

Job Family:	Delivery – Front Line – Professional knowledge	Grade: 10
Job Title:	<i>Team Manager</i>	Directorate: People
Date:	February 2021	Version: 1:1

Brief Description of job role and department

- Reporting to the Service Manager or service specific Team Manager, Team Manager's will be responsible for the leadership and management of the Service. Using their advanced knowledge and experience they will lead and model practice which meets statutory requirements and 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, including deputising in their absence
Team Manager is a broad Job Title category, and individual job titles may vary but could include:
 - Service specific Team Manager
 - Service Development Manager
 - Deputy Manager

These roles will deputise for the Service Manager or Service specific Manager and will form part of the on call duty rota as appropriate

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 their own work area.
- Where relevant, coordinate 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

- Accountable for approving spends in line with agreed budgets and financial processes and monitoring finance in relation to the Family Group Conference Service and other projects and resources

1. To oversee 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

2. Understand, demonstrate and disseminate the operating model, supporting internal and external partners and teams to develop competence to implement and utilise preventative and Early Help practices across the tiers of need to reduce escalation and demand on statutory services.
3. 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.
4. Undertake all line management functions including supervision
5. 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.
6. To assist staff to make professional decisions based on observations and analysis with the service user at the centre of practice.
7. Develop the application of our practice model both within the service area and across partners and agencies
8. Using a facilitative, restorative 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.
9. 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.
10. Support a culture of excellence by modelling best practice including the ability to generate multiple hypotheses and make sense of complex situations.
11. Identify significant incidents, events or trends, including managing and mitigating risks within the delivery of the service and alerting the leadership team as appropriate.
12. Carry out any other duties, commensurate with the post, as may be required for the efficient running of the service.

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
- A minimum of 3 years post qualification relevant experience, demonstrating the development of an advanced level of knowledge
- 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, Youth Offending, partner agencies
- Ability to lead and motivate teams, and build resilience in the workforce
- Excellent communication skills including oral, written, negotiation and role modeling
- Registration with SW England or other professional body where appropriate
- Flexible and solution focussed approach, with key skills in supporting teams through change

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