

Wirral Council: Job Role Descriptor

Job Role:	Team Manager Professional Standards and Mental Capacity Act and Mental Health Act Lead
Service:	Professional Standards Health and Care Commissioning, Adult and Care Directorate
Reports to:	Principal Social Worker
No. of Subordinates:	5/6
HR USE ONLY	
Job Role Ref:	PC
Job Family:	People Care
Grade:	PO13

JOB ROLE PURPOSE

Lead and manage a team to deliver high quality, effective and consistent social work practice including quality improvement, ensuring that the greatest care and diligence is maintained to achieve the best possible outcomes for vulnerable people. To support organisations in developing their use of the Mental Capacity Act (MCA) and to support the Council and its commissioned services to be compliant with the MCA. To ensure the Council is compliant with its statutory duties under the Mental Health Act 1983 or subsequent equivalent legislation.

KEY TASKS

1. Ensure that systems are in place and supported to ensure all referrals to support deprivations of liberty are appropriately dealt with and where necessary are allocated to appropriate staff quickly and efficiently, enabling a professional decision to be made by the relevant workers in line with agreed standards.
2. Ensure workloads are allocated and managed within the agreed business plan for the team.
3. Work collaboratively and develop and maintain effective working relationships with partners and other professionals to drive quality improvement of the services provided to vulnerable people and their carers.
4. Oversee and scrutinise practice, evidenced through audit, supervision and observations.
5. Undertake effective, reflective supervision, holding practitioners to account where poor performance is identified and providing appropriate support and guidance.
6. Guide and support the professional development of team members, recognising and nurturing talent so that employees reach their full potential.

7. Facilitate mentoring and coaching for newly appointed colleagues and aspiring Team Managers.
8. Advise and mentor registered professionals in organisations commissioned by the Council in complex cases where the voice of vulnerable person is heard, fully considered and acted upon.
9. Maximise financial capacity and support others in managing and sustaining value for money, challenging the team to identify, analyse and share best financial opportunities.
10. Create an environment where clear communication and engagement supports a culture of openness and transparency: where employees feel empowered, valued and listened to.
11. Contribute to and champion the development of Health and Care's services, locally and regionally.
12. Support senior colleagues in taking the lead on specific service-related projects.
13. Work collaboratively with commissioned services and legal services to support ongoing Court work.
14. Lead on the introduction of new legislation and requirements under the MCA and MHA.
15. Chair AMHP re-approval panels.
16. Work with a range of partner agencies and key stakeholders across the system to ensure consistent social work practice and to lead on system wide practice transformation and quality improvement.
17. Be familiar with and use recruitment processes to ensure there are sufficient staff to support the Council's statutory functions under current legislation relating to deprivation of liberty.

KEY RESPONSIBILITIES

People

Ensure that staff and key stakeholders are briefed appropriately in relation to council wide communications and matters relevant to the Service area.

Oversee and scrutinise the quality of commissioned adult social care services to make sure decisions are made in the best interests of vulnerable people and their carers.

Manage staff in line with agreed social work standards and organisational policies and procedures.

Manage administrative staff in line with organisational policies and procedures.

Liaise and build collaborative multiagency relationships taking responsibility for promoting the organisation and its services and shaping its future direction.

Comply with service procedures and legal requirements to manage and respond to enquiries and complaints.

Deal with enquiries from Councillors and attend Committees as required.

Deal with queries from the Court of Protection and High Court as required.

Financial

Ensure budgets are managed efficiently and effectively in line with corporate guidelines.

Escalate budget concerns and risks to Principal Social Worker.

Advise and guide Team Members in effective budget management and in understanding the importance of maximising financial capacity.

Commission assessors required to undertake statutory work and comply with current Council procedures.

Strategic

Operate within relevant professional regulatory standards, and the Wirral Council manager essential guidelines. This includes the management and safety of people, resources and confidential information.

Keep abreast of legislative and policy changes/ emerging issues to inform the service and provide interpretation and direction as and when requested.

Develop pathways to introduce new legal requirements as and when required.

Keep abreast of service developments and organisational changes, identifying opportunities and making recommendations to improve the efficiency and effectiveness of the service.

Work locally and regionally to identify best practice and initiatives that could influence practice, policy and performance.

Establish and maintain partnerships to deliver on strategic objectives and service targets (Wirral Plan).

