

## ROLE PROFILE

<b>Job family</b>	<b>Manager</b>	<b>Role profile number</b>	<b>MA13-2850</b>	<b>Grade M</b>
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**Job purpose:** To manage a team responsible for delivering a service.

Grade M posts focus on the full management of a team of staff and are higher in 'Decisions' with the requirement to set working standards/practices and to lead on initiatives to design and deliver service transformation. These posts are also higher in 'Knowledge & Skills' requiring a relevant post graduate professional qualification and significant relevant experience at a technical/professional level within a related specialist field.

<b>Factor</b>	<b>Relevant Job Information</b>
Supervision and/or Management of People	Full accountability for a team of staff including; managing performance, monitoring quality and quantity of work; disciplinary matters; employee wellbeing; training and development.
Indicative Qualifications	Degree in relevant profession, or equivalent experience/skills. Licence / certificate / qualification required for the role. ITQ 2 or equivalent ICT skills and abilities, demonstrating significant experience in IT systems. Level 4 in management or equivalent experience.
Knowledge and Skills	Experience of managing, motivating and developing a diverse team of staff. Experience of managing staffing budgets. Significant relevant professional experience post qualification in a similar work environment. Expert knowledge of relevant policy, systems, work practices, professional guidelines, legislation and a good understanding of emerging developments in the area of specialism. Excellent ICT skills including use of Microsoft applications and specialist systems. Excellent organisational skills and the ability to prioritise workloads of a team to achieve deadlines. Thorough knowledge of other areas of the authority relevant to the service. Ability to interpret and analyse statistical and numerical data, drawing conclusions from the data to inform decision making. Experience of defining and developing systems, policies, procedures and / or practices. Experienced project manager with a good understanding of project management methodologies and systems. Excellent time management skills to manage a complex workload prioritise and set deadlines. Transformation management skills to advise on process flow, removal of waste and duplication within and across service areas. Ability to produce business focussed, user friendly reports, policy and project documents where appropriate. Authority and credibility to build relationships and engage successfully with colleagues, customers and partners.
Creativity and Innovation	Work on own initiative to manage own activities and the work of the team contributing to longer term activities / plans for the service area. Apply professional knowledge and experience to interpret and recommend policy, resolve complex issues, proactively anticipate problems and deliver solutions which enhance the quality and efficiency of services. Responsible for meeting performance standards within a policy framework and regulatory guidelines. Considerable scope to exercise initiative in taking action - within the boundary of well-defined policies. Allocate work to the team monitoring quality and outputs. Proactively manage staffing issues. Research and resolve problems, provide advice and guidance to the team on processes and procedures. Lead research and development of systems, policies, procedures and / or standards within specialist area. Analyse data/information to highlight and prioritise issues for further investigation, recommending solutions where appropriate.

Contacts and Relationships	<p>Provide advice and guidance on complex issues which could be contentious and challenging in nature.</p> <p>Ability to build relationships and engage successfully with colleagues /partners /customers / contractors and suppliers.</p> <p>Negotiation showing tact and diplomacy to deal with conflicting requirements or opinions and the ability to make decisions on the most appropriate action to reach an acceptable conclusion.</p> <p>Deal with people at all levels confidently, sensitively and diplomatically.</p> <p>Provide advice to resolve a range of queries from internal / external customers, partner organisations and suppliers. Will be dealing with challenging situations where influence could be required.</p> <p>Contacts will include: senior managers, leadership team, councillors, external bodies and partners.</p>
Decisions – Discretion & Consequences	<p>Decisions lead to the setting of working standards and important procedures for the service area which have an impact across the organisation.</p> <p>Use initiative to manage responses to complex business / technical issues within the service.</p> <p>Make business decisions based on up to date specialist knowledge and analysis.</p> <p>Contribute to developing council strategy within the service area.</p> <p>Lead initiatives to design and deliver improvements.</p> <p>The consequences of the decisions will have a significant effect across the organisation.</p>
Resources	Little or no responsibility for physical or financial resources.
Work Demands	Work subject to interruptions and deadlines, involving changing problems, circumstances or demand.
Work Environment	Office based, but may involve some travelling to other council buildings
Our Identity	<p><a href="#">Our Identity</a> sets out who we are and provides a shared understanding of how we are all expected to lead, work and act with each other, our partners and our residents to deliver our services and build stronger communities. They enable us to continually evolve and adapt to meet the changing needs of our residents and ensure that we continue to deliver great services and make a difference to the people of Wiltshire.</p> <p>All of us are expected to demonstrate the seven elements of <a href="#">Our Identity</a> in how we work to shape and create the organisation we want to be part of. It should influence our decisions, activities, projects and ways of working.</p>
Health & Safety	All employees are required to carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to their line manager.
Equalities	Wiltshire Council is committed to ensuring employees do not discriminate against colleagues, suppliers or third parties at work or harass or victimise others. Incidents of discrimination at work are taken seriously and employees are encouraged to report incidents via their manager or anonymously via <a href="#">the whistleblowing policy</a> .
Authority to work in the UK	All employees must have the legal authority to work in the UK. Non-UK nationals must have the relevant approval to work in the UK from the Home Office. Copies of any relevant documents provided as proof of right to work are retained for our records; by providing these proofs the council will treat this as consent.

