



JOB DESCRIPTION

Post: Team Manager
Responsible to: Support Services Manager

OVERALL OBJECTIVES

1. The Team Manager will effectively manage the operational day-to-day delivery of the service ensuring Ability Care and Support's continued compliance with relevant legislation, Local authority contracts and Ability housing's policies.
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.
3. Model and provide leadership to ensure staff professionally deliver their duties and responsibilities, understand, demonstrate and are observed as working in accordance with Ability Positive commitments in the team.
4. Responsible for the safe delivery of support in the service which complies with Health and safety in the workplace.

KEY TASKS

1 Compliance

- 1.1 To maintain a high-quality service working in partnership with colleagues to manage services.
- 1.2 To deliver on contractual reporting obligations to commissioners, delivering quarterly KPI reports within required deadlines
- 1.3 To ensure the delivery of safe, personalised services to each individual service user through assessment, person centred planning and regular outcome focussed reviews of services.
- 1.4 To support and report on the progression and evidencing of customer outcomes
- 1.5 To effectively and robustly evidence and monitor service and outcome data by ensuring the development of tools and learning activities as required
- 1.6 To ensure compliance with all Ability Housing's policies and procedures.
- 1.7 Hold or willing to complete the QCF Level 5 qualification.



2 Service Delivery

- 2.1 To understand the Recovery star Framework and support team members to use this to effectively capture, plan, deliver and evidence meaningful customer support
- 2.2 To ensure that support is person-centred; promotes independence, choice and dignity to empower people to live as independently as possible.
- 2.3 To ensure support services are structured and delivered in a way that provides flexibility, reliability and continuity.
- 2.4 To ensure that required service delivery standards are delivered, evidenced, monitored, reviewed and analysed with required actions and learnings implemented and embedded
- 2.5 To ensure the service is appropriately resourced with the right number of suitably qualified, skilled and experienced staff.
- 2.6 To ensure that all new referrals are acknowledged and responded to in within 48 hours in line with contractual and organisational timescales.
- 2.7 To ensure the effectiveness of care workers, overseeing and managing performance; securing and evidencing outcomes and monitoring standard of delivery with feedback.
- 2.8 To cover short term manager absences in services within the Hillingdon contract
- 2.9 To deliver services that ensure the Organisation's duty of care to the customers and staff providing the service.
- 2.10 To ensure good communication and links with all stakeholders with regard to the provision of services including commissioners, customers, relatives, social work teams etc.
- 2.11 Communicate effectively with customers, their families and representatives, staff and other health and social care professionals to deliver the best possible service
- 2.12 To establish a local cycle of feedback from customers and other stakeholders and learnings used to improve service delivery

3 Service Development

- 3.1 To work in partnership with the management team 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 work in partnership with commissioning and LA partners maximising utilisation of contract through driving referrals to be evidenced by a waiting list.
- 3.4 To identify marketing opportunities and develop a marketing plan to improve the efficiency and effectiveness of the service.
- 3.5 To input required KPI data to Services Manager quarterly
- 3.6 To lead on, support and utilise technological advances and options to maximise customer choice and independence

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 communication tools are utilised effectively, with appraisals, supervision's, informal conversations, learning activities, mandatory training and team meetings being undertaken at the required frequency; evidenced and work targets and outcomes delivered.
- 4.3 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.
- 4.4 To identify recruitment needs by managing staffing needs to ensure sufficient numbers of suitably qualified staff and develop plans to ensure the service is adequately resourced to meet service need.
- 4.5 To be routinely involved in a range of human resources/staff management duties including:
 - Workforce Planning to agreed KPIs
 - Recruitment and selection
 - Training
 - Supervision and appraisal
 - Disciplinary/Capability procedures
 - Absence Management
- 4.6 To ensure that processes and procedures are in place to meet the various organisational and staff requirements with regard to human resources issues.
- 4.7 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.



- 4.8 To establish and maintain effective two-way communication to ensure that all staff are aware of and can contribute to operational and strategic developments e.g. staff meetings, staff newsletter.
- 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 ensure the office is resourced during office hours, provide advice and guidance outside of normal office hours as part of the Care and Support on call provision and be prepared to work flexibly to ensure the safe delivery of the service.

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 services provision.
- 5.4 To resolve all complaints in accordance with Ability Housing association's Complaints & Compliments Policy.
- 5.5 To evaluate services through regular review, annual customer questionnaires, analysis of complaints & compliments etc.
- 5.6 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
SKILLS & ABILITIES	Excellent communication and organisational skills	E
	Excellent communication and interpersonal skills	
	Ability to prioritise work, deliver tasks and outcomes and negotiate deadlines	E
	Ability to effectively manage and lead the performance of others	E
	Ability to model and deliver coaching approaches and reflective practice	
	Ability to cope under pressure	E
	Ability to give critical and positive feedback to improve motivation and performance	
	Ability to develop and promote positive working relationships with individual service users, their families and professional colleagues	E
	IT literate, Ms Office, Teams	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
	Be able to cover other services on site on in the absence of the manager	E



EXPERIENCE & KNOWLEDGE	A minimum of 2 years experience of working in a health and social care setting.	E
	At least 2 years relevant 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
	QCF Level 5 qualified or working towards qualification	E
EDUCATION & TRAINING	Holds or studying towards Level 5 Diploma in Leadership in Health & Social Care or the equivalent.	D
ATTITUDE	Flexible approach to working hours (with ability to work hours to needs of the business)	E
	Positive and professional demeanour at all times	E
	Ability to work on own initiative	E
	Commitment to the goals of the department and organisation as a whole	E
OTHER	Essential car user with use of own vehicle for work purposes, depending on location and the needs of the service. Full driving license and insurance for class 1 business use.	E
	Enhanced DBS clearance	E



	Ability to provide advice and guidance outside of normal office hours as required	E
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