

- i) the day to day Operational Management, supervision and workflow of the team and to deputise for the Team Manager
- ii) Ensuring that staff members and the Team meets and delivers its statutory responsibilities under the Care Act and locally agreed obligations to Adults and Older People with presenting Health and Social care needs.
- iii) Ensuring the Teams work is informed by legislation, statutory and local guidance and current best practice and that the council's statutory obligations are met under the appropriate legislation.
- iv) Contributing to the Royal Greenwich HAS Vision and Principles by achieving consistent practice and decisions in order to achieve better health and social care outcomes for residents and promoting independence through enablement.
- v) Supporting the programme to support people's strengths through Social Care Practice and enablement.
- vi) Supporting members of the Team to positively manage risk and promote independence and wellbeing

- vii) Ensuring that all members of staff and their work complies with the Council's policies and procedures
- viii) The management of a designated group of staff including AHP's and Health staff, delivering a wide range of different activities.
- ix) Supervision of staff across both health and adult social care within a multi-disciplinary setting
- x) The practice standards and performance management of designated supervisees and their adherence to Directorate policies, procedures and statutory responsibilities
- xi) Contributing to ensure that agreed performance targets are met and adhered to.
- xii) The quality and prioritisation of your own work and, in accordance with Council policy and procedure and professional practice, alerting the Team Manager, at the earliest opportunity to any caseload issues, safeguarding concerns, practice issues, or issues of unaddressed risk that will adversely impact on the health and wellbeing of an individual or their carer.
- xiii) Identify any matters that may impact on the reputation of the department or the local authority.
- xiv) Maintain your own good practice and professional and performance standards and ensure that team members do the same
- xv) Adhere to and have respect for the appropriate regulatory body for your profession
- xvi) Adherence to the Directorate policies, procedures, statutory responsibilities and agreed performance targets, including attending regular supervision meetings with your allocated supervisor.
- xvii) Understanding and undertaking all duties with due regard to the provisions of health and safety regulations and legislation, Data protection/GDPR, the Council's Equal Opportunities and Customer Care policies, and the New Technology agreement.
- xviii) Undertaking any other work appropriate to the level and general nature of the post's duties.

Manages up to 15 ...directly managed staff.

Manages up to ...indirectly managed consultancy/contracting staff.

Main Duties:

- 1) You will be responsible for screening and allocating work and will compete caseload management ensuring that cases are dealt with at the appropriate level. You will not routinely be expected to carry a caseload although you may need to either be case accountable or co work very complex cases or situations when members of the team when necessary and provide advice, support and guidance to staff whilst dealing with highly complex, and potentially dangerous situations.

- 2) You will provide front line supervision to designated members of the team potentially across several professions, on a regular basis, in line with policy, guidance and professional practice. As such you will be responsible for ensuring that developmental needs are met, individual, team and departmental standards are achieved, priorities met, actions taken are appropriate to individual circumstances and that tasks are allocated to team members with due regard to their level of knowledge and ability.
- 3) You will support the HAS strategy and vision designed to train and develop staff skills and abilities in the delivery of change management, and the use of date and other tools, to enable residents to identify their own strengths and enable them towards greater independence. Moreover, you will be required to manage staff to deliver change through enabling strength in individuals and communities leading to the boroughs aspiration to reduce dependency on adult social care.
- 4) You will ensure that the staff you manage are supported and provided with opportunities to develop their skills and you will contribute to embedding a culture of strengths-based practice and Continuous Professional Development
- 5) To lead on the development and setting of standards and priorities, promoting quality management standards and the effective implementation and monitoring of standards, policies and procedures.
- 6) To provide guidance and make significant decisions in relation to assessments and care management for adults with care social care needs and authorise service provision
- 7) To review the reassessment of care and provision of care and support plans for Adults with social care needs.
- 8) To monitor the use of resources including the provision of care under the direction of the Team Manager and authorise the provision of care
- 9) In partnership with the Team Manager, consider and redeploy staff resources to ensure that the team is run effectively and can respond with agility and flexibility to meet the needs of service users
- 10) To support the Team Manager in the allocation of resources whilst understanding and adhering to council financial processes and procedures.
- 11) It is expected that you will promote integrated working across all stakeholders and will work creatively with Adults, their families and carers, and collaboratively with other professionals, in a range of settings. In so doing you will ensure that the team is using person-centred principles, evidence-based practice and appropriate social work methods and models, and making best use of available resources, to enable people to have better lives.
- 12) You will support the Team Manager to disseminate information and keep the team up to date and contribute to the development, maintenance and updating of management information systems in accordance with Directorate policies, procedures and statutory

procedures and ensure that all staff assume responsibility for compliance with recording and reporting systems and processes.