The above profile is intended to describe the general nature and level of work performed by employees in this role and does not detail a list of all duties and responsibilities. The council reserves the right to amend this role profile as necessary.

## ROLE DESCRIPTION

<b>Role description:</b>	Assistant Team Manager Reablement	
<b>Role profile family:</b>	Manager	
<b>Role profile number and grade:</b>	MA13-2850	Grade M
<b>Number of posts:</b>	3 FTE	
<b>Number of staff managed:</b>	8 to 10	
<b>Service/Team:</b>	Reablement, Adult Care	
<b>Reports to:</b>	Team Manager	

### Job Family overview

#### Manager job family overview:

For the lower grades it is the expectation that the role will be to support remote team working and management is for the day to day responsibilities of the team.

For the higher grades full accountability of all elements of management of a team of staff including accountability for quality and quantity of work.

This includes, but is not limited to the following:

- The team is competent, effective, and motivated.
- Work is effectively delegated and delivered to the required standards.
- Appraisals are undertaken for all staff within the team.
- Effective team meetings and one-to-one meetings take place regularly.
- Recruitment, induction, development, employee relations and all HR processes and planning are completed to the required standards and timescales.

### Service / function Context

Reablement is a short term, therapist led service aiming to prevent, reduce and delay the need for ongoing services. Reablement supports people to be as independent as possible and includes the provision of information and advice, analysis of needs, provision of equipment and adaptations and targeted assistance from a team of support workers.

The reablement team seek to support people to make use of community and personal assets to achieve their goals.

The overall responsibilities of the reablement team are:

- To work with customers and carers/families to identify goals and design creative reablement support plans to achieve them.
- To connect customers with local resources and facilities.
- To operate within legal frameworks and defined budgets for social care.
- The team will work closely with colleagues from Health, private providers, the voluntary sector and others, to support the occupational needs of customers.

## Job Purpose

Supporting the Team Manager to ensure efficient and effective service delivery for adults in Wiltshire requiring Reablement services. Provide direct line management support and supervision to staff within the team including therapists, Social Care practitioners and other staff, as delegated by the Team Manager to provide practice & Leadership support & supervision.

Upholding standards in line with registered body across team including Royal College of Occupational Therapists (RCOT) and Health and Care Professionals Council (HCPC).

Leading the development and promotion of integrated working with internal and external partner organisations, acute hospitals and GP surgeries within the specified locality.

Working in line with Professional capability framework & professional leadership through quality assurance, evidence informed practice, staff development, and supporting improvements.

Specific duties and responsibilities:

- Deputising for the Team Manager, during times of absence, ensuring the oversight, co-ordination, and leadership of the team, providing direct line management and supervision reporting where required to senior leadership in the service. Use your own initiative while working in collaboration with the Team Manager, Service Managers and Head of Service (HOS) towards the successful delivery of reablement across Wiltshire.
- Participate in line management and leadership activities contributing to the success of the team including chair meetings, planning team development activity, and arranging training.
- Provide both formal and informal supervision and support to the therapy and Social Care staff. Addressing gaps in practice and training as identified through supervision and appraisal.
- The postholder is required to have excellent knowledge and ability in relation to the most complex of cases, having a flexible and creative solution focused approach including rehabilitation programs and Moving and Handling solutions.
- Provide expert advice, support and facilitate creative problem solving for team members dealing with customers with complex needs. This can include undertaking visits in the community.
- Actively engage in Continued Professional Development (CPD) activities to embed

learning and promote a culture of evidence-based practice within the service.

