Profile Title:	Team Manager Lv5	BARNSLEY Metropolitan Borough Council			
Reports to:	Head of Service				
Employee Management:	Small-Medium size Team	**Grade:**	11	**Profile Ref:**	77281

Purpose of the Post

To provide leadership, management and direction to a range of staff; ensuring that allocation, assessment, care and support planning, delivery and review of services are provided by the most effective, economic and efficient means within clear standards and legislative requirements. To act as a safeguarding manager. To be responsible for team budgetary oversight, and service quality and performance.

Responsibilities

- Have lead professional and operational responsibility for a team of staff, including recruitment, motivation, training, welfare, performance management and personal development.
- Develop and implement policies/procedures for the team/area and contribute to the development of strategy/services/policies for a specialised field, setting the direction for the service within strategic parameters.
- Undertake performance management, quality assurance and ensure value for money in services delivered by the team; act on inadequate performance as appropriate and make recommendations to improve future quality standards.
- Oversee and undertake clear and detailed client assessments, screening for risk and urgency, ensuring that referrals are allocated in accordance with agreed protocols, priorities and work-load management systems and resultant case files are monitored.
- Ensure equality of opportunity is afforded to all persons both internal and external to the council, actively seeking to eliminate any direct or indirect discriminatory practices/behaviour.
- Provide professional advice, guidance and information to a range of internal and external stakeholders as required (including social work students at Levels 1 and 2 and students from other professional disciplines), giving evidence in court, dealing with complex cases and emergency situations, ensuring that information is available at all times including outside normal office hours.
- Manage and develop appropriate transitions arrangements and chair multi-disciplinary meetings as appropriate to specialised field /local structures.
- Ensure that 'Making Safeguarding Personal' is undertaken , in accordance with policies and procedures, ensuring that case records and information systems are kept up to date and maintained to the required standards.
- Proactively liaise, negotiate, influence and collaborate with a variety of internal and external stakeholders, developing effective relationships, resolving conflicts, promoting the service.
- Investigate and seek to resolve formal and informal complaints in a timely fashion and to the satisfaction of the complaint in line with BMBC policies and procedures.
- Maintain up-to-date knowledge of best practice, policy and procedure in relation to vulnerable people as well as keeping abreast of wider service developments to enhance the service accordingly to satisfy internal and external demands.
- Authorise and manage expenditure within prescribed budgets, contributing to resource planning for specialised field, monitoring and evaluating contracts supporting packages of care as well as some responsibility for team facilities and other physical resources.
- Attend training courses relevant to the post and undertake continued professional development, ensuring social work registration and local and national requirements are met.
- Operate in accordance with all statutory frameworks and care acts, Caldicott principles, relevant

social care legislation and procedures as well as council policies, procedures and frameworks.

- Undertake any other duties commensurate with the role as requested by management, including covering for other Team Managers in their absence.

Education and Training	**Measure**	**Rank**
• Recognised Social Work qualification or equivalent (Including Nursing, OT and Physiotherapy)	A/C	E
• Registration with the appropriate professional body.	A/C	E
• Evidence of ongoing CPD, including a minimum of 60 Level 7 Credits from the following: Consolidation, Safeguarding, AMHP, Best Interest Assessor, DOLS and Mental Capacity Act. Higher Specialist Award or Postgraduate Diploma.	A/C	E
• To have achieved the Practice Educator Award Stages 1 or 2 standards or equivalent	A/C	D
• Level 5 Management Qualification or willingness to work towards.	A/C	E
• Willingness to undertake the Council's Internal Leadership Programme	A/C	E
Relevant Experience	**Measure**	**Rank**
• At least 5 years' post qualification experience within relevant policies, the statutory framework and legislation including safeguarding.	A/I/R	E
• Experience of working in a health and social work team / care setting e.g. elderly, learning disabilities, mental health and vulnerable people, including multi-agency settings.	A/I/R	E
• Managerial experience e.g. managing budgets, performance management, staff supervision and performance reviews.	A/I/R	E
• Experience of managing highly complex work situations.	A/I/P	E
• Experience of strategic planning and/or project work.	A/I/R	D
General and Special Knowledge	**Measure**	**Rank**
• Demonstrate working knowledge of the Social Work Professional Capabilities Framework and the nine interrelated domains.	A/I/P	E
• Knowledge and understanding of operational service and staff management responsibilities including personal development performance management and recruitment and retention and effective complaint resolution.	A/I/P	E
• Advanced understanding of legislation, policies and procedures relevant to working with adults and children, including an advanced understanding of local and national safeguarding procedures and practice	A/I	E
• Demonstrate advanced knowledge and understanding of personalisation, care planning, problem solving and analysis.	A/I	E
• In depth knowledge of the CPD framework and the Practice Educator Framework.	A/I	E
• Demonstrate an in depth awareness of the role of information systems for monitoring and evaluating the service.	A/I	E
Skills and Abilities	**Measure**	**Rank**
• Effective leadership and management skills including effective change management skills and conflict resolution	A/I	E
• Excellent oral and written communication skills including listening, complex report writing, presenting evidence and chairing multi-disciplinary meetings, including chairing Safeguarding and Best Interest meetings	A/I/P	E
• Ability to analyse and interpret complex information and undertake problem-solving to develop solutions.	A/I	E

• Ability to model and work in an anti-oppressive manner .	A/I/P	E
• Ability to provide effective reflective supervision to individuals and teams, to include those that carry a complex caseload, undertake investigations and provide clear and detailed assessments and outcomes.	A/I	E
• Demonstrate and model advanced skills in work prioritisation, time management and working to deadlines, organising own workload and responding to unexpected problems.	A/I	E
• Excellent interpersonal skills with the ability to develop effective working relationships and constructively challenge.	A/I	E
• Ability to deputise for Heads of Service.	A/I	D
Additional Requirements	**Measure**	**Rank**
• Demonstrate ability to use computer applications (Microsoft applications, databases, including social care system).	A/I	E
• Willing to work flexibly in accordance with policies and procedures to meet the operational needs of the council.	A/I	E
• Willing to undertake training and continuous professional development in connection with the post.	A/I	E
• Work in accordance with the council's visions, priorities, values and behaviours.	I	E
• Able to undertake any travel in connection with the post.	A/I	E