**Lancashire County Council**

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| **Job description for the post of: Team Manager, Social Care Service** | | | | | | | | | | | | |
| **Directorate:** Learning Disabilities, Autism and Mental Health | | | | | | **Location:** | | Lancashire | | | | |
| **Establishment or team:** | | | Hyndburn & Ribble Valley CMHT Mental Health Social Care Team Manager | | | | | | | **Post number:** | | F-313-0001 |
| **Grade:** | 10 | | | **Line manager:** | Service Manager | | | | | **Car user:** | | Y |
| **Staff**  **responsibility:** up to 12 wte | | | **Number of staff**  **directly supervised:** up to 12 wte | | | | **Which business plan covers this post?** Adult and Community Services Directorate | | | | | |
| **Our key objectives**  The following key objectives will shape the activities of the council going forward. These are grouped into four themes.  Our citizens  •      Growing up prepared for the future  •      Improving health and wellbeing  •      Supporting people in need    Our communities  •      Making Lancashire communities safer  •      Making Lancashire communities stronger    Our county  •      Promoting sustainable economic growth  •      Improving roads and transport  •      Protecting and improving our environment    Our organisation  Responding to significant financial, policy and service challenges means adapting our organisation to ensure it is fit for purpose while striving to ensure our customers receive the highest standards of service. This objective will shape the organisation in the future  **The purpose of this job:**  To provide an outcome focussed assessment service to all adults with Mental Health difficulties.  On an allocated geographical basis, manage the professional practice and operational processes associated with Adult Mental Health Social Care Team concerning: assessment and case management; support planning and review; and safeguarding and prevention, to promote recovery and mental wellness. To work in partnership with other stakeholders i.e LSCFT, ICB  The post holder will be required to:   * Instil a culture of customer focus, embedded in a confident learning environment supported by effective supervision and appraisal * Provide professional Social Work advice, consultancy oversight and guidance for LCC Social Workers, and social care staff working in Adult Mental Health Social care teams. * Provide Social Work professional advice, consultancy oversight and guidance for partner organisations. * To ensure that staff are adhering to LCC recording requirements on LAS and using the Care Navigation service. * Co-ordinate and integrate team learning activities, including overseeing joint delivery arrangements, anticipating and responding to change that will impact upon service delivery. * Identify ways to improve SW practice, processes, performance and efficiency. * Promote independence dignity and respect for all people and carers who receive services. * Promote the benefits of SW integration to maximise independence of service users and carers and ensure best value in terms of social care resources. * Undertake the full range of AMHP duties working flexibly across the County as required. * Provide day time management cover for the AMHP Hub in the absence of the Manager. | | | | | | | | | | | | |
| Core tasks   1. Deliver a personalised and strength based service as outlined in national legislation and guidance and in line with county policies and procedures, ensuring that the practice of staff is lawful. 2. Manage Senior Social Workers, Approved Mental Health Professionals, Social Workers and Social Care Support Officers and other staff as designated. 3. Responsible for the management and application of HR, recruitment and employment processes. 4. Responsible for supervision and development of allocated staff, including Performance Development Reviews. This will include supervision and assessment of Social Workers in their Assessed and Supported Year of Employment. 5. Ensuring assessment, case management, support planning, review, active support and safeguarding adults processes operate effectively and are customer focussed to achieve identified outcomes for customers and their carers. 6. Ensure a high standard of professional practice is maintained across the service through personal example, coaching, mentoring and consultation. This will include supporting staff to maintain their professional registration requirements. 7. Undertake and provide learning opportunities to promote the professional development of staff within the service, including ensuring that SWE standards are understood and followed. This may also include supporting social work student placements. 8. Implement agreed competency frameworks. 9. Manage and oversee workflow to ensure robust and timely responses through effective case allocation, case management and utilisation of I.T. systems. 10. Negotiating the transfer of work both within the service and with other agencies such as the Lancashire and South Cumbria NHS Care Foundation Trust. 11. To ensure the efficient, creative and flexible use of resources to appropriately meet the needs of customers and to contribute to the control of the area budget allocation. 12. Pursue continuous improvement through the efficient use of resources and establish local appropriate performance management systems to deliver high quality of work at individual and service level, meeting local performance indicator targets, including the effective management of complaints, leading or contributing to learning reviews and implementing agreed case audit requirements. 13. Provide performance information to Senior Management. 14. Acting as the Lead for agreed areas of practice. 15. Be involved in working groups and projects as required, to act for the Service Manager in specially delegated areas of work and to provide and undertake training where necessary. In the absence of the Service Manager, to take responsibility as appropriate for operational issues within the area. | | | | | | | | | | | | |
| 1. Work in partnership with customers, carers, other agencies and professionals, through effective communication and consultation networks, to ensure a co-ordinated, seamless response to customers and carers and to contribute to the monitoring of the overall quality of care provided within the area. 2. To support/lead in complaints and disciplinary investigations as appropriate. 3. To develop the training strategy for Mental Health social work staff within your team working in partnership with the learning and development team. 4. Chair meetings Eg: Safeguarding; Best Interest Meetings, Guardianship Meetings, ensuring best practice 5. To undertake the role of Approved Mental Health Professional (AMHP), and provide AMHP supervision to named AMHPs. 6. To work in partnership with the Mental Capacity Co-ordinator and Court of Protection Co-ordinator to promote good quality interventions to service users. 7. To undertake other duties at the same level of responsibility in addition to or instead of those mentioned above. | | | | | | | | | | | | |
| **Prepared by:** | | Mairead Gill-Mullarkey | | | | | | | **Date:** | | January 2020 | |

