

Reference Number MUL089

Role Title Adult Social Care Team Leader

Directorate Multiple

Department Multiple

Reports to Social Care Manager / Service Manager

Role Purpose

To lead a team of Social Care Practitioners and Support Workers to enable them to support service users in the best way and deliver excellent practice. As a first line user the role will focus on Practitioners in their team and supporting their practice. To have awareness of the budget and monitor the budget spend for their team.

Accountabilities

- Provide professional supervision and coach the social care practitioners in their team to develop their practice and professional competence, enabling them to deliver positive outcomes for service users.
- Create job clarity and a clear vision of successful Social Work / Occupational Therapy practice, modelling and providing examples of good practice and setting standards to enable their team to practice excellent social care.
- Allocate and prioritise casework in collaboration with the Social Care / Service Manager, so that the team can operate efficiently and ensure continuity of service.
- Partner and build collaborative working relationships with partners and other agencies over organisational boundaries (often in multi-agency and inter-professional settings), to ensure that the service and the social care workers in their team deliver cohesive care and support for service users.
- Promote a person-centred working approach so that the services delivered are inclusive of the service user's voice and desires.
- To support the social care practitioners to manage complex cases, providing statutory support in line with statutory guidance and Council policies and procedures, to deliver support and services to vulnerable members of the community. This includes the provision of information, advice, assessment, creating care and support plans, and safeguarding.
- Take professional, evidence based, risk-informed, complex decisions (in line with legislation, statutory guidance and Council policies and procedures) to ensure actions taken are well-considered and have the best interests of the service user as their focus.
- Identify and monitor risks, addressing risks where possible and escalating as required, to ensure that situations are addressed at the earliest possible opportunity and risks minimised.
- Monitor and review operational policies, feeding back and making recommendations on procedural, process and service improvements to contribute to the development and improvement of social care services.
- Maintain accurate case and supervision records in line with national and local policies and requirements, to ensure information is accessible and auditable.

Knowledge / Skills / Experience required

- Degree or post-graduate qualification in Social Work / Occupational Therapy or other equivalent professional qualification (CSS CQSW, Dip SW; Dip COT).
- Additional qualification and experience in area of specialism (e.g. AMHP or Practice Educator)
- Registered with Social Work England / HCPC.
- Thorough and extensive knowledge of legislation, statutory guidance, local policy and procedures, national codes, and multi-disciplinary practice.
- Substantial experience in managing a complex caseload and delivering social care services.
- Experience of managing a team and providing professional supervision and guidance.
- Ability to critically analyse, evaluate, and deal with complex issues including risk.
- Ability to establish effective relationships and partnerships in inter-professional and multi-agency settings.
- Ability to communicate clearly, using empathy, understanding and persuasion to influence people's behaviour and decisions.

Dimensions of role

- This role will manage a team of social care practitioners and support workers (typically up to 10 people).
- This role does not manage any direct budgets, but is expected to have awareness of the budget and overall spend profile for the team.
- Planning will typically be over the forthcoming weeks and months, focused on individual and team caseload.

Notes

Date: 01/02/2021

Working Conditions:

- As a mobile worker visiting service users, a working day will include some walking and standing, but with the ability to vary and control this.
- Work entails home visits, where there is potential exposure to unpleasant environments, such as smoke, dirt, unpleasant smells, and hazardous substances. There is limited ability to control this exposure.
- In working with vulnerable members of the community, the role will need to maintain composure and concentration in spite of sometimes challenging circumstances and behaviour.
- The role holder will witness distressing and sometimes traumatic circumstances as an unavoidable part of the job.
- The role holder will have to deal with confrontation, conflict, hostility and challenging behaviour from service users and their families on a regular basis, as well as potential personal threat.

Working Arrangements:

- The role may be required to be on a standby/call-out rota.
- The role may be required to work outside of normal office working hours.