

**LONDON BOROUGH OF MERTON**  
**COMMUNITY CARE AND HOUSING DEPARTMENT**  
**JOB DESCRIPTION**

**POST TITLE:** Team Manager – Generic JD

**Grade:** ME16

**DIVISION/SECTION:** Access and Assessment, Adult Services

**Location** – Civic Centre (East and West Assessment and Support Planning Team, Review Team, Transitions Team) St Georges Hospital/St Helier Hospital, (Hospital Assessment and Support Planning Team)

**Responsible to:** Service Manager, Access and Assessment

**Responsible for:** *(include deputising role, numbers of staff, whether dispersed)*

Assistant Team Managers within the team

Senior Social Workers within the team

Social Workers within the team

Assistant Care Managers within the team

Administration Officers within the team

**Post number:** HC736

**Date:** May 2012

## **1. 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.

In the context of the above, the post holder manages social care services for a range of adult age customers within a particular patch of the borough, maximising the opportunities for integrated and partnership, working with other provider agencies and health and the voluntary sector.

## **2. MAIN PURPOSE**

The Team Manager is responsible for ensuring policies and procedures are followed in relation to Self Directed Support and Care Management. The post holder will be accountable both from a qualitative and quantitative perspective, for assessment, support planning, service provision and on-going care management for all customers requiring complex or multiple on-going services within the specified patch of the borough, or for the borough –wide service (e.g. Hospital Social Work Team and Transitions Service). The Team Manager will also be responsible for the staffing budget Personal Budget expenditure pertaining to the team's activity and performance.

## **3. MAIN DUTIES AND RESPONSIBILITIES**

1. Provide strong leadership and management of a team, enabling members to embrace and move forward with changes in a positive, enthusiastic and effective way.
2. To ensure that workloads are prioritised and allocated effectively.
3. To develop and maintain effective working relationships with colleagues, volunteers, customers, carers, health staff and other agencies.
4. To chair case conferences and multi-agency meetings as required and represent the department at seminars, relevant inter-disciplinary and strategic meetings.
5. To be responsible for the maintenance of high standards of work within the service through the monitoring of performance in relation to assessment and care management, self directed support, file recording, auditing, workload distribution, staffing and direct provision.
6. To conduct investigations under relevant complaints and enquiry procedures and contribute to analysis of trends, making recommendations for improvements.
7. To participate in the development of policy, procedures and the strategic plans for the client group. To attend policy and commissioning meetings.

8. To lead in the recruitment of staff and ensure that all new or temporary staff have a proper induction.

9. Ensure all staff have regular supervision and an annual appraisal; and support staff in their professional development utilising corporate training and social work qualification/post qualification opportunities.

10. Take lead responsibility for keeping abreast of developments in your area of expertise, and ensure staff are conversant with legislation, regulations, guidance, policies, and procedures relevant to the work of the service.

11. Be Practice Lead in one area as identified in need of improvement, and ensure consistency across all the service.

12. To ensure compliance with departmental and corporate procedures, systems, policies and practice standards in all aspects of work for which the post holder and/or subordinate staff are responsible.

13. To contribute to the budget preparation and monitoring process, ensuring that budgetary control procedures are carried out in relation to expenditure and income.

14. To be responsible for prudent and well-managed use of community care funding by having the responsibility for authorising Personal Budgets and Nursing Home Placements up to a designated financial limit.

15. To ensure that case records are promptly and properly maintained both on paper and Care First.

16. To develop, implement and maintain audit control measures and produce reports as required, which enable the performance of allocated resources to be evaluated.

17. In consultation with the Service Manager put forward proposals to develop the service and where these are approved take responsibility for their implementation.

18. To implement Self Directed Support Policies and ensure good uptake of Personal Budgets

19. To use computers and other items of technology in the normal performance of the duties of the post.

20. To promote and assist in ensuring the Authorities aims in relation to Customer Care Practices and customer awareness are achieved.

21. Ensure that the team's performance and activity contributes to the achievement of Merton's shared vision; Merton 2015, Go For GOLD

22.To inform senior managers if the department may be subject to publicity

23.To ensure that Corporate and Departmental Health and Safety policies are implemented at all times and raise any concerns regarding their operation, or any other health and Safety Matters with the Service Manager.

24.To promote and ensure compliance with the Council's Equal Opportunities Policy.

25.To carry out other such duties as may be required by or on behalf of the Director of Community and Housing Services, providing they are within the scope indicated by the above paragraphs and are commensurate with the grade of the post.

