



Deputy Team Manager

Reports to:	Team Manager		
Department:	Adult Social Care	Grade:	PO4
DBS Status:	Enhanced and Barred (Adults)	Politically restricted:	No

Job Purpose:

Reporting to the Team Manager, to support the Service Manager and/or Team Manager in securing the continuous development, improvement, efficiency and success of the Team as a whole. The Deputy Team Manager will work alongside, and support, the Team Manager in providing specialist advice, guidance, support and supervision to a range of qualified and non-qualified staff working in Adult Social Care.

The Deputy Team Manager will be directly responsible for supervising a group of staff across their service area and dealing with day to day quality assurance, customer care and performance issues reporting to the Team Manager and Service Manager only when required. The Deputy Team Manager will be required to work flexibly in this role, cover for colleagues when required, including the Team Manager, and cover across the service area as the needs of the service dictate. The Deputy Team Manager may carry a small complex caseload as agreed with the Team Manager.

Values

Collaborate proactively.
Lead inclusively.
Embrace change.
Be bold and curious.
Celebrate and share our success.

Job specific roles 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. Work proactively to make a positive contribution to the delivery of the service. This will include working flexibly and positively to achieve the objectives of the Council.
8. Manage and lead staff to achieve high performance and effective operational delivery, including developing and improving staff capability.
9. Provide a customer focused service and ensure effective use of resources
10. Foster a consistent cross One Council culture by ensuring that Council's overall vision, values and ethos are central to the requirements of the service.

11. Working closely with the Team Manager to support effective working relationships and acting as an ambassador and advocate with external organisations as required
12. The postholder must at all times carry out duties with due regard to the Council's customer care; equal opportunities; information governance and health and safety policies and procedures.
13. Work flexibly and positively to achieve the objectives of the Council.
14. To understand the value of information to the council and to contribute to good information governance by keeping information safe, secure, accurate and up to date and available to those who need it. Abide by the council's information governance policies.
15. Keep up to date with developments in service delivery and best practice to ensure the service performs effectively and to the highest standards
16. To be responsible for the day-to-day operation of practitioners 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 case recording and information gathered
17. To undertake the recruitment of staff within the agreed Council recruitment procedures.
18. 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.
19. The professional sign-off of support plans, moving and handlings assessments and DFGs 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.
20. Actively engage with and promote the ASC Skills Academy to ensure best practice takes place across the department.
21. 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
22. Wide range of internal and external contacts including managers in other parts of the Council, partner organisations involving the use of a range of interpersonal skills
23. Develop partnership working with key external stakeholders across the public, private and voluntary sectors; at all times to work closely and effectively with relevant partner organisations
24. High level of work-related pressure in terms of deadlines, conflicting priorities etc.
25. Ensure the development of the Council's services as directed by the Team Manager and Service Manager
26. Operates within a framework set by Corporate and Department Management Teams, but with freedom to influence the shape of services such as the level and range of staff skills needed in the team
27. Involvement in policy and development as directed by the Service Manager to ensure implementation of new legislative and operational policy requirements within Adult Social Care
28. Supports and implements a positive culture across the department, including but not limited to promoting the Adult Social Care culture statements
29. Ensures high professional standards and high standards of service delivery
30. Keeps up to date with legislation and professional development related to the area of work
31. Supports the implementation of council wide improvements within the team and assist with this across the service as a whole as required by the Management Team

32. Ensure concerns are responded to appropriately in line with the London Multi-Agency Adults Safeguarding Procedures and Policy and inter-agency safeguarding policies.
33. Recognise and respond to safeguarding concerns, identify risks to adult/s and mitigate them with a duty visit and safeguarding plan, where we can with agreement from the individual.
34. 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.
35. Undertake any other duties commensurate with the general level of responsibility of this post.

Essential Requirements (key skills & qualifications)

Knowledge and Qualifications

1. Relevant professional qualification
2. Evidence of current registration with professional body
3. Evidence of significant relevant CPD.
4. Evidence of significant knowledge and understanding of relevant legislative and policy framework
5. Evidence and knowledge of working with vulnerable adults
6. Evidence of supervisory management and organisational development experience
7. Knowledge of research, inquiries and recent studies affecting this service area and able to monitor its application in practice

Experience

8. Track record of achievement at a supervisory and/or management level in a similarly large and complex political organisation including:
9. Proven experience of working with adults with learning disabilities and multiple complexities
10. Effectively providing support and supervision to staff in delivering outcome focussed and cost-effective assessments, support plans and services
11. Involvement in the effective implementation of a performance management system and dealing with poor performance
12. Ensuring that the statutory duties of staff are understood and met
13. Flexibility in role and involvement in the development of new services and organisational change

Skills and Abilities

14. Manage people, performance and budgets.
15. Communicating and influencing skills.
16. Demonstrable ability to provide day to day supervision to a large and varied staff team,
17. Demonstrable ability to provide clear leadership to a staff team and motivate staff to achieve their best
18. Demonstrable ability to work in Partnership across the Department, the Council when required, and other agencies and organisations
19. Demonstrate the use of technologies and techniques required to achieve the above
20. A strong role model who demonstrates a personal commitment to high standards of public service, honesty and integrity and professionalism.



21. Good leadership and able to demonstrate management skills
22. A collaborative corporate player with a strong team spirit and respect for others.
23. A customer focused individual with a personal commitment to service improvement, equality, diversity and inclusion.
24. A dynamic, committed individual with the resilience and drive to cope with the demands and pressures of the post including the ability to cope effectively at times of crisis
25. Ability to manage difficult or high- risk casework
26. Able to cope with pressure in an appropriate manner

Budget Responsibility and Overall Headcount - None

Within reason these key deliverables may evolve to meet service need and it is expected that the postholder will be flexible and adaptable in their delivery to meet both service and council wide needs