**Equal opportunities**

We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.

**Health and safety**

All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must co-operate with us to apply our general statement of health and safety policy.

Safeguarding Commitment

We are committed to protecting and promoting the welfare of children, young people and vulnerable adults.

Customer Focus

We put our customers’ needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services at all times.

Skills Pledge

We are committed to developing the skills of our workforce. All employees will be supported to work towards level 2 qualifications in literacy and /or numeracy if they do not have one already.Lancashire County Lancashire County Council

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| **Person specification form** | | | |
| **Job title: Team Manager** | | **Grade: Scale 10** | |
| **Directorate: Adult and Community Services** | | **Post number:** F-313-0001 | |
| **Establishment or team: Hyndburn and Ribble Valley CMHT** | | | |
| **Requirements**  **(based on the job description)** | **Essential (E)**  **or**  **desirable (D)** | | **To be identified by: application form (AF),**  **interview (I),**  **test (T), or**  **other (give details)** |
| **Qualifications** |  | |  |
| Educated to Degree or Diploma level in social work. | E | | AF |
| Social Work England registration | E | | AF |
| Management qualification, evidence of formal management training | D | | AF |
| Evidence of post qualifying training, AMHP | E | | AF |
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| **Experience** |  | |  |
| 3 years post qualifying fieldwork experience. | D | | AF |
| Experience of setting priorities and managing competing workload priorities | E | | AF/I |
| Experience of working effectively with other agencies and professionals  Experience of risk management  Experience of working and delivering services in a culturally diverse environment | E  E  E | | AF/I  AF/I  AF/I |
| Managing/supervising staff and resources | D | | AF/I |
| Team development to ensure professional standards and procedures are met. | E | | AF/I |
| **Knowledge, skills and abilities** |  | |  |
| Thorough understanding of legislation, policies and procedures relating to Adult Social Care. | E | | AF/I |
| Clear understanding of the role of social care in the personalisation agenda  Knowledge of diversity and equality. | E  E | | AF/I  AF/I |
| Ability to manage, organise and direct resources within financial constraints | E | | AF/I |
| Ability to set work objectives and standards, to monitor performance and provide learning opportunities | E | | AF/I |
| Evidence of a commitment to improve practice standards and personal competencies through CPD , use of supervision , PDR to improve personal performance | D | | AF/I |
| Ability to motivate and lead individuals and teams | E | | AF/I |
| Ability to think creatively to resolve difficult problems  Ability to liaise and build effective relationships with other services/agencies/managers  Effective communication skills  IT skills and the ability to record effectively  Negotiation and networking skills | E  E  E  E  E | | AF/I  AF/I  AF/I  AF/I  AF/I |
| **Other** (including special requirements)   1. Commitment to equality and diversity 2. Commitment to health and safety 3. Commitment to attendance at work | E  E  E | | I  AF  I |