- Engage in quality assurance ensuring that supervisees meet all legislative and regulatory requirements as determined by the national agenda e.g., Care Act 2014, Mental Capacity Act. Contribute to monitoring standards and performance of supervisees in line with quality assurance policies.
- Monitor that assessments are undertaken to the appropriate quality and practice standards to ensure that people have the opportunity to achieve their outcomes and that where long term care is required this is provided in line with Care Act 2014 eligibility.
- Assist the Team Manager in the management of resources, including an overview of capacity, individual performance and skill mix within the team, to assure that work is allocated and risks are managed appropriately and safely to ensure the best outcomes for customers including hospital discharges, referrals for Reablement support and equipment provision.
- Assist the Manager in collating responses to complaints, which may be complex and challenging.
- Analyse and interpret performance data to support decision making within the team in preparation for presentation at monthly performance meetings. Understand and deliver on departmental priorities for high quality services aiming for good results in key performance indicators and deliver continuous service improvement for the benefit of our customers. Identify and implement improvement actions in collaboration with the Team Manager and Service Manager.
- Contribute to the monitoring of Health & Safety within the team, including lone working.
- Contribute to the development of and monitoring of policies and procedures within the service.
- Work with the Team Manager in developing local connections and work collaboratively with a range of partners including Services within the council, Health & Wellbeing boards, NHS community, acute and specialist services, the voluntary sector, and independent providers.
- To work collaboratively with providers, both in house and within the Alliance, to facilitate support within the community that meets compliance with CQC regulations.
- To work proactively alongside the Manager in the application of HR processes, including recruitment, induction, performance management, and sickness as directed.
- Respond to civil emergencies including managing a rest centre.

Specific requirements for this post:

- Ability to travel to support team members with complexities arising within cases.
- Be flexible and work in other operational and provider teams as required.

### Person Specification

Specific qualifications, knowledge, and skills required for this role:

### Essential

- A recognised and relevant professional health or social care qualification (degree/diploma in occupational therapy or equivalent)
- HCPC (or equivalent) registered.
- Management qualification to level 4 or ability to demonstrate the equivalent skills and experience in a role involving management responsibility for junior staff and managing staff through change. High level of leadership skills to motivate, support and develop highly skilled and professionally qualified staff.
- Significant post qualification experience in health or social care working in a senior role.
- Evidence of further professional development including practice education and CPD.
- Experience of training and development of staff including having enhanced level of skills, including moving and handling and mental capacity assessments.
- Experience of supervision, appraisal, and professional development of staff.
- Detailed expert knowledge of legislation and the wider context of government policy, including legislation and policy applicable to both social care and occupational therapy.
- Experience of working in an integrated health and social care environment, including experience of working in a multi-agency environment.
- Ability to interpret and analyse data, drawing conclusions from the data to inform decision making.
- Excellent ICT skills to have the ability to use a range of software including electronic social care records and business management systems.
- Excellent organisational and time management skills with the ability to prioritise complex workloads of a team to achieve deadlines.
- Ability to keep accurate records and excellent report writing skills.
- Proven record of managing performance and evidence of improving performance.
- Ability to build effective working relationships with internal and external stakeholders.
- Ability to contribute positively to the overall management of the team and department.
- Fluency in written and spoken English.
- Ability to travel across the county to deliver timely services / full driving licence.

### Desirable

- Post qualifying qualifications - Best Interest assessor, Practice Educator, experience in Audit, experience in managing financial spend, other specialist knowledge relevant to role.
- A recognised post graduate qualification such as a post graduate certificate in managing health and social care.
- Understanding of Wiltshire Council Corporate Agenda and Business Plan.

**Career graded posts (where applicable)**

Please list the posts that form part of this career grade structure:

N/A

## Supporting information

Driving classification	
<b>Occasional driver</b> A valid UK driving licence is not required. Occasionally may need to travel to different locations in order to undertake the duties of the role.	<input type="checkbox"/>
<b>Regular Driver</b> Must hold a valid UK driving licence (with no more than 6 penalty points) and have access to either their own car or a pool car in order to undertake the duties of the role unless other forms of transport are available and viable to perform the role, including public transport. Or a reasonable adjustment has been agreed.	<input checked="" type="checkbox"/>
<b>Required Driver</b> Must hold a valid UK driving licence (with no more than 3 penalty points) and will drive a vehicle supplied by the Council in order to undertake the duties of the role.	<input type="checkbox"/>
Employees should refer to the Corporate Driving at Work policy for further information.	

