

# Job Description and Person Specification



## Job Description

<b>Job Title</b>	Team Leader
<b>Grade</b>	8
<b>Service</b>	Community Discharge Team
<b>Reports to</b>	Service Manager
<b>Location</b>	University Hospital Coventry & Warwickshire
<b>Job Evaluation Code</b>	Y5001D



## About Coventry City Council

**Who we are:** At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

**Our aim is simple** – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

**Our Values:** We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:



## About the Service your team will provide

### Purpose of the role / Output

To efficiently and effectively lead and manage a Team, ensuring the support provided are responsive, personalised and outcome focussed, flexible and to quality standards to meet the needs of people with care and support needs and carers.

## Main Duties & Key Accountabilities

### Core Knowledge

1. Establish and maintain within the delegated responsibilities the operational policy for the team in conjunction with the Service Manager and update as necessary.
2. Have delegated responsibilities for the management and allocation in respect of all budgets devolved to post holder. Support the full monitoring and reviewing processes in respect of the same. Ensuring the delivery of cost-effective services to meet need.
3. Undertake assessments and have responsibility for allocated workload when necessary.
4. Be accountable for the authorisation of expenditure from the Community Care Budget and liaise with other Case Management Teams where expenditure relates to budgets managed by the post holder and maintain knowledge and understanding of additional funding streams.
5. In conjunction with the Service Manager ensure effective financial systems are in place. These include debt recovery, payment arrears, and contested accounts, having due regard for local and legislative procedures.
6. Ensure accurate data is contained within the Departments client recording system, HR and financial systems within the areas managed. Ensure the requirements of the Data Protection Act are complied with and audited as necessary.
7. Institute legal processes and procedures in line with the Departmental Safeguarding procedures to protect people with care and support needs.
8. Act from time to time as a work-based supervisor or practice assessor for social work students, or act as mentor or assessor for the development of other members of staff.
9. Contribute to performance management requirements and national and local performance indicators, as necessary.

10. Have joint responsibility with the Service Manager for establishing effective working relationships with other agencies including the independent and voluntary sector group and providers. Promote joint and inter-agency working partnership arrangements and other initiatives with statutory and independent sector organisations, including Coventry & Warwickshire Mental Health Trust, Housing Department, Area Co-ordination, NHS Coventry.
11. Have joint responsibility with the Service Manager for the utilising of resources available to provide a flexible, cost effective range of services and individually tailored packages of support and care that promote, enablement and independence that are sensitive to the needs of individuals in partnership with Commissioning and other Case Management Teams.
12. Manage staff within the Team on the proper interpretation of their role and practice in accordance with their position and level of accountability, including advice on prioritisation, risk assessment and risk management.
13. Be responsible for all aspects of the operational management of the Team, to include overseeing of incoming referrals, allocation of work and smooth running of systems and processes.
14. In conjunction with the Service Manager, manage staff in the Team including recruitment and selection, induction and probation; identification of learning and development needs, supervision; disciplinary and grievance matters, and performance assessments
15. Ensure effective communication is maintained within Team. Actively participate in staff meetings. Ensure the briefing of staff is effectively undertaken and that Council and Department Policies and Procedures are also effectively communicated.
16. Investigate complaints, disciplinary and grievance matters and contribute towards positive employee relations, taking advice from /advising the Service Manager of issues in these areas as they arise.
17. Chair meetings as appropriate. These may relate to service development provisions and/or people with care and support needs.
18. Maintain a working knowledge of all relevant national and local legislation, codes of practice and departmental policies and procedures, ensuring that these are adhered to and communicated within the post holder's areas of responsibility.
19. To be responsible for ensuring that Continued Professional Development requirements are met.
20. Provide cover for the Service Manager and/or colleagues in their absence if necessary.
21. Work flexibly to meet the needs of the service. This will include Seven Day working on a rota basis including Bank Holidays as applicable

22. The post holder must comply with the Interagency procedures of the Safeguarding Boards and Coventry City Council's policies for safeguarding children and safeguarding adults and is required:
23. To inform, instruct, train, supervise and communicate with employees and provide them copies of appropriate guidance such that all employees are aware of what may constitute abuse or neglect of children or vulnerable adults, are aware of their duty to report such concerns and comply with this duty
24. To report all concerns about potential abuse or neglect of children or vulnerable adults that are brought to their attention to the appropriate officers within the council as described in current policies.

#### General

1. Maintain confidentiality, security and integrity of information relating to patients, staff and other Health/Social Services business in accordance with the requirement of the Data Protection Act.
2. Responsibility for own continued professional development, including maintaining registration with appropriate professional bodies.
3. Participate in the corporate appraisal scheme.
4. Undertake all mandatory training and attend external courses where identified as part of individual appraisal.
5. Provide cover for colleagues and senior managers as appropriate.
6. Any other duties and responsibilities within the range of the salary grade.

