

## JOB DESCRIPTION

**Post:** Team Manager

**Responsible to:** Area Manager

### OVERALL OBJECTIVES

1. To be responsible for the operational day-to-day management and leadership of the service/s ensuring Ability Care and Support's continued compliance with relevant legislation, regulations (e.g. CQC) and local authority contracts.
2. Working in partnership with colleagues in the management team to ensure the provision of a high-quality service enabling customer needs and organisational priorities to be met in accordance with available resources and committed to developing and enhancing the services we provide.

### KEY TASKS

#### **1. Compliance**

- 1.1 To maintain a high-quality service working in partnership with colleagues to manage services.
- 1.2 To ensure the service meets, or exceeds, the requirements of the Contract for the service and the Care Quality Commission guidelines where applicable
- 1.3 To ensure the delivery of safe, personalised services to each individual customer through assessment, person centred planning and regular outcome focussed reviews of services.
- 1.4 To ensure compliance with all Ability Policies.

#### **2. Service Delivery**

- 2.1 To ensure the delivery of person-centred, strengths-based care & support services that promote independence, choice and dignity to empower people to live as independently as possible.
- 2.2 To ensure care & support services are structured in a way that provides flexibility, reliability and continuity.
- 2.3 To ensure services are accessible and robust systems and procedures are developed and implemented.
- 2.4 To ensure the service is appropriately resourced with the right number of suitably qualified, skilled and experienced staff.

- 2.5 To ensure that all new referrals are responded to in a timely manner in line with contractual and organisational timescales.
- 2.6 To oversee the co-ordination of support workers across services.
- 2.7 To deliver services that ensure the Organisation's duty of care to the customers and staff providing the service.
- 2.8 To ensure good communication and links with all stakeholders with regards the provision of services including commissioners, customers, relatives, social work teams etc.
- 2.9 To ensure the office is resourced during office hours and ensure the provision of an effective of hours on-call service if required.
- 2.10 To participate in the on-call rota as required by Ability policy including accurate recording of all out of hours activity

### **3. Service Development**

- 3.1 To work in partnership with the management team and participate in the strategic development of the organisation and assist with the identification and development of strategies for the planning and delivery of quality, innovative supported living services.
- 3.2 To grow and develop services through increasing delivered hours and maximising referral opportunities.
- 3.3 To identify marketing opportunities and develop a marketing plan to improve the efficiency and effectiveness of the service.
- 3.4 To produce reports as required and attend management and team meetings.

### **4. Team Management and Leadership**

- 4.1 To manage a team of staff and be involved in the management and direct provision of the service.
- 4.2 To ensure that there is a co-ordinated and consistent approach to service provision that is cost effective and efficient making the best use of allocated resources.
- 4.3 To identify recruitment needs and working closely with the HR team, develop plans to ensure the service is appropriately resourced with capacity for growth.
- 4.4 To be routinely involved in all staff management duties including:
  - Workforce Planning to agreed KPIs
  - Recruitment and selection

- Training
- Supervision and appraisal
- Disciplinary/Capability procedures
- Conflict management & workplace grievances
- Absence Management

- 4.5 To ensure that organisation policies and procedures relating to people and staff management are effectively communicated to the staff team, and monitor adherence to these
- 4.6 To ensure that staff are trained for their roles and responsibilities and that all groups of staff within the team have access to appropriate training and learning opportunities.
- 4.7 To establish and maintain effective staff engagement by understanding and effectively utilising awareness feedback tools and coaching skills to ensure that all staff are aware of and can contribute to operational and strategic developments e.g. staff meetings, staff newsletter etc.
- 4.8 To arrange and attend regular service planning meetings with service delivery teams.
- 4.9 To put in place systems to ensure healthy working practices and that staff receive relevant information to fulfil their health and safety responsibilities.
- 4.10 To ensure that all staff are familiar with and work in line with Ability housing association's policies and procedures.
- 4.11 To provide advice and guidance outside of normal office hours as on call provision.

## **5. Quality Assurance**

- 5.1 To implement and maintain an effective quality assurance programme to promote high quality, best practice and continuous improvement of services in line with Ability Housing association's Quality Assurance Policies.
- 5.2 To deliver services effectively and efficiently and have clear monitoring procedures and processes in place to ensure standards are continually met.
- 5.3 To ensure good and safe practice in all activities relating to customers by putting systems in place to guide, monitor and evaluate care and service provision.
- 5.3 To resolve all complaints in accordance with Ability Housing association's Policy and Procedure.
- 5.4 To evaluate services through regular review, annual customer questionnaires, analysis of complaints & compliments etc.
- 5.5 To ensure CQC and Contract compliance.

## **6. Resource Management**

- 6.1 To proactively manage delegated budgets ensuring efficient use of resources.
- 6.2 To develop operational controls in partnership with the management team, ensure a commitment to cost effectiveness and value for money.

This is not meant to be an exhaustive list, the job holder may be required to undertake such other duties as Management may from time to time reasonably require.

Qualities	Criteria	Desirable / Essential
<b>SKILLS &amp; ABILITIES</b>	Excellent communication and organisational skills	E
	Ability to prioritise work	E
	Ability to effectively manage and lead the performance of others	E
	Ability to cope under pressure	E
	Ability to develop and promote positive working relationships with individual service users, their families and professional colleagues	E
	IT literate	E
	Ability to work as part of a team	E
	Ability to and motivate others to meet deadlines	E
	Ability to recognise and develop additional opportunities for the service and the people using it	E
	Ability to positively adapt to change	E
	Work practice which promotes equality and diversity	E
<b>EXPERIENCE &amp; KNOWLEDGE</b>	Significant and demonstrable experience of working in a health and social care setting.	E
	Significant and demonstrable experience in an operational management capacity in a health and social care setting	E
	Experience of working in/managing a domiciliary service	E
	Experience of managing an effective team	E
	A knowledge and understanding of the current legal responsibilities and standards of the service, including the need for the management and delivery of person-centred services	E
<b>EDUCATION &amp; TRAINING</b>	Holds or studying towards Level 3 Diploma in Leadership in Health & Social Care or the equivalent experience	D
<b>ATTITUDE</b>	Flexible approach to working hours (with ability to work hours to needs of the business)	E
	Good team ethic with Ability to work well with colleagues	E

	Ability to work on own initiative	E
	Commitment to the goals of the department and organisation as a whole	E
<b>OTHER</b>	Full driving license with use of own vehicle	D
	Enhanced DBS clearance	E
	Ability to provide advice and guidance outside of normal office hours as required	E