

# Job Description and Person Specification

Role: Team Lead – Equipment and Telecare Services



## Job Description

<b>Job Title</b>	Team Lead: Equipment and Telecare Services
<b>Grade</b>	8
<b>Service</b>	Therapy and Equipment Services
<b>Reports to</b>	Service Manager: Therapy and Equipment Services
<b>Location</b>	Integrated and Community Equipment Store
<b>Job Evaluation Code</b>	Y5083D



## 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

To provide effective leadership and management of the Integrated Community Equipment Service and Telecare Service; ensuring services are delivered to quality standards and the service remains responsive and flexible to meet the needs of all stakeholders.

## Main Duties & Key Accountabilities

### Core Knowledge

- Be responsible for all aspects of the operational management of the ICES and telecare service. Manage staff within the teams on the proper interpretation of their role in accordance with their position and level of accountability.
- Establish and maintain within the delegated responsibilities the operational policies for the Teams in conjunction with the Service Manager, and update as necessary
- Within delegated responsibilities be responsible and accountable that the ICES and Telecare services meet the standards of procurement, storage, and supply of equipment. Ensuring adherence to infection control, decontamination, medical devices guidelines and health and safety standards.
- 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.
- 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.
- Provide expert advice and support to service users and prescribers on all aspects of equipment provision and use.
- Be accountable for the authorisation of expenditure from the ICES and Telecare budget; ensuring value for money from both procurement and assessment of need perspective.

- Ensure accurate data is contained within the recording systems used and the requirement of the Data Protection Act are complied with and audited as necessary.
- Contribute to performance management requirements and national and local performance indicators, as necessary.
- Have joint responsibility with the Service Manager for establishing effective working relationships with other agencies including the independent and voluntary sector group and providers.
- 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 the teams. 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.
- Provide cover for the Service Manager and/or colleagues in their absence if necessary.
- Any other duties and responsibilities within the range of the salary grade.

## Key relationships

<b>External</b> CWPT ICB UHCW & NHS Colleagues Care and Therapy Agencies Housing Support Agencies Community Health Services Service Users	<b>Internal</b>  Various Coventry City Council Service areas and Colleagues
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## 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:

<b>Staff managed by postholder:</b>  ICES and Telecare Operational Leads
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## Person specification

<b>Job Evaluation Code</b>	Y5083D
<b>Knowledge</b>	
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.	
Relevant legislation, including but no inclusive to: Health and Safety, Equality Act, Care Act, Mental Health Act, Housing Grants, Construction and Regeneration Act, Children's Act	
Expertise on disability and/or frailty, the impact of an individual or carer and the range of services/products available to meet their needs.	
<b>Skills and Abilities</b>	
Able to organise and manage own work and that of others.	
Able to anticipate and respond appropriately to situations of conflict and disagreement.	
Effective communications skills – verbal and in writing.	
Ability to chair meetings.	
Supervision of a range of staff within the team.	
Able to provide expert advice on the range of equipment available and its use and contraindications for use. Also appropriately challenge inappropriate equipment requests.	
Able to develop effective working relationships with health, social care and third sector colleagues.	
Able to work in line with service standards and objectives and assist the monitoring of performance against relevant local and national indicators.	
Work in an anti-discriminatory way with people with care and support needs, carers and colleagues, and promote anti-discriminatory practice within the team.	
Able to investigate and manage disciplinary, accident/near misses and complaint matters.	
Able to contribute to the budgetary control process, including the authorisation, monitoring and projection of expenditure and the application of other funding streams.	
Able to participate in the recruitment and lead of the effective induction of staff.	
Able to lead, motivate and support staff	
Able to make decisions in the absence of the Service Manager	
<b>Experience</b>	



At least 2 years' experience with health or social care services for adults/older people.
Management of a team
<b>Qualifications</b>
Professional qualification in either Occupational Therapy, Physiotherapy, Nursing and current registration in relevant professional body is essential
Evidence of personal development and commitment to learning.
<b>Special Requirements</b>
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).

<b>Date Created</b>	July 2023	<b>Date Reviewed</b>
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