Contribute to business function and service plans and lead on the delivery of plans at service level.

Where required deliver training to support the implementation of statutory functions that supports the Council in its legal obligations.

Produce and deliver reports to senior colleagues and Councillors as required.

Resources

Exercise discretion at all times regarding confidential information and observe relevant codes of practice and legislation in relation to data protection and personal information.

Manage people resources in line with the council's people performance policies. Mentor and coach newly appointed colleagues where required.

Ensure the audit and scrutiny of records, advising on good practice and legislative requirements.

Procure goods and services to ensure statutory requirements can be met.

Planning and Organising

Plan own work and that of the team ensuring specified timescales are met.

Analyse and share information regarding individual, team and service performance.

Make proposals on resources, objectives and targets for service planning and work with senior colleagues in progressing their development.

Carry out supervisions in accordance with the Supervision Policy.

Ensure workload allocation is managed appropriately.

Decision Making

Oversee good quality decisions about the type of response or investigation to be undertaken, making best use of the available skills, knowledge and capacities of the team and others in commissioned organisations.

Make judgements on complex cases taking into account risk and justifying decisions and act as a point of escalation for team members and others within commissioned organisations and other partners as required.

Hold practitioners to account when there is evidence of poor or under performance through effective supervision and support or the use of appropriate sanctions.

EXPERIENCE, QUALIFICATIONS, KNOWLEDGE AND SKILLS

Essential Criteria

Qualifications:

- Social Work qualification e.g., Degree in Social Work; Dip SW.
- Registered with the Social Work England and able to evidence this.
- Evidence of continued professional development (CPD).

Knowledge & Skills:

- Evidence of local budget management and regulations at strategic and operational levels.
- Sound knowledge and understanding of relevant legislation relating to adults
- Ability to analyse information and form a judgement regarding appropriate interventions with adults and their carers.
- An understanding of the social care framework for information sharing between professionals and agencies.
- Knowledge of statutory power and authority in exercising judgement e.g., DoLS authorisations or equivalent and authorising Guardianships under section 7 MHA on behalf of the Council.
- An excellent understanding of robust quality assurance and its impact on outcomes.
- Ability to prioritise, organise and plan tasks, meeting agreed timescales.
- Ability to analyse performance information and put in place an improvement plan to address any issues.
- Ability to challenge the impact of discrimination and deprivation.
- Displays excellent communication skills and professionalism in building and developing influential and respectful partnerships.
- Demonstrates self-awareness and the ability to inspire and motivate others.
- Ability to develop a culture of learning and improvement where staff are sufficiently stretched and developed to meet their aspirations.
- Ability to work within a challenging and testing environment.
- Proactive approach to understanding the developing adults' social care landscape, regionally and nationally.

- Knowledge and understanding of maintaining accurate and efficient systems and records, evidencing a contribution to development.
- Ability to develop performance monitoring systems that ensure consistently high-quality Social Work practice.
- Ability to converse with members of the public and provide advice in accurate spoken English.

Experience:

- Extensive experience of managing a team within a Social Care environment.
- Experience of dealing effectively with employee performance management issues in line with corporate policies.
- Significant experience of mentoring and coaching others across all levels of social care practitioners.
- Significant experience of dealing with complex cases carrying risk of harm.
- Experience of working with adults and carers in statutory services.
- Experience of working with partner agencies.

Desirable Criteria

Qualifications:

- Management qualification ILM level 5 or equivalent.

Knowledge & Skills:

- Knowledge of people management policies and procedures.

Experience:

- Significant experience of managing complex cases carrying risk of harm across a range of social care settings.

ADDITIONAL WORK ELEMENTS

Able to travel within or outside the Borough.

Required to work outside office hours when necessary.

Exercise high emotional intelligence and demonstrate a developing emotional resilience in relation to the job role.

May have responsibility as key holder.

NOTE:

The job role holder may be required to undertake other reasonable duties commensurate with the job role descriptor grade as directed by the Head of Service.

This job role descriptor will be reviewed regularly and may be subject to amendment or modification at any time after consultation with the post holder. It is not a definitive statement of procedures and tasks but sets out the main expectations of the Service in relation to the post holder's responsibilities and duties.

Elements of this job role descriptor and changes to it may be amended in light of organisational and service requirements.

Signed Head of Service: Paul Carr (Principal Social Worker / Safeguarding Lead).

Date: 14/05/2021.