

LONDON BOROUGH OF MERTON
COMMUNITY AND HOUSING DEPARTMENT
JOB DESCRIPTION

POST TITLE: Assistant Team Manager

Grade: ME14

DIVISION/SECTION: Community & Housing/Reablement Service

Location: Civic Centre

Responsible to: Team Manager

Responsible for: 9 Reablement Officers
36 Support Workers
2 Team Coordinators
2 Occupational Therapists

Post number:

Date: January 2021

BUSINESS ENVIRONMENT

Merton Council's vision is to make Merton a great place to live, work and learn. Underpinning this vision are five strategic objectives, which will drive the work of the Council in the coming years: Education Merton – the achievement of standards of excellence in our schools and colleges and inclusive access to learning, the arts and sports. Safe, clean and green Merton – a safe and clean environment in our streets and opens spaces to improve the sustainability and provide a high quality of life for residents. Caring Merton – support for vulnerable children that equals the standards of the best and support for vulnerable adults that meets their needs while maximising their independence. Thriving Merton – regeneration of town centres and neighbourhoods to provide an attractive environment and in which to live, visit and work. Equalities Merton – full and equal access to learning, employment, services and cultural life and the celebration of diversity. Within this context, the Community and Housing Department aims to meet these strategic objectives by delivering services of a defined quality and which enjoy its customers' approval and confidence.

1. MAIN PURPOSE

- 1.1 To deputise for the Team Manager and to ensure that care and support is delivered in accordance to Care Quality Commission guidance and in accordance with the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014: Regulation 7.
- 1.2 Ensure the service is compliant with the regulations of the 2008 Act at all times, that the minimum standards and competences set out by the Care Quality Commission are adhered to; and that the service is of a good rating as and when formally inspected by the regulatory body.
- 1.3 To provide high-level management to ensure the Reablement Service is delivered efficiently and effectively; ensuring all regulations, standards agreed protocols, procedures and policies are adhered to and that specialist Reablement Occupational Therapy is targeted and integrated within the wider service
- 1.4 To provide direct line management, supervision and support to diverse multi-disciplinary staff groups including professionally qualified & registered Occupational Therapists, Reablement Officers and Support workers.
- 1.5 To ensure the Reablement practice supports the hospital discharge process, prevention of admission and crisis intervention. Paying particular attention to the timelines set out in the Delayed Transfers of Care (amendment) Act 2003, where outcomes have a major impact on service provision, service users and departmental finances.
- 1.6 To develop partnerships with NHS, other boroughs and voluntary sector agencies including GP's, Hospital Managers and Community Nursing Managers, in order to promote the integration and prevention agenda and person centred care as determined by the Care Act 2014
- 1.7 To identify gaps in the service or opportunities for improved customer outcomes and to proactively seek and secure service efficiencies and additional investments for the services through the development of business cases/proposals.
- 1.8 To represent the Council at meetings and decision making bodies ensuring that any decisions taken will have a positive impact on the Council and services provided, a focus on customer outcomes and are of best value.

2. MAIN RESPONSIBILITIES

- 2.1 To support staff in their professional development, providing advice, direction, supervision, training and regular appraisal's;

- 2.2 To manage complex casework including crisis intervention, safeguarding and complaints resolution where the outcomes have a major impact on service provision and service users
- 2.3 To support Reablement Staff to adjust to the changing nature of Health and Social Care, reviewing working practices that need to be reviewed in light of changing legislation and service priorities, making recommendations for change and managing their implementation
- 2.4 To provide line management support in line with the LBM People Management Procedures, to include supervision, appraisals, sickness and annual leave monitoring.
- 2.5 To support the Team Manager to carry out complex project and service redesign work e.g. Unified Discharge Pathways, Shared Capacity with Health, the Home First Discharge to Assess Model
- 2.6 To take the lead on complex projects as part of service development, utilising other departments and teams within the council such as IT, Finance, HR, Legal, Contracts, Facilities
- 2.7 To develop and foster good, creative working relationships with interfacing statutory teams, departments and organisations such as Acute Trusts, Social Work, OT, Brokerage and Community health, providing authoritative advice to Social Work and senior managers from the NHS and voluntary sectors relating to complex partnership working, casework and service provision issues.
- 2.8 To identify and develop opportunities for partnership working with third sector organisations that will complement the Reablement experience and utilise the resources more efficiently.
- 2.9 To provide support and guidance to colleagues on measures to improve existing operational, administrative and financial performance.
- 2.10 To ensure all staff adhere to the legislation/national policy underpinning service delivery, which includes The Care Act, Safeguarding, DOLs and Mental Health Act.
- 2.11 To respond to enquiries and complaints in a timely manner and creatively resolving issues which are of a sensitive nature or which carry major implications for the Council's reputation.
- 2.12 To ensure all referrals are logged, screened and assessed; advise in the decision making process regarding the most appropriate pathway for each referral. E.g. Reablement, Social Work or Occupational Therapy.
- 2.13 To monitor and review processes and service performance, identifying issues, making recommendations to the Team/Service Manager and implementing changes.

