

Job Description



Job Title: Team Manager Day Opportunities (Adult Social Care) (Five posts)	Service Area: Adult Social Care Operations	
Directorate: Adults	Post Number:	Evaluation Number: 6701
Grade: PO3	Date last updated: October 23	

People at the heart of everything we do

We are committed to putting people – Newham residents and Council staff – at the heart of all we do. Our approach is a collaborative joint enterprise between residents, the Mayor, Members, Council staff and the Corporate Management Team.

Equality and diversity

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity policy in the course of their work.

Protecting our staff and services

Adherence to health and safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good health and safety practices and manage risks appropriately.

Corporate parent

We believe that every member of staff working for Newham Council should understand and fulfil our corporate parenting responsibilities for our looked after children that we have under the Children and Social Work Act 2017.

Overall Purpose of Job

- The post holder will support the service manager in the effective delivery of the service.
- The post holder will have delegated responsibility for the management of identified staff, resources and projects, and will ensure that those resources are managed efficiently and effectively, and that any projects are delivered on time and within budget.

- The post holder will support the service manager to ensure that operational delivery of services interfaces with health partners and delivers integrated care.
- The post holder will support staff to provide and develop service such a way that promotes independence, choice and social inclusion.
- The post holder will provide leadership support to senior support workers across the services managed.
- To post holder will support staff to deliver person-centred services for residents, which promotes independence, choice and social inclusion.

Job Context

The post holder reports to the Service Manager. The role will be responsible for providing operational management and leadership to Senior Support workers to ensure the needs and aspirations of our residents are met and where possible exceeded.

- The post holder will be expected to be an expert in their respective area of practice. The areas of practice are; Profound and Multiple Learning Disability (PMLD), Positive Behaviour, Active Support and Older People and Dementia. Specific expertise is required to ensure best practise in delivered.
- The post holder has direct line management responsibility for up to 2 direct reports who will subsequently manage from between 7 to 18 staff members.
- The post holder will also be required to provide line management support for support workers.
- The post holder has budget responsibility for their specific budget for their service area to approximately £500K.
- The post holder will be responsible for developing a culture of both creativity and excellence with regards to best practice and service delivery. As such the post holder will be required to draw from local, regional and national models of innovative practices. This will include the utilisation of assistive technology and the ability to develop effective partnerships across the multidisciplinary team to drive service delivery and where possible exceed resident's aspirations.
- The post holder will be required to work some evenings, weekends and occasional public holidays in order to meet service requirements and in order to ensure appropriate representation of the Council with residents, the Mayor and elected members, and external bodies.

Key Tasks and Accountabilities:

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties, which may be required from time to time.

The post holder will:

- have a wide range of responsibilities across all our services. You will support the Service Manager in the delivery of outstanding services to the residents we support in enabling, stimulating and safe environments.
- promote resident's strengths, and the strengths of their communities to develop inclusive community-based practices.
- play an active part in the leadership and development of our staff team ensuring that our well trained, competent, motivated and excited employees enable the residents we support to flourish.
- Be proactive and ambitious, and will continually improve and develop our services, increasing sustainability and raising our profile within the community we serve.
- Have a can-do, no limits attitude the post holder will help us achieve accreditation against nationally recognised quality measures.
- lead by example, promoting resident's access, choice and control to services across the life course.
- inspire and motivate staff to embrace the changing landscape of adult social care, to bring new ideas into the service and implement these as part of our goal to become our resident's provider of choice.
- be required to develop positive partnerships across the borough. These partnerships will identify exciting opportunities which promote our resident's access to community activities.
You will be required to provide appropriate information, guidance and support to carers
- share our passion for putting the aspirations and wellbeing of the residents we support first, finding new ways to enrich their lives and delivering outstanding outcomes for them and their relatives focused on enabling residents to flourish.
- support an open, honest, collaborative learning culture in which staff and residents will be empowered and valued.

Management and Delivering Quality Care

1. To deliver and manage the adult day service provided on a day-to-day basis.
2. To achieve agreed performance targets, standards and objectives including:
3. Ensuring that service provision requirements and expectations are known to all staff
4. Monitoring performance indicators, standards of service and record keeping
5. Provide support, advice and guidance to staff as appropriate
6. Ensure that all contractual obligations and management agreements are met

7. Ensure that there is full compliance with the LBN Essential Standards of quality.
8. Ensure the appropriate staffing levels are always maintained, managing and communicating staff rotas and temporary staff
9. To lead, train, motivate, develop support and appraise the staff team.
10. To ensure support and care is person centred and meets the needs of customers, enabling them to maintain independence and maximum quality of life.
11. Maintain positive relationships with customers, carers, contractors, commissioners, regulatory bodies and the communities within which the service operates.
12. Strive for continuous improvement in customer satisfaction and be able to evidence improvements.
13. To ensure continuing professional knowledge and awareness of relevant legislation and best practice in the sector and apply it to the service.

