

Lancaster City Council - Job Description

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| Job Title: | Team Manager (Changing Futures) | Grade: | GG511 | Job Code: | LCC499 |
| Job Family: | | Job Family Group: | | Reports to: | Principal Housing Options Manager |
| Line manages: | Hub Administrator | | | | |

Job Summary

Lead a team of professionals to include those with lived experience as part of the Lancashire wide Changing Futures programme, working with people suffering multiple disadvantages to improve their welfare and their outcomes.

Work with the programme team and the programme board to deliver the strategic system change ambition of Changing Futures, to delivery plan, timescales, and budget.

Work collaboratively with other professionals and services across public and 3rd sector providers ensuring that a person-centered approach is applied and maintained building on, enhancing and preventing duplication of practice.

To foster effective practical partnerships, applying strategic awareness and a significant degree of judgement to problem solving and decision making, iteratively developing multi agency policy and practice that meets with the aims of the programme and that of its stakeholders.

Direct Responsibilities

- Provide information support, guidance, advice to ensure that support is provided appropriately and proportionately for people with multiple disadvantage, ensuring a professional service that responds in timely manner through team members, partners, and partnership arrangements.
- Ensure that team members are sufficiently skilled and qualified to undertake quality support at the appropriate level, as part of multiagency, multi-professional responses. This should include appropriate risk assessment, best interest assessment and other as required in line with legislative and policy guidance.
- Accurately record and input data into recording systems to meet departmental, organisational, programme, and partnership performance management arrangements, maximising the effective use of technology.
- Prepare written reports and data for team meetings, partnership and governance groups and effectively deliver formal presentations as required.
- Prepare and deliver presentations of information, research, or updates to a range of audiences including strategic stakeholders, partners, team members, and service users.
- Prepare reports in relation to the performance of the team, opportunities for improvement in practice, policy and strategy, and risk management.
- Provide professional leadership, in line with the Council Leadership Framework, to partnership staff and contribute to the effective operational and strategic management of services.
- Directly manage staff in ensuring the delivery of best outcomes for those who are vulnerable and supporting staff by utilising robust decision-making skills.

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- Manage HR processes including induction, training and personal development, attendance management, retention, grievance/disciplinary/capability, etc. and or working with their host organization to achieve the same.
- Assist the programme team and programme board to achieve its aims through the ICP, attending strategic governance arrangements as required.
- Act as a professional advisor and final decision maker to the team.
- Actively contribute to governance arrangements by demonstrating, through experience, an expert knowledge of standards for professional multidisciplinary support.
- To ensure that the views of the service users and their families are sought and included in all assessments, service planning and outcomes making best use of the skills of team members with lived experience.
- Ensure that staff fully explore and maximize the use of alternative solutions applying innovative with colleagues while ensuring an appropriate and joined up response bespoke to the individual.
- Promote use of local and community resources and ensure a strength-based approach is used.
- Take a lead role in the professional development and improvement in the quality-of-service delivery within the ICP ensuring that the standard of performance and care are of the highest quality to achieve the best outcomes for service users.
- Contribute to the performance and Quality Assurance Framework underpinning the requirements of the service including undertaking audits of casework and providing written feedback consistent with requirements of the Quality Assurance Framework
- Ensure that the Council meets its statutory obligations to those who are vulnerable complying with legislation, policy and procedures and relevant frameworks.
- Manage and monitor budgets, prepare, and analyse and present data as required to effectively run the service within allocated resource.
- Take responsibility for building management /security as required
- Responsible for own work area and equipment.
- Respond to all contacts with high level communication skills including listening, reflection, and politeness with acknowledgement of the individual's situation
- Manage risk and safeguarding processes for those who are vulnerable
- Develop and improve services by identifying issues and risks to service delivery or the safeguarding of adults / children, young people and their families and make decisions related to high-risk issues.
- Ensure that complex assessments, safeguarding investigations and reviews are undertaken in line with organisational policy, meeting statutory obligations as per National Guidance and Standards.
- Have and maintain a thorough understanding of and compliance with relevant legislative, policy and procedural guidance, codes of practice, organisational and departmental policies and procedures.
- Engage appropriately with relevant change programmes and pro-actively drive innovation and continuous improvement to achieve best value and positive / effective outcomes for citizens.
- Have and maintain a thorough understanding of and compliance with relevant legislative, policy and procedural guidance, codes of practice, organisational and departmental policies and procedures.