- 13) To respond to enquiries and to provide information and advice to Adults & Older people and their carers, external agencies, other council departments and colleagues within health and adult services as required and respond to complaints appropriately according to level of escalation and as outlined in the Departmental Complaints procedures.
- 14) To ensure the safeguarding of adults and children at risk from abuse, neglect or exploitation by ensuring safeguarding concerns are responded to timely, appropriately and effectively and that safeguarding adults' enquiries/ assessments/ reviews are completed in line with current legislation, policy and best practice. To closely manage highly complex cases, or cases where a high level of unaddressed risk is present.
- 15) To be responsible for maintaining and promoting your own knowledge of social care legislation, guidance, best practice as well as local and national resources, and take a lead role in sustaining a learning culture within the organisation.
- 16) To recruit staff in conjunction with Team Managers and other professional colleagues following Council and Departmental policies and procedures.
- 17) To take a lead role in the development of new initiatives, practice development, service improvement, policy and planning within teams and across agencies, representing the team and department at meetings, chairing, delivering presentations and delivering reports as appropriate, as directed by your Team Manager.
- 18) To contribute to the learning of others and to provide consultation, guidance, modelling and support the learning of good practice to colleagues within the council as well as external organisations as appropriate to grade, skills, knowledge and responsibilities, as directed by your Line Manager.
- 19) To follow, promote and ensure the adherence of designated supervisees in following best practice and local guidance in recording and documenting activities electronically, and using other mediums, with especial emphasis on recording details pertaining to individuals.
- 20) To ensure that budgetary and other resources issues are considered as part of all decision-making, and that Council and Departmental financial procedures are adhered to.
- 21) Where necessary for the job role or appropriate for continued development in the role, the post holder may be required to participate in training and development courses made available via the Council's Apprentice Levy funding.
- 22) To be responsible for undertaking employee investigations and appeals in line with the RBG policies and procedures.

- 23) To be responsible for providing mentoring opportunities to junior staff (e.g. graduates, apprentices etc.)

Designation of the Post to which the Post-Holder normally reports to: Team Manager

Person Specification



Job Title	Assistant Team Manager
Grade	PO5
Service/Section	Generic
Directorate	Health and Adult Services

Method of Assessment: AF= Application Form, T = Test, P = Presentation, I = Interview

Shortlisting Criteria: Essential criteria assessed via application form should be used to shortlist.

Criteria	Method of Assessment	Essential/Desirable
Knowledge		
The continued basis for registration as a Social Worker (or other comparable regulated professional role), with the relevant regulatory body.	AF,P,I	E
This post is eligible for a DBS check under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 or as prescribed in the Police Act 1997 (Criminal Records) regulations. A DBS enhanced with barred list check is an essential requirement for this role.		
Substantial knowledge of adult social care legislation, principles and best practice.	AF,T,P,I	E
Knowledge of the principles of best value and quality assurance.	AF,T,P,I	D
Skills and Abilities		
Ability to performance manage a staff team.	AF,T,P,I	E
Ability to work collaboratively with other professionals, organisations and members of the public.	AF,T,P,I	D
Ability to communicate effectively verbally and in writing.	AF,T,P,I	E
Ability to manage and allocate resources	A,F,T,P,I	E
Experience		

Experience of advising professionals on the assessment of needs and the management of risk including in relation to Safeguarding enquiries	AF,T,P,I	E
Experience of working under pressure, meeting both priorities and performance targets.	AF,T,P,I	D
Experience of supervising professionally qualified staff.	AF,T,P,I	D
Experience of Complex Casework	A,F,T,P,I	E
Experience of integrated working	A,F,T,P,I	E
Experience of providing professional leadership to employees and acting as a role model ensuring the highest quality of practice	A,F,T,P,I	E
Equal Opportunities		
Understanding of and commitment to the Council's equal opportunities policies and ability to put into practice in the context of this post.	AF,T,P,I	E
Managers/Supervisors only		
(see management standards guidance for full descriptions) <ul style="list-style-type: none"> • Leadership levels I, II or III • Communication levels I, II or III • Performance Management levels I, II or III 	L = II C = II P = I	