Driving trigger points			
The trigger points set out below, regarding driving licence points and at-fault accidents, apply to all staff who drive on council business.			
Trigger Points	Corrective Driver Training Course or further action	Additional corrective training if appropriate or further action	
Points on driving licence	6	9	
Trigger Points	Discussion and advice on expected driving standards	Corrective Driver Training Course or further action	Additional corrective training if appropriate or further action
At fault accidents within a two-year period (whether work or personal)	1	2	3
<p>Job applicants who drive must have 9 or less points on their driving licence and must have less than 4 at fault accidents within a two-year period. If they meet the trigger points, they will be subject to the actions outlined in the table above.</p> <p>If holding a valid licence, occasional drivers will need to declare penalty points and no-fault accidents as requested. Depending on the role, decisions as to whether this might either affect appointment or require corrective driver training, will be made case by case.</p>			



Political restriction	
This role is politically restricted. The job holder is not permitted to undertake political activity involving standing for election as a member of parliament, as a member of the Scottish or Welsh Parliaments, as a local councillor. The job holder is furthermore not permitted to canvass on behalf of a political party or a person who is already, or who seeks to be, a candidate. In addition, they may not speak to the public or publish any written or artistic work that could give the impression they are advocating support for a political party.	<input checked="" type="checkbox"/>
This role is not politically restricted.	<input type="checkbox"/>

Professional fees and related occupational costs	
As part of this role, or to support professional development, the job holder is required to be a member of a professional body or association. The job holder is responsible for payment of all professional fees, memberships, registrations or subscriptions and no reimbursement or contribution towards these will be provided by the council.	<input checked="" type="checkbox"/>
This role does not have any professional or occupational membership requirements.	<input type="checkbox"/>

Clearances – Disclosure & Barring Service (DBS)	
This role will be engaged in 'regulated activity' providing specific services relating to children or vulnerable adults and is subject to a Disclosure from the Disclosure and Barring Service.	<input checked="" type="checkbox"/>
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require an <b>Enhanced</b> DBS check before appointment can be confirmed.	<input type="checkbox"/>
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require a <b>Standard</b> DBS check.	<input type="checkbox"/>
The role requires a <b>Basic</b> DBS check to check for convictions and cautions that are considered to be unspent under the terms of the Rehabilitation of Offenders Act 1974.	<input type="checkbox"/>
This role is not subject to a Disclosure from the Disclosure and Barring Service in order to undertake the duties of the role.	<input type="checkbox"/>

Clearances – Baseline Personnel Security Standard (BPSS)	
This role requires access to the UK government Public Services Network (PSN) and is subject to a BPSS check.	<input type="checkbox"/>
This role is not subject to a BPSS check.	<input checked="" type="checkbox"/>

Clearances – Non-Police Personnel Vetting (NPPV)	
This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at <b>level 2*</b> . (*regular access to police premises and police information, intelligence and financial or operational assets. Occasional access to those deemed 'secret').	<input type="checkbox"/>
This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at <b>level 3*</b> (*regular unsupervised access to police premises and/or access to police information and/or information systems and/or hard copy	<input type="checkbox"/>

material either on police premises or by remote access up to “secret” level. A level 3 includes a check on you, your spouse/partner, co-residents, and all family members).	
This role is not subject to a NPPV check.	<input checked="" type="checkbox"/>

Safeguarding	
For all roles within Children’s Services. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council’s agreed child protection/vulnerable adults protection procedures will be followed.	<input type="checkbox"/>
For all roles within Adult Social Services. Wiltshire Council is committed to safeguarding and promoting the welfare of vulnerable adults and all staff working for the council are expected to share a commitment to this. You will be expected to report any concerns relating to the possible abuse of a vulnerable adult in accordance with the agreed interagency safeguarding adults’ procedures. If your own conduct in relation to the safeguarding of vulnerable adults gives cause for concern, the council’s agreed interagency safeguarding adults’ procedures will be followed, alongside implementation of the council’s disciplinary procedure. The job holder is accountable for their safeguarding of vulnerable adult responsibilities to their line manager.	<input checked="" type="checkbox"/>
For all other roles within the council. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council’s agreed child protection/vulnerable adults protection procedures will be followed.	<input type="checkbox"/>