

London Borough of Lambeth
Directorate of Social Services
Adult Services Division

Job Description

Job Title	Practitioner Manager
Division:	Adults and Health Services
Sub Division	Adult Social Care
Grade:	PO5
Responsible for:	Management and supervision of Lambeth social care staff. Direct line management of up to 8 staff.
Responsible to:	Team Manager

Main Purpose of Job

1. To provide line management of front-line operational services which includes the provision a comprehensive assessment and case management service to vulnerable adults. In exceptionally complex cases this will include casework with service users and carers.
2. To deliver ongoing improvements in practice and standards of work through the application of specialised knowledge and skills.
3. To lead on the delivery of safe services for services users, including investigating, chairing and reviewing adult safeguarding episodes as appropriate
4. To manage a group of Social workers, Assessors and ancillary staff within the team, deputising for the Team Manager as required.
5. To contribute to developing imaginative strategies to implement local and national policies (e.g. self directed care), both in directly managed cases and also in assisting others.
6. The post holder must be pro-active in promoting anti-discriminatory practices and supporting council policy.

Operational management

7. Ensure that comprehensive assessments of need are undertaken facilitating joint working with other professionals within the agency and with staff from a range of statutory agencies as appropriate
8. Management of team members including students through the provision of supervision, advice, support and the ongoing audit of practice. This may be on an ad-hoc basis, through regular supervision or as part of on the job training
9. To provide managerial duty cover with Practitioner Managers and Team Managers

10. To participate in the chairing of Adult Safeguarding Strategy meetings and Case conferences under the adult protection procedures.
11. To prioritise referrals and ensure urgent cases are responded to within set timescales, paying particular attention to hospital discharge requirements
12. To work with the team manager for the service in ensuring that the workflow within the Team is managed within the performance targets.

Development Work

13. To provide guidance and advice to social workers and assessors around specific issues or cases on an ad hoc basis or through regular supervision or training.
14. To assist in developing a range of Divisional procedures and working practices
15. To enhance social work practice in the subdivision through contributing to various learning activities including in-house training
16. To develop skills and knowledge in a range of different methods of intervention, in particular those that relate to self directed support and other innovative ways of meeting assessed needs and promoting independence and user/carer involvement.
17. To work in partnership with other professional e.g. GP's, CPN's etc. to facilitate and promote co-coordinated/integrated services
18. To share the outcomes of adult safeguarding issues and investigations with team members, developing robust implementation plans to address any outstanding practice matters
19. Liaise with the Adult Safeguarding Team, police and other professionals as necessary keeping the Team manager fully informed of progress.
20. To participate in projects, pilots and working parties to develop and improve new and existing services

Staff Management

21. To manage a group of up to 8 staff by providing one to one supervision, monitoring and guidance on professional practice.
22. To lead in the recruitment, appointment and induction of staff up to care management level including the induction and training of new staff and students and completing probation reports
23. To carry out annual Appraisals
24. In consultation with the Team Manager instigate disciplinary, sickness and capability procedures as appropriate.
25. 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

Financial and Organisational Requirements

26. To organise and plan work of self and other team members, taking into account competing demand, priorities and eligibility criteria, and workload management , informing the Team Manager of any issue's or shortfalls.
27. To provide Senior management with information concerning caseloads or other area of work activity in the context of agreed divisional requirements for the development of management information systems
28. To fully utilise available information technology
29. To liaise effectively with, and help in securing the resources of other agencies, e.g. Housing, Health Services and other relevant and appropriate private and voluntary agencies in the area involved with particular service users.
30. To authorise expenditure in accordance with current guidelines and authorisation limits.

Equal Opportunities

31. To carry out the duties and responsibilities of the post with full regard to Councils' Equal Opportunities Policy and any other policies and good practice guides and undergo such training as may be required in relation to these policies and procedures
32. To take responsibility, appropriate to the post for tackling racism and promoting good race, ethnic and community relations.
33. To ensure that actions of staff comply with the council's policies on diversity, equal opportunities and health and safety and undergo such training as may be required in relation to these policies and guidelines.

Other Duties

34. The post holder will be required to provide cover for other managers within the sub division and may be required to work from a number of locations.
35. Duties may be varied to meet the exigencies of the service and in particular the post holder may be required to undertake any reasonable duties in the event of the Councils' Civil Emergency plan being activated

Competency Based Person Specification
Practitioner Manager (Adults and Health Services)

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) You should expect that all areas listed below will be assessed as part of the interview and assessment process should you be shortlisted. If you are applying under Disability Confident Scheme, you will need to give evidence or examples of your proven experience in the areas marked with a (✓) on the person specification when you complete the application form.			Short-listing criteria
Education	Q1	Degree, Dip SW or equivalent in Social Work	A✓
Key Knowledge	K1	Care Act 2014, Mental capacity Act and other statutory instruments, policies, procedures and working knowledge of adult safeguarding Proven experience of line managing staff. Good knowledge of the principles of supervision, effective management and of the application of IT.	A✓
Key Knowledge	K2	Registered with Social work England	A✓
Relevant Experience	E1	Experience in applying a good understanding and knowledge of key legislation and guidance, particularly in relation to adults with disabilities and older people.	A✓
	E2	Experience of work with an appropriate adult client group in a statutory setting.(formal employment with a relevant Voluntary Sector Agency would also be acceptable.	A✓
	E3	Experience of supervising, practice teaching or mentoring staff	A✓
Core Behaviours	B1	Communicates Effectively This 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. • Actively listening to people who need our support • Using clear language when we talk or write to people, so that they can understand and engage • Able to communicate data, ideas or information to different audiences to ensure clarity in expectations and intentions	
	B2	Focuses on People 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. • Maintaining and developing staff by having one-to-ones, appraisals, team meetings and training plans • Empowering and supporting staff and being responsible for your team • Knowing your staff and emphasising with their issues	A✓
	B3	Focuses on Results is about ambition and achievement. It's about making sure we are working towards the end product and considering the effect of our service. It's about making the right impact, having the right result and changing things for the better • It is about ambition and achievement. It's about making sure we are working towards the end product and considering the effect of our service. • It's about making the right impact, having the right result and changing things for the better • Ensuring teams are clear about the outcomes and objectives of the Council and show a clear link between what they do and how it makes an impact on the customer Listening to staff after asking questions on how to improve service while considering costs	
	B4	Takes Ownership 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	

		• Identify and owning opportunities for service development • Being courageous even when you don't know the answer	
	B5	Works Collaboratively 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 • Ensuring all work with colleagues from across the council to reduce silo working and get things done in the most informed and best way • Encouraging staff to input to their objectives, then summarising goals and monitoring via regular one-to-ones • Building individual's ideas into team work planning • Seek to broaden the skill set of teams so that they can have transferable skills and support across a range of teams	A✓