational therapy, partner agencies.
- Experience of multi-agency working and evidence of taking a lead role for example through chairing of multi agency meetings. Able to demonstrate how this has led to positive outcomes.
- Knowledge and understanding of the social work knowledge and skills statements relevant to the team roles
- Knowledge of the principles of performance management and have effective methods to deliver these.
- Understanding of the principles and practice of reflective supervision and the ability to lead and motivate staff
- Excellent communication skills including oral, written, negotiation and role modeling
- Excellent organisational and planning skills
- Ability to follow direction and meet statutory requirements
- Ability to adapt and cope with a changing environment and support colleagues in these circumstances.
- Ability to manage pressure effectively and cope with conflict in a professional way.

[Insert here any mandatory accountabilities/requirements for all LBS staff e.g.]

- Ensure all health and safety standards are adhered to for the relevant work area.
- Apply diversity and equal opportunities policies in the workplace.
- Safeguarding vulnerable Adults and Children