#### **4. SPECIFIC TASKS**

1. To work flexibly in direct liaison with other Teams to agree the best course of action for the customers and their carers, both at the point of intake and/or following a period of case management by the provider team.
2. To ensure team members complete further investigations involving other disciplines where required.
3. To prepare and support staff in situations where they have to attend court and prepare reports for legal purposes.
4. To ensure where necessary, that separate assessments of the needs of customers and of carers are carried out.
5. To ensure that staff carry out Mental Capacity Assessments or at least record the customer's cognitive status on the file.
6. To support and ensure team members provide appropriate information, guidance and professional support to all clients on their caseload.
7. Ensure that customers and carers are involved in the process of deciding which needs will be met, by which method, that their views are heard, recorded and considered, and that they understand the reasons for the decisions eventually reached.
8. To develop, implement and maintain a duty system in liaison with other Access and Assessment Team Managers, ensuring that all existing customers have direct access back to their allocated team.
9. To provide advice, support and guidance to team members when an allegation of abuse is made, taking a lead co-ordinating role and ensuring that all investigations are carried out in line with local polices

and procedures, and working closely with Merton's Safeguarding Adult's Team.

6. To work in partnership with other service areas to ensure appropriate mechanisms are in place to enable the smooth transfer of customers.
7. Ensure that customers are informed of their rights to benefits and that a financial assessment has been carried out.
8. To ensure that quality and value for money services are commissioned to meet identified needs and that services purchased comply with Corporate and Departmental standing orders and good practice guidelines.
9. To assess, provide and monitor necessary services/allowances to those who have no recourse to public funds, and be aware of the obligation of the Local Authority for those people, when they have a physical disability.
10. Ensure the team's full co-operation in the carrying out and implementation of statutory requirements such as DOLS assessments and recommendations.
11. Ensure all staff adhere and work to the standards of the GSCC code of practice.

**LONDON BOROUGH OF MERTON**  
**COMMUNITY CARE AND HOUSING DEPARTMENT**  
**PERSON SPECIFICATION**

**POST TITLE:** Team Manager – Assessment and Support Planning, Adults (Hospital, Review and Locality Teams))

**Grade:** ME16

**Date:** May 2012

**1. Knowledge**

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|-----|---|-----|
| 1.1 | An advanced knowledge and 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 National Assistance Act 1948, National Health Service & Community Care Act 1990, The Disability Discrimination Act 1995, The Carers & Disabled Childrens Act 2000, Community Care (Delayed Discharges, etc) Act 2003, awareness of the 'No Secrets' Guidance on developing multi-agency policies & procedures to protect vulnerable adults from abuse, Personalisation, Mental Capacity Act and DOLS | A.I |
| 1.2 | A good practical understanding of the social model of disability  | A.I |
| 1.3 | A good knowledge and understanding of the roles of and services provided by a Local Authority Social Services Department and other statutory and voluntary agencies.  | A.  |
| 1.4 | A good knowledge and understanding of the psychological, physical, social and emotional needs of adults and older people.   | A.I |
| 1.5 | A good understanding of the Council's Equal Opportunities policy and the ability to deliver services within this framework.   | A.I |
| 1.6 | A good understanding of the Council's policies in relation to Quality, Health and Safety and customer care.   | A.I |

**2. Skills**

- 2.1 Ability to delegate tasks and manage staff so that service objectives are achieved. A.I
- 2.2 A good communicator with the ability to motivate staff.
- 2.3 Ability to work independently and as part of a team. A.I
- 2.4 Ability to manage conflicting work demands and work under pressure.
- 2.5 Ability to prioritise work loads and work to deadlines. A.I
- 2.6 Ability to work with managers and staff both within the department and across organisational/professional boundaries to ensure good practice with a diverse professional network. A.I
- 2.7 Ability to encourage and support staff in their professional development using all available resources I.E. Supervision & appraisal frameworks, corporate training programs etc. A.I
- 2.8 A good understanding of cost effectiveness and resource allocation with the ability to monitor and manage a team budget. A.I
- 2.9 A commitment to equal opportunities, equality of service delivery and an understanding of the effects of discrimination and inequity. A.I
- 2.10 The ability to work within and be involved in the development of Departmental policies and procedures. I
- 2.11 The ability to use Information Technology and produce statistics/performance indicators as required. A.I

### 3. **Experience/Training**

- 3.1 Professional Social Work Qualification (CQSW or equivalent) and a valid registration with the General Social Care Council. A
- 3.2 Recognised Post Qualification Award (PQ1, ASW, Practice Teacher) A
- 3.3 Experience working as a qualified Social Worker. A
- 3.4 Willingness to undertake further appropriate training. I
- 3.5 Possession of a full driving license and use of a car. A