

**London Borough of Lambeth  
Job description**

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| <b>Job title:</b>       | <b>Team Manager (generic)</b>  |
| <b>Grade:</b>           | <b>PO6</b>   |
| <b>Directorate:</b>     | <b>Adults and Health</b>   |
| <b>Division:</b>        | <b>Adult Social Care</b>   |
| <b>Responsible for:</b> | <b>Professional Direction, management and supervision of Lambeth social care staff. Direct line management of up to 8 staff.</b> |
| <b>Responsible to:</b>  | <b>Service Manager or Head of Service</b>  |

**Main Purpose of Job**

1. To manage the operational day to day service activities, including delivering on the agreed service outcomes.
2. To ensure that evidence-based, strengths practice and best value are achieved.
3. Through management of staff and resources ensure that services are delivered in accordance with the Government policy (keeping up to date with new proposals and initiatives), social care legislation, council policies and departmental procedures and that these are customer-focused and of the highest possible quality.
4. Using operational knowledge, play a key role in contributing to the planning of the implementation of the ASC change management programme with the agreed outcome of delivering personalisation, safeguarding and self directed support. Provide leadership to frontline managers in delivering this change and implementing any future changes in policies, procedure or other development.
5. To support the Service Manager and Head of Service by advising on strategy, policy and future direction of the service, ensuring effective feedback and translation into service delivery. Keep senior management informed of any issues or shortfalls in service and provide action plans to address these matters.
6. To take the lead on ensuring that the service requirement to safeguard adults is delivered according to agreed standards of performance.
7. To have lead responsibility for meeting the performance targets of the sub division and to report these to the performance board managers and staff as required
8. To manage budgets and expenditure so as to ensure that resources are optimised in line with eligibility criteria and priority levels as prescribed in assessment and care management policies and procedures

9. To participate in the development, implementation, monitoring and review of the division's policies, procedures and eligibility criteria relating to assessment and practice, including those relating to adult protection including chairing safeguarding meetings as appropriate.
10. To provide regular monitoring of the quality of services provide by internal or external providers. To take the lead in informing the commissioners, brokerage and providers about the development of such services.
11. To ensure the appropriate involvement of direct and independent sector providers in the processes of assessment, care management and case review.
12. To provide leadership in ensuring effective working relationships with other parts of the ASC and the Council Departments (in particular Housing and Children and Young People's Services) including external agencies and the third sector

### **Staff management**

13. To have overall management responsibility for a social work team which may include both social care and co-located health care staff
14. To directly line manage up to 8 staff in accordance with the Council's Human Resource policies, instigating disciplinary, sickness and capability procedures were necessary.
15. To lead the recruitment, appointment and induction of staff up to practitioner manager level.
16. To chair sickness, disciplinary and capability panels and carry out related investigations.
17. To ensure that staff receives regular, planned and appropriate supervision, support and guidance, including the identification of training and development needs through the Councils appraisal scheme.
18. To regularly audit key areas of management practice including staff supervision and put in place any remedial actions needed.
19. To set objectives and targets relevant for the team reflecting client needs, operational service plans, business plans and divisional objectives and to monitor the achievement of these.
20. To ensure that all staff receive appropriate induction and training including assisting in the setting up and running of training courses.
21. To ensure communication within the service is maintained including regular team meetings and are held to discuss the business of the team, review its performance and brief team members about corporate and care management issues.
22. To implement appropriate systems of managerial control to ensure adherence to quality standards and timescales contained in the division's assessment and care

management policies and procedures, including the completion of any necessary forms and use of electronic systems.

23. To carry out annual appraisals.
24. At all times carry out activities within the framework of the councils' policies and standing orders and current employment legislation and with due regard to the Health & Safety at Work Act.

### **Performance Management**

25. To achieve the agreed performance targets of the service by taking responsibility for co-ordinating, developing, monitoring and evaluating the activities of staff within care management process guidelines and promote high standards of performance.
26. To manage, in conjunction with the Information Support Manager, the service's processing and maintenance of referral, service activity and service user information on all appropriate systems including Mosaic.
27. To attend and report to the monthly Service Performance Board and implement actions agreed by the board.
28. To ensure that all work is allocated in line with workload management arrangements and be involved in the development and maintenance of recording and monitoring systems related to work allocation, workload, care plans and outcomes.
29. To ensure accurate and prompt recording on Mosaic of all activities, with due regard to the need to record views of clients and carers, and to facilitate appropriate access to records by service users and their carers.
30. To play a lead role in the safeguarding vulnerable adults process including chairing strategy meetings and monitoring outcomes for service users.
31. To collaborate with the Performance and Information Team to ensure that the departmental computer-based information is tailored to meet the demands of the assessment and care management system and is able to provide the information necessary to monitor the division's performance and to plan future services.
32. Utilising IT and direct communication, to monitor the quality and consistency of social care plans, giving particular attention to race, culture, age and gender appropriateness. Ensure adequate systems and procedures are in place to regularly monitor the number, nature and quality of assessments of social care needs carried out by team members and report on same as required.

### **Finance**

33. To monitor the budget for client-related expenditure, informing the Head of Service of any shortfall before authorising or recommending expenditure.
34. To manage and monitor the teams staffing and other related budgets, for example, stationery, equipment.

