

# Job Description and Person Specification

## Team Leader – Social Work

Job Details	
Grade	8
Service	Adult Social Care
Location	One Friargate
Job Evaluation Code	

Coventry City Council Values
<p>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:</p> <p><b>Open and fair:</b> We are open, fair and transparent.</p> <p><b>Nurture and develop:</b> We encourage a culture where everyone is supported to do and be the best they can be.</p> <p><b>Engage and empower:</b> We engage with our residents and empower our employees to enable them to do the right thing.</p> <p><b>Create and innovate:</b> We embrace new ways of working to continuously improve the services we offer.</p> <p><b>Own and be accountable:</b> We work together to make the right decisions and deliver the best services for our residents.</p> <p><b>Value and respect:</b> We put diversity and inclusion at the heart of all we do.</p>

Job Purpose
<p>To 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 their carers efficiently and effectively.</p>

Main Duties & Key Accountabilities
<p>Establish and maintain within the delegated responsibilities the operational policy for the team in conjunction with the Service Manager, and update as necessary.</p>
<p>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.</p>
<p>Undertake assessments and have responsibility for allocated workload when necessary.</p>
<p>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.</p>
<p>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.</p>
<p>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.</p>
<p>Institute legal processes and procedures in line with the Departmental Safeguarding procedures to protect people with care and support needs</p>
<p>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.</p>
<p>Contribute to performance management requirements and national and local performance indicators, as necessary.</p>
<p>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 &amp; Warwickshire Mental Health Trust, Housing Department, Area Co-ordination, NHS Coventry.</p>
<p>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.</p>
<p>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.</p>
<p>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.</p>

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
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.
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.
Chair meetings as appropriate. These may relate to service development provisions and/or people with care and support needs.
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.
To be responsible for ensuring that Continued Professional Development requirements are met.
Provide cover for the Service Manager and/or colleagues in their absence if necessary.
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 in particular is required
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
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
Any other duties and responsibilities within the range of the salary grade.

**Key Relationships**

External:	Health including Mental Health/CWPT/CHC/ Hospitals Housing Police Community Partners Service Providers	Internal:	Finance Commissioning Public Health Other Adult Social Care Teams includ- ing Mental Health Children's Services Internally Provided Service Providers
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<b>Standard Information</b>
<p>Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health &amp; 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.</p> <p><b>Training</b> The postholder must attend any training and undertake any development activities that are identified as mandatory/beneficial to their role.</p>

<b>Responsible for</b>
Social Workers, Community Case Workers

<b>Person Specification</b>	
<b>Requirements</b>	
Knowledge	The City Council's Equal Opportunities Policy and how to ensure service provision which is sensitive and relevant to all people with care and support needs and carers
Knowledge	Relevant legislation, relating to Care Act, Mental Health Act, Equality Act etc.
Knowledge	Understanding of the range of users' and carers needs and the range of Social Services' provision to meet

Knowledge	Awareness of statutory guidelines and current thinking on good practice and delivering services with an enablement focus
Knowledge	Knowledge of assessment models, care management and reviewing processes and awareness of other methods of intervention, eg. Group work, community work, etc
Skills And Ability	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
Skills And Ability	Able to organise and manage own work and that of others
Skills And Ability	Able to anticipate and respond appropriately to situations of conflict and disagreement
Skills And Ability	Effective communication skills - verbal and in writing
Skills And Ability	Ability to chair meetings
Skills And Ability	Supervision of a range of staff within the Team
Skills And Ability	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
Skills And Ability	Able to develop effective working relationships with people with care and support needs, carers, colleagues and other agencies.
Skills And Ability	Able to work in line with service standards and objectives and assist the monitoring of performance against relevant local and national indicators
Skills And Ability	Work in an anti-discriminatory way with people with care and support needs, carers and colleagues, and promote anti-discriminatory practice within the team
Skills And Ability	Able to investigate and manage disciplinary and complaint matters
Skills And Ability	Able to contribute to the budgetary control process, including the authorisation, monitoring and projection of expenditure and the application of other funding streams
Skills And Ability	Able to participate in the recruitment and lead on the effective induction of staff
Skills And Ability	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.

Skills And Ability	Able to lead, motivate and support staff
Skills And Ability	Able to make decisions in the absence of the Service Manager
Experience	At least 2 years' post-qualifying experience with health or social care services for adults/older people
Experience	Supervision of staff and students
Qualification	Professional qualification in a health or social care discipline and current registration with the relevant professional body
	Evidence of personal development and commitment to learning e.g. through attainment of management qualification.
Special Requirements	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)

Declaration			
Reviewed/Created By:	Sarbjit Kaur		
Job Title:	Service Manager Adult Social Care	Date:	May 2025