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| \*This is an essential car user post banded at  1199 cc (or appropriate banding). However in certain circumstances consideration may be given to applicants who as a consequence of disability are unable to drive. |  |  |

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| **Prepared by:** | Mairead Gill-Mullarkey | **Date:** | September 2018 |
| **Note: We will always consider your references before confirming a job offer in writing**. | | | |

**LANCASHIRE COUNTY COUNCIL**

**PRE-EMPLOYMENT RISK IDENTIFICATION FORM (R.I.F.)**

(NB Completion of this form does not fulfill the requirement to undertake a general risk assessment under the management Health and Safety at Work Regulations 1999)

A Pre-employment Risk Identification Form must be completed by the Headteacher/Head of Service/Line Manager. If any assistance is required in completing this form, please contact the Health and Safety Team.

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| Team/Establishment | Adult social care team |
| Post/Job title | Team Manager OT |
| Description of main activities the employee will be required to undertake (or attach job description) | |
| Form completed by: (print name) Janet Allcock | |

**A. The job to which this form refers will or may involve one or more of the following activities. (Please indicate YES or NO)**

**Managers should note that if any of the following 10 activities are involved, there is an automatic requirement for a pre-employment assessment by Occupational Health and, possibly, for subsequent Health Surveillance.**

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|  |  | **YES** | **NO** |
| 1 | Work at heights *(e.g. over 2m from tall step/extension ladders; scaffold towers, roofwork etc).* |  |  |
| 2 | Work in excessively noisy environments above statutory control limits (*Highly unlikely to include examples associated with any office environments. Examples might include use of woodworking machinery, road drilling, masonry cutting etc).* |  |  |
| 3 | Work in unusual environmental conditions (*e.g. where access or egress or free flow of air may be restricted or where there may be a build up of gases, vapours or fumes or the use of breathing apparatus is required).* |  |  |
| 4 | Use of hand operated tools and equipment known to be associated with hand arm vibration syndrome (*e.g. percussive metalworking tool; rotary handheld tool [not floor polishers]; grinders; percussive hammers and drills etc).* |  |  |
| 5 | Driving a heavy goods vehicle, coach, bus or minibus belonging to Lancashire County Council, transporting others in their own vehicle, or regularly transporting more than three other people as part of normal duties. |  |  |
| 6 | Some contact with hazardous substances (*e.g. chemicals with an orange warning label indicating: very toxic; toxic; harmful; corrosive; sensitising by inhalation/skin contact; carcinogenic; mutagenic; toxic for reproduction; professional bio/pesticides; organophosphates; gluteraldehyde; latex gloves).* |  |  |
| 7 | Prolonged or frequent exposure to machine generated wood dust, or other heavy or excessive concentrations of mineral dust. |  |  |
| 8 | Work with lead or lead-based products (*e.g. some paints).* |  |  |

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| 9 | Food handling/preparation (of raw or uncooked food only). |  |  |
| 10 | Occupational fieldwork or work in extreme conditions (e.g. involving excessive heat or cold or frequent walking for long distances over rough terrain in all weather conditions, forestry/countryside work). |  |  |

**B. The job to which this form refers will or may involve one or more of the following activities. (Please indicate YES or NO)**

