

	Job Title	Deputy Team Manager – EDT
	Directorate	Service Reform & Strategy
	Department	Adult Social Care (Mental Health)
	Grade	PO4
	Reports to	EDT Team Manager
	Staffing Responsibility	Direct management of up to 5 staff

Job Purpose:

The Deputy Team Manager supports the EDT Team Manager in driving team development, efficiency, and success. They assist with specialist guidance, supervision, and support for Adult Social Care staff in the Emergency Duty Team.

Key duties include supervising staff, handling daily quality assurance, customer care, and performance matters, escalating to the Team Manager only when necessary. The role requires flexibility, including covering for colleagues and the Team Manager as needed.

Additionally, the Deputy Team Manager provides expertise on social care and statutory duties, leads engagement with Children’s Services, and ensures practice development aligns with day services.

The post holder will be a warranted AMHP or experienced child care social worker and will be expected to work as part of the EDT out of hours rota completing shifts. They will provide operational support and direction, alongside the Team Manager, in the delivery of Emergency Duty Services in the following areas:

- Customer contact by phone, web, face to face for all children, young people and adults with disabilities
- Initial assessments including eligibility criteria
- Provision of reablement services
- Provision of immediate services where needed
- Specialist assessments where needed
- Safeguarding service for all children, young people and adults
- Statutory duties to Looked after Children (LAC) including Child Protection (section 47) enquiries when required
- Statutory reviews for Child Protection and LAC and as agreed according to risk for Children in Need CiN and adults
- Statutory duties under the Mental Health Act and provide support to other AMHPs within the service
- Identification, assessment and support planning for Carers.

Principal Accountabilities and Responsibilities:

1. Make a positive contribution to the delivery of the service, this will include working flexibly

- and positively to achieve the objectives of the Council.
2. Manage and lead staff to achieve high performance and effective operational delivery, including developing and improving staff capability.
 3. Manage a customer focused service and the effective use of resources.
 4. Ensure that the council's overall vision, values and ethos are central to the requirements of the service.
 5. Support effective working relationships and act as an ambassador and advocate with external organisations
 6. Keep up to date with developments in service delivery and best practice to ensure the service performs effectively and to the highest standards.
 7. To assist in the development of adequate audit and monitoring systems to contribute to measuring the effectiveness of the team.
 8. To be responsible for the day to day operation of teams ensuring they meet quality standards in all aspects of service delivery, but in particular in relation to:
 - a. Quality of assessments
 - b. Quality of outcomes
 - c. Quality of Customer Care as defined by the ASC Customer Care Charter
 - d. Quality of case recording and information gathered
 9. To undertake the recruitment of staff within the agreed Council and Trust recruitment procedures.
 10. To be responsible for the implementation of the Council's disciplinary, grievance, capability, sickness, harassment, health and safety policies and other relevant personnel procedures, in relation to supervisees. To follow Trust policies and procedures for supervisees not employed directly by the Council.
 11. The professional sign off of support plans, and authorisation of expenditure within agreed limits on behalf of the Department, ensuring duty to customer is balanced with best value for the Council taxpayer.
 12. To respond within policy to complaints and requests for information from members of the public, Councillors and MPs, and to focus on resolving issues at the earliest possible stage
 13. To act as an AMHP, carrying out the range of roles and responsibilities defined in the Mental Health Act.
 14. To carry out Mental Health Act Assessments as an autonomous practitioner and consider the least restrictive options

The Deputy Team Manager is the day to day supervisory lead for the Team and has overall operational responsibility and full accountability when delegated for:

15. Prioritising cases for allocation, closures or transfers to other teams.
16. Providing day to day professional advice and support to staff in carrying out their statutory duties
17. Take operational responsibility alongside the Team Manager in the development of the team through Continuous Professional Development,
18. Carrying the full range of professional responsibilities for more complex cases as required by the Team Manager
19. Ensuring that support plans and packages of care are best value that will meet the customers need within available resources ensuring that the eligibility criteria is adhered to.
20. Ensuring work with customers is safe, risk assessed and risk managed and that customers are appropriately safeguarded at all times
21. Engage with appropriate safeguarding processes as needed
22. Maintaining records of work and information required and according to procedures.
Supervise and check the quality of data entry Mosaic in the personal records of customers
23. Supervision of staff in accordance with policies dealing with the day to day Professional practice of staff and dealing with performance issues as these arise. Ensuring annual appraisals of staff are undertaken with clear objectives set.
24. Allocation of work to individual staff and deploying staff to meet day to day demands of the

service including duty systems and call handlers whilst ensuring that statutory duties are met on a day to day basis.