Monitoring and Quality Assurance

14. To manage, supervise and monitor the work of care and support staff to ensure an excellent standard of service to customers.
15. To manage and monitor the services and individual achievements in line with the commissioning specification set out in Service Level Agreements / Contracts.
16. To be responsible for ensuring that delivery is in line with local and national outcome indicators and regulatory requirements and quality standards.
17. Ensure that services and activities are responsive to users' needs
18. Provide reports as and when required to Commissioner and Senior Managers

Safeguarding and Compliance

19. To ensure appropriate safeguarding of vulnerable people, in line with LBN and procedures and regulatory safeguarding protocols.
20. To ensure all Safeguarding concerns are properly investigated and reported and dealt with appropriately.
21. To ensure care and support plans and risk assessments are in place, reviewed and updated in line with organisational, regulatory and contractual requirements
22. To ensure rapid, comprehensive and accountable response to service user enquiries or complaints.
23. As a part of the Management Team, to work in partnership with others to coordinate the continuous effective management of other areas of service delivery in the absence of management colleagues including the development and maintenance of the LBN policies and procedures

Health and Safety and Building Management

24. The team manager posts will work closely with internal and external stakeholders to ensure that buildings are being used effectively, whilst providing specialist services to those who need them and also facilitate ways of providing access to the building for the wider community.
25. The post holder will have oversight of facilities management across the building and will deploy health and safety checks to ensure the environment is safe and functional to deliver the services needed.
26. You will operate as a contact for security and fire alarm services on a rota basis, for when the alarm is activated during the evenings and weekends.
27. You will be responsible for opening and locking up the building in the absence of the caretaker and the cleaners.

General duties

- Participate in and suggest appropriate personal development and training.
- Work flexibly, including occasional evenings and weekends.
- To undertake such other duties, training and / or hours of work as may be reasonably required, and which are consistent with the general level of responsibility of this position.

Personal Specification



Job Title Team Manager Day Opportunities (Adult Social Care) (Five posts)	Service Area: Adult Community Opportunities	
Directorate: Adult	Post Number: Fusion	Evaluation Number:
Grade: proposed PO3	Date last updated: October 23	

IMPORTANT INFORMATION FOR APPLICANTS

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

EQUALITY AND DIVERSITY

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.

PROTECTING OUR STAFF AND SERVICES

Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.

CRITERIA- Essential	METHOD OF ASSESSMENT
<p>KNOWLEDGE:</p> <p>Knowledge of relevant legislation frameworks and guidance.</p> <p>You will have experience and expertise in one of the following areas: PMLD, Positive Behaviour, Active Support, Older People and Dementia.</p>	<p>Application and Interview</p> <p>Application and Interview</p>

Knowledge of quality assurance frameworks including CQC standards.	Application and Interview
Awareness of the needs of people who use adult social care services and ensuring provision of high-quality service.	Application and Interview
EDUCATION/QUALIFICATIONS	
Relevant professional or management qualification or equivalent experience and evidence of continuing professional development.	Application and Interview
Level 3/4 in Health and Social Care, equivalent experience or willing to work towards a relevant qualification	Application and Interview
SKILLS AND ABILITIES:	
The ability to motivate staff teams to develop creative and innovative interventions	Application and interview
Well-developed oral and written communication skills.	Application and Interview
Managerial skills including those of performance management, budget management and risk management.	Application and interview
Ability to manage an effective process of change.	Application and Interview
Ability to lead, give directions and work as part of a team.	Application and Interview
Ability to delegate, prioritise and manage conflict	Application and Interview
Strong decision-making skills	Application and Interview
Ability to recognise risk to customers and staff and respond appropriately	Application and Interview
Awareness of health and safety requirements	Application and Interview
Ability to work under own initiative	Application and Interview
Good IT skills including Word	Application and Interview
EXPERIENCE:	
Experience of managing social care services for adults.	Application and Interview

<p>Experience of managing change.</p> <p>Experience of managing staff and ability to set and monitor performance objectives.</p> <p>Experience of managing resources and delivering services within budgetary limits.</p>	<p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p>
<p>PERSONAL STYLE AND BEHAVIOUR:</p> <p>Has a high degree of personal integrity, sound judgement and sensitivity, shows the capacity for self-motivation and empowerment of staff and works well under pressure.</p> <p>Demonstrates a strong commitment to the promotion of equal opportunities</p> <p>Demonstrates good interpersonal and networking styles, including leadership behaviours.</p> <p>Show appropriate sensitivity towards the needs of service users and carers.</p>	<p>Application Form/Interview/Test</p> <p>Application Form/Interview/Test</p> <p>Application and Interview</p> <p>Application and Interview</p>
<p>OTHER SPECIAL REQUIREMENTS:</p> <p>Ability to work evenings, weekends and occasional public holidays, if needed to meet the requirements of the service.</p> <p>Fitness to carry out function of post including manual handling e.g., use of hoist, wheelchair and personal care.</p> <p>This role is subject to an enhanced DBS check</p>	<p>Application Form/Interview</p> <p>Application Form/Interview/Test</p> <p>Satisfactory clearance at conditional offer stage</p>