35. To meet regularly with finance staff to monitor expenditure and activity and agree and implement action plans to ensure that the agreed budget is not exceeded without prior authorisation from Service Manager/Head of Service.
36. To ensure that all expenditure, authorised by the post holder, is in accordance with budget restrictions, audit requirements, standing orders and corporate procurement policy.
37. To contribute to the annual budget setting process by producing activity data and advising on anticipated changes in demand for services.
38. To ensure that the service adheres to the council's best value ethos.

### **General duties**

39. To maintain detailed knowledge of all relevant government policy, legislation, statutory guidance and ensure that the practice and operations of the service comply with these.
40. To ensure departmental procedures in relation to recording and sharing of information are adhered to.
41. To provide management cover during normal periods of sickness and annual leave of colleagues and participate in such duty systems as may be devised.
42. To keep abreast of trends and new developments in the field of assessment and care management at both local and national level, particularly in so far as they relate to the work of the team.
43. To contribute to reports for the Executive and other Member-led meetings on subjects relating to the post holders area of responsibility.
44. To respond to enquiries about specific cases from Elected Members, the Chief Executive and the Strategic Director Adult Social Care within the appropriate corporate timeframe.
45. To seek to resolve complaints made by users of Lambeth services, and to act as a complaints investigation officer on a rota basis in order to deal with complaints at a formal level in conjunction with the Adult Social Care Quality and Complaints Officer.
46. To attend sub-divisional management team meetings and participate fully in the corporate activities of the team, including the development of new projects, systems and methods of working.
47. To communicate information to team members about relevant legislation, statutory guidance, policies, practices and procedures and ensure that corporate and departmental information is cascaded effectively.
48. To lead the operational contribution to the development of any change management plans, communicate these plans as agreed with line management and manage conflicting priorities for both self and team.

49. To take responsibility, appropriate to the post for tackling racism and promoting good race, ethnic and community relations.
50. To monitor that actions of subordinate staff in relation to the council's policies on diversity, equal opportunities and health and safety and ensure they undergo such training as may be required in relation to these policies and guidelines.
51. In the event of the councils Civil Emergency Scheme being activated, to undertake any reasonable duties as required (this will be on a voluntary bases outside of normal working hours).
52. To undertake other duties and work in other locations/teams (within the post holders scope of responsibilities), in order to meet changing demands and priorities in service provision.

**London Borough of Lambeth  
Person Specification**

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|---|-----------|--|------------------------|
| <p>It is essential that in your written supporting statement you give evidence or examples of your proven experience in each of the short-listing criteria marked Application (A)</p> <p>You should expect that all areas listed below will be assessed as part of the interview and assessment process should you be shortlisted.</p> <p>If you are applying under the Disability Confident scheme, you will need to give evidence or examples of your proven experience in the areas marked with a "Tick" (✓) on the person specification when you complete the application form.</p> |           |  | Short-listing Criteria |
| <b>Qualification</b>  | <b>Q1</b> | Diploma or degree in Occupational Therapy  | <b>A✓</b>              |
|   | <b>Q2</b> | For Team Manager of AMHP Service – Warranted Approved Mental Health Professional   |                        |
| <b>Key Knowledge</b>  | <b>K1</b> | Extensive understanding and knowledge & understanding of community care legislation and guidance, particularly in relation to people with disabilities and/or older people         | <b>A✓</b>              |
| <b>Experience</b>   | <b>E1</b> | Significant post-qualification experience of adult social care services delivery.  | <b>A✓</b>              |
|   | <b>E2</b> | Experience and knowledge of safeguarding adults.   | <b>A✓</b>              |
|   | <b>E3</b> | Experience of applying community care legislation and guidance, particularly in relation to adults with disabilities and older people including those with Mental Health problems. | <b>A</b>               |
|   | <b>E4</b> | Experience in managing and supervising staff in an adult care service environment.   | <b>A✓</b>              |
|   | <b>E5</b> | Experience of providing assessment and care management services to a multi-cultural population.  | <b>A✓</b>              |
|   | <b>E6</b> | Experience of managing and monitoring budgets.   |                        |

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| <b>Behaviours</b> | <b>Communicates Effectively</b> is about how we talk, write and engage with others. It's about using simple, clear, and open language to establish positive relationships with others. It's also about how you listen and make yourself open to conversation.   | <b>A✓</b> |
|                   | <b>Focuses on People</b> is about considering the people who our work affects, internally and externally. It's about treating people fairly and improving the lives of those we impact. Put people at the heart of our work, after all that's our business. It's about making our processes fit people. |           |
|                   | <b>Focuses on Results</b> is about ambition and achievement. It's about making sure we are working towards the end product and considering the effect of our service.<br>It's about making the right impact, having the right result and changing things for the better                                 |           |
|                   | <b>Takes Ownership</b> is about being proactive and owning our personal objectives. It's about seizing opportunities, driving excellence, engaging with the council's objectives, and furthering our professional development.  |           |
|                   | <b>Works Collaboratively</b> is about helping each other, developing relationships, and understanding other people's roles. It's about working together with colleagues, partners, and customers to earn their respect, and get the best results  | <b>A✓</b> |