

Job Description and Person Specification

Role: Clinical Team Manager Integrated Community Equipment (ICES)/Therapy Assessment Service



Job Description

Job Title	Clinical Team Manager - Integrated Community Equipment (ICES) Therapy Assessment Service
Grade	9
Service	Adult Services – Enablement & Therapy Services
Reports to	Service Manager – Enablement & Therapy Services
Location	City Wide
Job Evaluation Code	Y5711D



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

Whilst reflecting both the requirements of both the NHS and the City Council to be responsible and accountable for the effective management of the ICES team and development of Disabled Facilities Grants (DFG) service. Ensuring the equipment and assessment centre service meet the quality standards expected of the NHS and the City Council and that they are responsive and flexible to meet service user's needs.

Responsible for pooled budget, managing contracts with service providers etc, staff as identified, performance indicators, quality standards, catalogues, demonstration and display areas, reporting to Head of Therapy Services, Organisational managers and Partnership Board.

Main Duties & Key Accountabilities

Core Knowledge

- Establish and maintain within the delegated responsibilities the operational policies for the Teams in conjunction with the Service Manager, and update as necessary.
- Responsible for the management and allocation in respect of all devolved budgets to the post holder.
- Undertake full monitoring, reviewing of processes in respect of the same taking account of all stakeholders within NHS and City Council. Ensure cost effective efficient service is maintain which meets the standards of the service specification. To consult with Services Manager where proposed expenditure is above the agreed threshold and or targets.
- Responsible for ensuring accuracy of actual and predicted expenditures are reported and appropriately acted upon.
- Contribute to service developments working with colleagues and other agencies such as wheelchair services, nursing services, housing grants officers, therapy services to maximise service planning initiatives within NHS and City Council.
- Accountable for ensuring accurate data is contained within the /ELMS and FIS systems within the areas managed. Ensure the requirements of the Data Protection Act and Coventry Information service protocols are complied with and audited as necessary.
- Contribute to Charter standard requirements and national statistical information requirements, as necessary.

- Establish, monitor and evaluate audit service requirements, including the setting of acceptable standards of performance for service provision, to include local organisational and national standards.
- Liaise with and establish effective working relationships with other agencies, departments and the independent sector group and providers. Promote joint and inter-agency working partnership arrangements and other initiatives with statutory and independent sector organisations, including UHCW, NHS Coventry, Coventry Community Health Services and Housing Department, etc, participating in Area Co-ordination, and other corporate initiatives as appropriate.
- Foster and maintain partnership links with commissioning and contracting with the specific aim of contributing to the mapping of future service needs, commissioning services, assessing service requirements and supporting the development of enhanced service quality to meet the standards of NHS and City Council.
- Contribute to the development of business planning processes for the teams.
- Contribute to the development of new services, reframing services and seeking the views of stakeholders and service users in moving services forward.
- Establish a performance assessment programme, eg. Gaining the views of users via satisfaction surveys, ensure the quality of service offered is to pre-described standards.
- Utilise the resources available to provide a flexible range of services and which are sensitive to the needs of professional bodies and individuals, in partnership with commissioning as required.
- Direct and advise staff within the teams on the proper interpretation of their role and practice in accordance with their position and level of accountability, including advice on prioritisation and risk management.
- Manage staff in the teams and maintain a robust system to include recruitment and selection, induction and probation; identification of training and development needs, supervision; disciplinary and grievance matters, and performance assessments.
- Ensure effective working and communication is established and maintained within the Teams to include the wheelchair services. Convene regular staff meetings; ensuring the briefing of staff is efficiently undertaken and that council and cross service department policies and procedures are also effectively communicated.
- Investigate complaints, disciplinary and grievance matters and contribute towards positive employee relations, taking advice from and advising HR and the Service Manager of issues in these areas as they arise.

- Chair Review meetings as appropriate. These may relate to service development provisions, NHS and City Council stakeholders and or service users.
- Responsible and accountable for the management of the Team and delegate, as appropriate, in accordance with service management/practitioner responsibilities and guidelines.
- Maintain a working knowledge of all relevant legislation, statutory instruments, codes of practice and departmental policies and procedures, ensuring these are adhered to and communicated within the area of responsibility.
- Responsible and accountable for ensuring a safe working environment, team compliance for Health and Safety at Work Regulations, risk assessments, both personal and management, and the safety and security of the accommodation.
- Responsible and accountable that the community equipment services meet the standards of the procurement and storage and supply of equipment. Ensuring adherence to infection control, decontamination and medical devices guidelines and quality standards
- Provide cover for other Team Managers and Clinical Team Leads in their absence, at the request of the Service Manager, as and when necessary.
- Any other duties and responsibilities within the range of the salary grade.

Key relationships

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

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: Integrated Community Equipment Stores; Development of Therapy Services (DFG)

Person specification

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Knowledge	
Diversity, Equality & Inclusivity and how to provide a service provision which is sensitive and relevant to all users.	
Comprehensive understanding of procurement, storage and supply in relation to equipment and minor major adaptations services, infection control decontamination and relevant legislation, policy and guidance in relation to service.	
Detailed Knowledge of key areas of legislation relevant to Departmental; Fieldwork Services, Equipment Supply eg. NHS and Community Care Act, CSDPA, Disabled Persons Act, Carers Act and Direct Payments Act. Controls Assurance Standards DOH, Statutory Instrument 1999 No 3242, Statutory Instrument 2002 No 2677 (COSHH), MHRA, MAC, ICES, BS1. BS EN 556-1 AND National Minimum Standards.	
Factors relating to a positive industrial relations climate, including interagency working.	
Procedures relating to the investigation of grievance and disciplinary matters.	
Comprehensive understanding of the range of services and users' needs and the range of services provision to meet need.	
Understanding of the range of factors relating to interagency working between different professional groups and organisations i.e. NHS and Local Government or PCT and City Council.	
Awareness of procedures in relation to personnel, financial, budgetary and other support functions.	
Knowledge of the principles of sound financial management and budgetary processes and controls.	
Skills and Abilities	
Managing a team, including the establishment Referral taking, assessment, allocation, and workload management systems in line with departmental and policy priorities.	
Work with organisations, professionals, and users to identify need and arrange services to meet need.	
Anticipate and respond appropriately to situations of conflict.	
Effective communication skills - verbally and written.	
Numeracy skills to understand statistical and financial data related to service provision.	

Participate in and chair meetings.
Lead, motivate and support staff.
Work in an anti-discriminatory way with service users, carers and colleagues.
Develop effective working relationships with organisations, professional bodies, users, carers, colleagues, other agencies and elected members.
Work to service standards and set objectives, monitor performance against relevant indicators and demonstrate a commitment to quality in service provision.
Organise and manage own work programme and that of others.
Investigate and manage disciplinary and complaint matters.
Contribute towards the development of services in Coventry.
Manage budgets, including the monitoring and projection of expenditure.
Participate in the recruitment and induction of new staff.
Provide supervision to staff and manage issues relating to staff development and performance.
Manage change positively and constructively.
Experience
Experience of management of staff including Allied Health Professionals.
Experience of assessment and development and management work.
Experience of working within either a health or social care environment.
Experience of supervision of professional staff.
Qualifications
Allied Health Professional Dip/Degree Validated equivalent from another country.
Registered Allied Health Professional.

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).

This authority is committed to safeguarding and promoting the welfare of children and young people/vulnerable adults and expects all staff and volunteers to share this commitment.

Date Created

February 2023

Date Reviewed

February 2023