**This section is for the information of applicants and does not facilitate a referral to Occupational Health.**

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|  |  | **YES** | | **NO** |
| 11 | Face to face contact with the public/service users *(e.g. at sensitive front line posts re abuse, aggression, assault).* |  |  | |
| 12 | Working in isolation/lone working. |  |  | |
| 13 | Work with electrical wiring *(e.g. colour blindness).* |  |  | |
| 14 | Work where there may be an increased risk of needlestick injuries or blood borne infections HIV; Hepatitis B; Hepatitis C: (*e.g.* *site supervisors; site work, grounds or buildings maintenance, gardeners; some carers).* |  |  | |
| 15 | Work that may bring the employee into contact with rats, rat contaminated ground or other animals or livestock *(e.g. risk of weils disease, other animal borne diseases, zoonoses).* |  |  | |
| 16 | Manualhandling *(other than routine office/administrative lifting and carrying e.g. assisting / moving service users with mobility problems, portering type activities).* | **x** |  | |
| 17 | Working with vulnerable service users *(e.g. children with disabilities; the elderly; children/adults with learning difficulties; alcohol/drug abusers).* |  |  | |
| 18 | Work involving repetitive movements or forced posture *(e.g. twisting, screwing, movements of the hands wrists, arms and/or shoulders awkward body and limb posture or excessive force, bending, kneeling).* |  |  | |
| 19 | Work as a regular display screen user *(where more than 1/3 of a person's time is spent using DSE continuously over any 1 month period).* |  |  | |

Any other occupational hazards/comments that you consider to be relevant to the post which is not included above:

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| **Head of Service/Line Manager/**  **Headteacher *(please print)*** | |  | | |
| **Signature:** |  | | | |
| **Telephone Number:** |  | | **Date:** |  |

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| **Directorate Core Values** | |
| **Adult & Community Services Directorate** | **Children & Young People Directorate** |
| We believe in putting people first – promoting independence, opportunity, protection and inclusion.  Our core values are:   * Everyone is unique and should be treated with respect. * Working in partnership is more effective than working alone. * People, who use our services, and their carers, should be fully involved in decisions about their lives. * Everyone has a right to free access to information. * Our services should respond to the diversity of our local communities. * Our workforce is our most important resource. Investing in our staff, involving them in decisions and developing flexible ways of working achieve better results for the people who use our services. | We believe we can make a positive difference to the lives of children and young people.  Our core values are:   * the role of parents, carers and everyone who has parenting responsibilities; * what children, young people and their families want to tell us; * the power of people working together to achieve common aims; * good public service; * the richness of our diverse communities and cultural heritage; * the essential contribution which education and learning make in improving the lives of children and young people; and * The creative contribution made by children and young people to their communities. |
| **Environment Directorate** | **Office of the Chief Executive Directorate** |
| Our core values are to:   * develop and maintain safe and effective transport systems; * support and protect Lancashire’s people and businesses; * improve the quality of Lancashire’s environment and quality of life for the people of Lancashire; * help regenerate Lancashire’s urban and rural areas; and * Plan a better, more sustainable future for Lancashire. | Our core values are:   * governance; * corporate working; * partnership working; * community leadership; * communication; and * Service delivery. |
| **Resources Directorate** | |
| Our core values are to:   * satisfy the council’s customers within the legal and financial restrictions placed on us; * support and develop our staff; * increase the extent to which we aim for, measure and improve service performance and standards; * help build strategic capacity for the county council; * maintain good governance; * support partnership working; * maintain consistency across the whole of the county council; * understand and share the objectives of the council and its directorates, whilst acting always in the interests of the council as a whole; and * Promote efficiency and value for money. | To help achieve these objectives, we will continue to develop a working environment where:   * ideas flourish and participation is the norm; * communication, feedback and praise go in all directions; * everyone contributes with the aim of achieving agreed goals, not doing only what they are told to do; * processes are a framework, not a straitjacket; and * Managers are treated with respect and treat everyone with respect. |