## Key relationships

External	Internal
<p>UHCW Safeguarding Nursing Team</p> <p>UHCW Tissue Viability Team</p> <p>UHCW Intergrated Discharge Team</p> <p>UHCW REACT Team</p> <p>UHCW Frailty Team</p> <p>UHCW Site Team</p> <p>Coventry &amp; Warwickshire Partnership Trust</p> <p>Coventry and Warwickshire Intergrated Care Board</p> <p>West Midlands Ambulance Service</p> <p>West Midlands Fire Service</p> <p>West Midlands Police Service</p> <p>Coventry Coroner Services</p> <p>Care providers</p> <p>Charity Organisations</p> <p>Citizen Housing</p> <p>GP Services</p> <p>Out of City Hospitals</p> <p>Other Local Authorities.</p>	<p>Coventry City Council Brokerage Team</p> <p>Coventry City Council Commissioning Team</p> <p>Coventry City Council Legal Department</p> <p>Coventry City Council Homelessness department</p> <p>Coventry City Council Financial Assessment Team</p> <p>Coventry City Council Performance Team</p> <p>Other Adults Social Care Teams</p> <p>Mental Health Team</p> <p>Coventry City Council Human Resources Team</p> <p>Coventry City Council Recruitment Team</p>

## Standard information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.



### **Smoke Free**

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

### **Training**

The postholder must attend any training that is identified as mandatory to their role.

## **Responsible for:**

**Staff managed by postholder:**

**Staff and students**



## Person specification

<b>Job Evaluation Code</b>	
<b>Knowledge</b>	
<ul style="list-style-type: none"> <li>The City Council's Equal Opportunities Policy and how to ensure service provision is sensitive and relevant to all service users and carers.</li> </ul>	
<ul style="list-style-type: none"> <li>Relevant legislation, relating to Care Act, Mental Health Act, Equality Act etc.</li> </ul>	
<ul style="list-style-type: none"> <li>Understanding of the range of users' and carers needs and the range of Social Services' provision to meet</li> </ul>	
<ul style="list-style-type: none"> <li>Awareness of statutory guidelines and current thinking on good practice and delivering services with an enablement focus</li> </ul>	
<ul style="list-style-type: none"> <li>Understanding of statutory guidelines and current thinking on good practice and delivering services with an outcomes focus in accordance with the personalisation agenda.</li> </ul>	
<ul style="list-style-type: none"> <li>Knowledge of assessment models, care management and reviewing processes and awareness of other methods of intervention, eg. Group work, community work, etc</li> </ul>	
<b>Skills and Abilities</b>	
<ul style="list-style-type: none"> <li>Skilled in working with people with care and support needs and carers to identify need, arrange outcome focussed services in a cost-effective way, monitor service provision and review Care Plans</li> </ul>	
<ul style="list-style-type: none"> <li>Able to organise and manage own work and that of others</li> </ul>	
<ul style="list-style-type: none"> <li>Able to anticipate and respond appropriately to situations of conflict and disagreement</li> </ul>	
<ul style="list-style-type: none"> <li>Effective communication skills - verbal and in writing</li> </ul>	
<ul style="list-style-type: none"> <li>Ability to chair meetings</li> </ul>	
<ul style="list-style-type: none"> <li>Supervision of a range of staff within the Team</li> </ul>	
<ul style="list-style-type: none"> <li>Able to manage a team's workload. Develop and maintain referral system, assessment, allocation and workload management systems in line with departmental and policy priorities</li> </ul>	
<ul style="list-style-type: none"> <li>Able to develop effective working relationships with people with care and support needs, carers, colleagues and other agencies</li> </ul>	
<ul style="list-style-type: none"> <li>Able to work in line with service standards and objectives and assist the monitoring of performance against relevant local and national indicators</li> </ul>	

<ul style="list-style-type: none"> <li>• Work in an anti-discriminatory way with people with care and support needs, carers and colleagues, and promote anti-discriminatory practice within the team.</li> </ul>
<ul style="list-style-type: none"> <li>• Able to investigate and manage disciplinary and complaint matters</li> </ul>
<ul style="list-style-type: none"> <li>• Able to contribute to the budgetary control process, including the authorisation, monitoring and projection of expenditure and the application of other funding streams</li> </ul>
<ul style="list-style-type: none"> <li>• Able to participate in the recruitment and lead on the effective induction of staff</li> </ul>
<ul style="list-style-type: none"> <li>• Provide professional supervision to staff and manage issues relating to staff development, learning and performance in order to achieve ongoing professional development of the Team</li> </ul>
<ul style="list-style-type: none"> <li>• Able to lead, motivate and support staff</li> </ul>
<ul style="list-style-type: none"> <li>• Able to make decisions in the absence of the Service Manager</li> </ul>
<b>Experience</b>
<ul style="list-style-type: none"> <li>• At least 2 years' post-qualifying experience with health or social care services for adults/older people</li> </ul>
<ul style="list-style-type: none"> <li>• Supervision of staff and students</li> </ul>
<b>Qualifications</b>
<ul style="list-style-type: none"> <li>• Professional qualification in a health or social care discipline and current registration with the relevant professional body.</li> </ul>
<ul style="list-style-type: none"> <li>• Evidence of personal development and commitment to learning e.g. through attainment of management qualification.</li> </ul>
<b>Special Requirements</b>
<ul style="list-style-type: none"> <li>• This post is exempted under the Rehabilitation of Offenders Act 1974 and as such appointment to this post will be conditional upon the receipt of a satisfactory response to a check of police records via Disclosure and Barring Service (DBS)</li> </ul>

<b>Date Created</b>	November 2022	<b>Date Reviewed</b>	September 2023
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