

ROLE PROFILE

Job family	Manager	Role profile number	MA15-0758	Grade O
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Job purpose: To manage a team responsible for delivering a service.

Grade O posts focus on the strategic management of a team of staff. Grade O posts are higher in 'Creativity & Innovation' and 'Decisions & Consequences' compared with grade N posts as these posts lead in advising and delivering specialist service areas, acting as the lead professional and point of contact in the relevant field. These posts also require significant post qualification experience at a technical/professional level as they lead complex and diverse areas of work.

Factor	Relevant Job Information
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 5 in management or equivalent experience
Knowledge and Skills	Experience of managing, motivating and developing multiple teams of staff involving different workstreams Experience of managing staffing budgets Organisational expert in the area of specialism. 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 Significant experience of leading complex and diverse areas of work involving a wide range of contacts which has a high impact on the organisation and partners 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. Ability to produce business focussed, user friendly reports, policy and project documents where appropriate. 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. Authority and credibility to build relationships and engage successfully with colleagues, customers and partners Excellent leadership skills to inspire and motivate people in the delivery of work.
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. Creative problem solving of issues, proactively anticipate problems and deliver solutions which enhance the quality and efficiency of services and the reputation of the council. Think and act strategically in problem solving and decision making in a complex political and business environment. A level of discretion is required in deciding what course of action to take and how to operate within the policy framework. 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 Responsible for meeting performance standards within a policy framework and regulatory guidelines. Considerable scope to exercise initiative in taking action and defining policies. Analyse data/information to highlight and prioritise issues for further investigation, recommending solutions where appropriate.

Contacts and Relationships	<p>Provide advice and guidance to senior managers and the leadership team on a broad range of complex issues which could be contentious and challenging in nature.</p> <p>Ability to build strong relationships and engage successfully with colleagues /partners /customers / contractors and suppliers.</p> <p>Confident and expert at negotiation and advocacy, displaying tact and diplomacy to deal with complex situations. Ability to make difficult decisions to resolve issues and improve service delivery.</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, will be dealing with highly challenging situations where influence could be required.</p> <p>Regular contacts will include: senior managers, leadership team, councillors, external bodies and partners.</p>
Decisions – Discretion & Consequences	<p>Make decisions on complex business or politically sensitive issues within the specialist area. Make, or influence, business decisions in line with the business plan based on professional expertise, experience and analysis and evaluation of information.</p> <p>Major responsibility for monitoring and evaluating important policy or service practice, making recommendations for change across the service and organisation.</p> <p>The consequences of the decisions will have a major impact upon the organisation, community and partners.</p> <p>Authoritative lead in advising in the delivery of a specialist service area, shaping responses which feed into service plans / strategies and policies.</p> <p>Manage responses to complex business or politically sensitive issues within the specialist area. Make (or influence) business decisions in line with the business plan based on professional expertise, experience and analysis / evaluation of information.</p> <p>Promote and deliver continuous improvements as required in the role. Identify additional service / council requirements or opportunities for innovation to establish new ways of working and recommend innovative solutions.</p> <p>Manage and contribute to organisation wide and partner based programmes to deliver internal and external outcomes</p> <p>Design, develop and implement solutions to improvement of core systems, business processes, project solutions, policies, procedures and associated governance frameworks.</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>Our Identity 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 ten elements of Our Identity 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	To be responsible for managing services in line with the council's health, safety and welfare policies
Equalities	<p>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 the whistleblowing policy.</p>
Authority to work in the UK	<p>All employees must have the legal authority to work in the UK. Non-EU nationals must have the relevant approval to work in the UK from the UK Border Agency. Copies of all documents provided as proof of identity are retained for our records, by providing these proofs the council will treat this as consent.</p>

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

Role description:	Team Manager – Learning Disabilities and Autism Service (LDAS) LDAS	
Role profile family:	Manager	
Role profile number and grade:	MA15-0758	Grade O
Number of posts:	1	
Number of staff managed:	Approximately up to 20 staff	
Service/Team:	Adult Social Care	
Reports to:	Head of Service	

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

The overall responsibilities of the service/function are:

A Countywide team that provides a range of specialist staff. The team can assess individual needs, and arrange or provide a wide range of support and advice for adults with a learning disability and/or autism, their family carers, and their wider support networks.

The team also has a major role to play in Safeguarding, and Deprivation of Liberty Safeguards (DOLS).

The team takes the lead in commissioning a variety of professional services, from support in people's own homes, to short breaks (respite care) and Day services, through to highly specialist support services for people who have a learning disability and or autism including those with an additional diagnosis e.g. mental ill-health or autism.