- 2.14 To provide detailed and concise reports as requested by the Team/Service Manager.
- 2.15 To support the Team Manager in providing a cost effective service and with managing a service budget of £1.5 million. To support with completing budget returns on a monthly basis, highlighting any potential shortfalls or discrepancies at the earliest opportunity.
- 2.16 Develop and where necessary undertaking staff briefing sessions on new or revised procedures concerning any element of the service.
- 2.17 To support the Team Manager to recruit new staff and provide professional support.
- 2.18 To ensure that all new staff are inducted using the Care Certificate Modules and where required tested to ensure competency prior to issuing the Care Certificate.
- 2.19 To make decisions on workload priorities and allocate accordingly within the team to ensure core assessment functions are carried out.
- 2.20 To take responsibility for prioritising own work, training, development, motivation and appraisal in accordance with Council's policies and procedures.
- 2.21 To comply with all Council Policies including Equal Opportunities.
- 2.22 Undertake such duties as may be required by, or on behalf of the department provided they fall within the range and scope of the duties of the post as set out in the preceding paragraphs and are commensurate with the grade of the post.

LONDON BOROUGH OF MERTON
COMMUNITY CARE AND HOUSING DEPARTMENT
PERSON SPECIFICATION

POST TITLE: Assistant Team Manager

Grade: ME14

Date: January 2021

1. Knowledge

- Advanced understanding of current and impending legislation and statutory guidance relating to social care provision in general and specific to older people. This is to include knowledge of the Care Act 2014, The Health Act 2008, National Assistance Act 1948, National Health Service & Community Care Act 1990, The Disability Discrimination Act 1995, The Carers & Disabled Children's Act 2000, Community Care (Delayed Discharges, etc) Act 2003 and awareness of the 'No Secrets' Guidance on developing multi-agency policies & procedures to protect vulnerable adults from abuse.
- To support the Registered Manager to ensure the London Borough of Merton Reablement Service operates within the framework set out by the Regulatory Body, Care Quality Commission (CQC) and have a good understanding of the minimum standards.
- Advanced knowledge of Mosaic Client Record System and associated systems.
- Advanced knowledge and understanding of the roles and services provided by the Local Authority Social Services Department and other statutory and voluntary agencies.
- High level knowledge and understanding of the psychological, physical, social and emotional needs of older people.
- Advanced understanding of the Council's Equal Opportunities policy and the ability to deliver services within this framework.

- High level understanding of the Council's policies in relation to Quality, Health and Safety and customer care.
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- Advanced understanding of cost effectiveness and resource allocation within tight budget constraints

2. Skills

- 2.1 High level ability to monitor and evaluate service practice and identify areas for improved service effectiveness and efficiencies with recommendations for their delivery
- 2.2 Ability to produce complex reports
- 2.3 High level ability to give specialist advice to managers both within the Council and in Hospital and Voluntary sector agencies
- 2.4 Advanced ability to manage a complex caseload and analyse and resolve complex casework and service delivery problems
- 2.5 Ability to delegate tasks and manage a diverse multi-disciplinary staff team including professionally qualified staff
- 2.6 Ability to work independently and as part of a team.
- 2.7 Ability to work under pressure, prioritise workloads and work to deadlines
- 2.8 Advanced ability to work both within the department and across organisational/professional boundaries in the NHS and voluntary and private sector to ensure good practice and represent the Council at meetings.
- 2.9 Excellent written and oral communication skills.
- 2.10 The ability to work with customers, their families and representatives to resolve complex and contentious issues
- 2.11 Ability to encourage and support staff in their professional development using all available resources I.E. Supervision & appraisal frameworks, corporate training programs etc
- 2.12 Advanced project management and service redesign skills
- 2.13 High level ability to support the team manager with managing the service budget of £1.5million
- 2.14 A commitment to equal opportunities, equality of service delivery and an understanding of the effects of discrimination and inequity
- 2.15 Advanced ability to develop departmental and service policies and procedures
- 2.16 Advanced ability to use Information Technology and produce complex statistics/performance indicators as required

3 Experience/Training

- 3.1 Professional Occupational Therapist Qualification (CQSW, NVQ level 4/5 or equivalent) and the minimum requirements to register with the Care Quality Commission.

- 3.2 In-depth high level experience of managing a diverse multi-disciplinary social care team within a provider service and practice experience of completing assessments in line with the Care Act, including:
 - Extensive experience of Adult social care services with particular reference to Reablement and services for older people and their families.
 - Extensive experience of Adult community health services and hospital discharge for vulnerable older people.
 - Working with service users, their families and their advocates.
 - The development and delivery of complex projects.
 - High level operation and management of ICT and administrative systems.
 - Producing and delivering team briefings and training.

- 3.3 Willingness to undergo training in supervision skills and any other relevant training.

- 3.5 Possession of a full driving license and use of a car is essential.