25. Participating positively in the work of the team, in meetings, briefings, training sessions, planning and organising case discussions as necessary.
26. Working across the department as required and contribute to the development of policy and strategy working to the Team Manager
27. Helping develop positive links with other agencies and joint working with our internal and external partners.
28. Assisting in the full and proper implementation of council policies
29. Carrying out duties, practice and procedures based on professional knowledge, legislative, statutory requirements and council & departmental policy.
30. Carry out Mental Capacity Best Interest Assessments.
31. Attend Court when required.
32. Deputise for the Team Manager when required.
33. To approve expenditure within delegated limits.
34. To approve funding for OT equipment within agreed limits.
35. To respond to official and unofficial complaints within timescales at the local level in a manner that promotes goodwill and resolve difficulties at the earliest opportunity.
36. To implement human resource processes e.g. recruitment, sickness, absence management, authorise flexi, annual leave and approving locum timesheets.
37. To undertake other duties as may be reasonably allocated by the Team Manager, service manager or Head of service.
38. Safeguarding is everyone's responsibility and all employees are required to act in such a way that at all times safeguards the health and well being of children and vulnerable adults.
39. Carry out duties with due regard to the council's customer care, equal opportunities, information governance, data protection and health and safety policies and procedures.
40. Undertake any other duties commensurate with the general level of responsibility of this post.

Job Context:

- Operates within a framework set by Corporate and Departmental Management Teams, but with freedom to influence the shape of services.
- Policy and service development involvement.
- Wide range of internal and external contacts and partnership working.
- Management / leadership of a high performance team.

DBS Status	Enhanced and barred from working with adults
Politically Restricted	No

Person Specification

<p>Specify the qualifications, experience, skills and abilities required on the basis of the Job Description.</p>	<p>To be identified by: Application Form(A) Test/assessment (T) Interview (I) (Please indicate all that apply)</p>
<p>Qualifications and Professional Membership requirements:</p> <ul style="list-style-type: none"> • Relevant professional qualification • Evidence of current registration with professional body • AMHP – Warranted AMHP 	<p>A A</p>
<p>Knowledge (please specify all essential criteria):</p> <ul style="list-style-type: none"> • Evidence of significant relevant Continuing Professional Development (CPD) • Evidence of significant knowledge and understanding of relevant legislative and policy framework • Evidence of knowledge and understanding of stigma and discrimination facing disadvantaged and marginalised groups in society 	<p>A/I A/I A/I</p>
<p>Experience (please specify all essential criteria):</p> <p>Track record of achievement at a management level in a similarly large and complex organisation including:</p> <ul style="list-style-type: none"> • Working in a varied range of roles across adult social care and with different client groups • Effectively providing support and supervision to staff in delivering outcome focussed and cost effective assessments, support plans and services • Involvement in the effective implementation of a performance management system • Ensuring that the statutory duties of staff are understood and met • Flexibility in role and involvement in the development of new services and organisational change • Experience of working successfully in a multi-disciplinary setting and with external stakeholders 	<p>A/I A/I A/I A/I A/I A/I</p>

<p>Skills and abilities (please specify all essential criteria):</p> <ul style="list-style-type: none"> • Manage people, performance and budgets. • Leadership and management skills. • Communicating and influencing skills. • Contribute to the longer term development of the service area. • Demonstrable ability to provide day to day supervision to a large and varied staff team. • Demonstrable ability to provide clear leadership to a staff team and motivate staff to achieve their best • Demonstrable ability to work in Partnership across the Department, the Council when required, and other agencies and organisations • Demonstrate the use of technologies and techniques required to achieve the above • Demonstrate ability to work with complex cases 	<p>A/I A/I A/I A/I A/I A/I A/I A/I A/I</p>
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<p>List desirable criteria:</p>	
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