Staff are primarily based in 3 hub locations – Chippenham Monkton Park, Trowbridge County Hall, Bourne Hill Salisbury, but some will also work from home, and travel to customers throughout Wiltshire and beyond the county boundaries

Job Purpose

Specific duties and responsibilities include:

- The post holder is responsible to the Head of Service - Operations, and will be accountable for the day to day operational leadership and management of the LDAS team across Wiltshire.
- The Learning Disabilities and autism Leadership Team ensures that the specialist health and social care operational service is delivered to the highest standards as determined by law and regulation.
- The Team provide assessment and care management services, advice, and guidance, information and service provision to and for adults with a learning disability and their family or unpaid carers.
- Under the direction of the Head of Service, the Team Manager will provide professional leadership, advice, support and supervision to social care staff within the LDAS team. They will participate with colleagues across the service in the sharing and development of policy and evidence-based practice.
- To take a key leadership role within the adult care operational service, to ensure that performance and quality improves and that resources are appropriately allocated within a risk management framework.
- To represent the Council with customers, the Wiltshire public and partner organisations so as to raise the reputation of the Council and promote the interests of the county and its people. The delivery of adult care is a high profile public service provided by the Council in partnership with the local NHS through contractual and partnership agreement, the Voluntary & Community sector and user-led organisations. The future way of working requires a major shift in the way we undertake business in partnership with NHS and VCS Stakeholders – this role will help to lead and shape how we do this.
- Understand and deliver on departmental priorities for high quality services aiming for excellent results in key performance indicators, and deliver continuous service improvement for the benefit of our customers, carers and the Council
- Monitoring of performance and activity through our MABLE performance system, ensuring the completion of work in a timely manner, in line with legal and council

requirements, including the Care Act 2014, the Mental Capacity Act 2005 and the Equalities Act 2010.

- Develop team plans, Well-being Risk assessments, Team Risk assessments and Project work, in addition to a Departmental service plan
- Chair Best Interest meetings, and be accountable decision maker, responsible to court judges for action planning and risk
- Responsible for managing and reporting on a LDAS budget of approximately £52,000 000
- Manage and be accountable for the work of individuals and the team to ensure that actions meet all legislative and regulatory requirements as determined by the national agenda and legislation. Be responsible for managing and monitoring change within the team, promoting good morale whilst ensuring all colleagues are adequately supported
- To have a strategic view, alongside the Head of Service in relation to service development countywide in partnership with commissioning colleagues, other departments within the council, Agencies and the Voluntary sector. Evaluate the current service and plan and implement change programmes that move services forward in line with National and local priorities including closer integration with the NHS service
- Implementation of the recommendations of the Care Act 2014, Learning Disabilities and Autism Programme board and building the right support processes
- Take responsibility for the role of Investigating Manager within the Policy & Procedure for the safeguarding adult's document which involves leading an immediate response, together with short and longer term interventions and co-ordination in crisis situations.
- Chairing Early Strategy meetings, Adult Protection Conferences and Reviews.
- Identify where actions fall outside of the LDAS remit and apply to the Court of Protection for an order to be made by a judge to ensure protective actions follow
- Prepare and compile reports for presentation to the Court of Protection
- To be responsible for Health and Safety within the team
- The key challenge for the job is:
- To ensure the highest levels of public satisfaction for the service, to continue to transform the service to meet the aspirations of customers and in accordance with the requirements of the law and external regulation. The reputation of the Council is largely determined by the effectiveness of this service.
- Co-ordinate and manage a countywide Learning Disabilities and Autism Service (LDAS) ensuring an efficient and effective community service in line with local, Council and National objectives. This will cover a population of approximately 471,000 people (Census 2011) with an active customer base of 1,200 of the most complex,

vulnerable people who currently receive a service within the council.

- Manage the risk involved with the customer group, and the staff working with them, to ensure services are delivered appropriately and in a safe manner.
- Customers have complex needs and are often volatile, placing the staff, carers and the public in high risk situations. There are an increasing number of forensic cases who pose a public protection risk,
- The post holder is the named administrator for court orders and is legally accountable to the court judge for managing the risk to the public
- The post holder is accountable for up to 20 Wiltshire council staff and a further number of contracted temporary workers within the locality team.

Specific requirements for this role:

- N/A.

Person Specification

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

Essential

- Recognised professional social care or health qualification and registration with the relevant professional body, social work degree (Dip SW)
- Level 5 qualification in management or at least 5 years management experience and skills or willingness to complete the management training course
- Substantial experience in Social Care or health
- Expert knowledge of Social Care legislation and the wider context of government policy and regulation
- Must be have extensive and sophisticated leadership skills to support and develop a team of highly skilled and qualified professionals to ensure Council aims and objectives are met
- Must have significant skills in professional development and proven experience of supervision of staff and teams
- Ability to take responsibility for identifying where a reported event occurs, notifying the registered body and compiling an extensive hearing report on request

- Significant experience of completing complex risk assessments to minimise the risks both within the LDAS workplace and in customer environments where a service has been provided
- Significant understanding of the roles, responsibilities and skill set of all health and social care staff.
- Significant experience and knowledge of the judicial system and of child protection procedures
- Must be able to write clear, complex and accurate reports, understand and interpret budgetary information, and manage substantial budgets

Desirable

- Proven ability to manage change
- A recognised qualification (e.g. Post Graduate Certificate in Managing Health and Social Care; NVQ Level 4/5) is desirable

Career graded posts (where applicable)

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

N/A

Supporting information

Driving classification	
Occasional driver 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"/>
Regular Driver 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"/>
Required Driver 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.	

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 Enhanced 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 Standard DBS check	<input type="checkbox"/>
The role requires a Basic 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 checked="" type="checkbox"/>
This role is not subject to a BPSS check	<input 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 level 2* . (*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 level 3* (*regular unsupervised access to police premises and/or access to police information and/or information systems and/or hard copy 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).	<input type="checkbox"/>
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"/>