

Job Description and Person Specification

Practitioner Manager

A Lambeth to be proud of



Job Title: Practitioner Manager

Department: Adults and Health Services

Division: Adult Social Care

Grade: PO5

Reports to: Management and supervision of Lambeth social care staff. Direct line management of up to 8 staff

Responsible for: Team Manager

Context

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 subdivision 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.
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[Staff Management](#)

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PERSON SPECIFICATION

It is essential that in you can meet the following requirements for the role and be able to 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 the Disability Confident scheme, you will need to give evidence or examples of your proven experience in the areas marked with "Ticks" (✓) on the person specification when you complete the application form.			Shortlisting Criteria
<i>For link/career graded post, please mark knowledge, experience, and behaviours clearly for each grade.</i>			
Key Knowledge	K1	Extensive understanding and knowledge of MHA, MCA, Care Act legislation, caselaw and guidance, particularly in relation to adults and older adults with mental health difficulties.	✓A
	K2	Good knowledge of the principles of supervision, effective management and of the application of IT	✓A
Relevant Experience	E1	Experience in applying a good understanding and knowledge of MHA, MCA , Care Act, Human Rights and other key legislations and guidance, particularly in relation to adults and older adults with mental health problems.	✓A
	E2	Experience of work with a multicultural adult client group in a statutory setting. (formal employment with a relevant Voluntary Sector Agency would also be acceptable).	✓A
	E3	Desirable experience of line managing staff - Good knowledge of the principles of supervision, effective management and of the application of IT	
Qualification	Q1	Degree, Dip SW or equivalent in Social Work and qualified as an AMHP (warranted currently or within the past five years) and registered with Social Work England.	✓A

Core Values and Behaviours		Equity • Listen to the views of others and ask for their opinions making sure that everyone in my team inputs into the things that matter. • Ensure fairness and justice is at the heart of my decision making and support to my team and others. • Take time to build trust, building the respect of our stakeholders and ensuring as a team we take accountability for doing what we agree to do. • Develop others and ensure we work as one team for Lambeth, encouraging everyone to play their part • Take positive action to ensure everyone in my team has opportunities to learn and grow at work • Encourage everyone to be themselves at work and value who they are • I am inclusive and actively celebrate diversity, recognising everyone in my team as individuals.	✓A
		Kindness • Treat each member of my team with respect and dignity just as I would want for myself. • Encourage each member of my team to do their very best work and am available to them to provide support and guidance. • Personalise my support to each team members and look out for them, lending a hand wherever I can • Encourage everyone to try and learn from mistakes and use integrity to take action with my team to put things right together • Work with empathy seeking to understand each and every member of team, their unique perspective and circumstances and ensure everyone is heard • Take the time to communicate, being honest, open and genuine and taking the time to get to know team members as individuals. • Show compassion and patience recognising that everyone in the team has unique experience and celebrating the great work they do for Lambeth. • Look after the health and wellbeing of my team members and encourage open and regular discussions about the issues that impact on them, working together to find solutions.	
		Accountability • I encourage and support my team to do the right thing even when it's tough and we communicate our decisions in a timely way • I ensure my team and employees take individual and collective accountability for	✓A

		performance and delivery, making sure that they have clear plans and performance objectives. • I ensure my team plan ahead, getting the basics right and take swift action when problems arise • I encourage my team to be risk aware and ensuring that our decisions and actions are informed and understood and communicated to others. • I provide regular, timely and constructive feedback to my team members on their performance and behaviours and act quickly when performance is not on track. • I share my learning, knowledge and skills with others thorough coaching and mentoring and encourage others to do the same. • I ensure that my team and I put residents, communities, customers and their needs at the centre of everything we do. • I encourage my team to learn and grow and ask questions to find the information they need to do their jobs	
		Ambition • Am proud of our borough and my team and encourage everyone in the team to aim for the highest possible standards of excellence in everything we do. • Encourage my team to be flexible and try new things when it's appropriate to do so and tell me what could be improved. • Promote a one team for Lambeth approach reaching out to our stakeholders to face our challenges together • Encourage and support my team to be courageous for our residents and communities and stop at nothing to ensure they have the best possible outcomes • I make time for the team to Innovate and look for creative ways to do things better, being curious about possibilities. • Positively challenge and encourage the team to collaborate and look for solutions together across service and team boundaries. • Make time for my team to grow and develop taking advantage of opportunities to learn from each other and others. We plan our learning and career growth.	