Primary Objectives

- Ensure that reviews of services, including assessments and complex packages of support are undertaken following agreed partnership and or organisational processes.

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- Effectively manage a team of professionals who carry a caseload of complex cases in accordance with stakeholder policies and statutory legislation to ensure the provision of a cohesive and high functioning service.
- Lead professionals in reflective practice through regular supervisions, appraisal, team meetings and the identification of continuing professional development needs / development opportunities and or working with their host organization to achieve the same.
- Ensure that the job holder and partnership staff are working to the appropriate level of their professional frameworks and that they have recorded evidence to meet the standards for the regulatory body where appropriate.
- Ensure that knowledge of practice and legislation is kept up to date within the team with the aid of partners.
- Ensure with partners, the establishment and use of appropriate systems to record, review, and improve performance and outcomes which comply with regulatory expectations of an excellent public service provider.
- Assist in the establishment, management, and maintenance of monitoring systems for assessment and case management in order to maintain effective professional, managerial, and budgetary control
- Address issues of concern / malpractice as raised by public and wider professionals
- Advise wider colleagues in order to ensure the provision of services meets regulatory standards and complies with legislation, guidance, and regulations
- Work with colleagues including multi-professional, multi-agency teams, individuals, and statutory, voluntary, and private agencies to achieve and enhance best practice outcomes through a joined-up approach.
- Ensure that team members understand the importance of including views of the service user and families in all assessment, service planning processes utilizing the unique skills and experience of those staff members with lived experience.
- Ensure that team members are striving for service users to achieve independence as far as possible and to empower them in the control of their own lives using person-centered planning and strength / asset-based, trauma-informed approaches.
- Ensure team members compliance risk management, safety and resilience using escalation routes when risk is identified.
- Ensure that team members understand and adhere to lone working procedures
- Help team members to actively participate in and reflect on practice through supervisions, appraisal, team meetings and development opportunities.
- Undertake own planned continuing professional development to improve skills, practice and knowledge to meet required standards and that of the changing futures programme.
- Ensure team members compliance risk management, safety and resilience using escalation routes when risk is identified.
- Ensure that team members understand and adhere to lone working procedures

Staff Management Responsibilities

Line management responsibility for Hub Administrator.

- Provide direction to the members of the team and motivate and support them to achieve the objectives of the team and their own personal performance objectives

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Knowledge & Educational Requirements

Specialised Knowledge:

- Degree in a specialist subject area / significant relevant experience relating to the job description.
- Previous experience of project management
- Significant practical experience in a relevant area, with a clear understanding of the principles and concepts of their professional field and the applicable standards and regulations for one of the core public service providers.
- Full, current, UK driving licence

Functional skills, knowledge and abilities:

- Support the programmes vision and objectives.
- Effectively manage the significant day to day challenges of the role.
- Achieve continuous improvement in performance, encouraging innovation and appropriate challenge to the status quo.
- Maintain an evidence-based culture, which is person centred, commands the confidence of commissioners and customers, and promotes multi-disciplinary and cross organisational working
- Ensure a strong customer focus with clear emphasis on the importance of relationships with people.
- Manage a wide-ranging portfolio, informed by a sound knowledge of public service provision and the regulatory framework within which the sector (Adults with multiple deprivation) are required to work.
- Highly developed interpersonal skills, and ability to focus on enabling the highest practice standard
- Ability to provide a clear sense of direction and take ownership of planned objectives, delegating successfully when required and engage with the programme leads, programme manager to influence county wide policy and practice.

LCC specific knowledge:

Understanding, implementation and adherence to Lancaster City Council's policies and procedures.

Understanding, implementation and adherence to Our Values.

Understanding of the post holder's own and their team's contribution to the Council's Corporate Plan.

Other Requirements

The hours of work are 37 hours per week, working Monday to Friday. Where there is a need to work weekends, the normal working week is described as 5 days out of 7 (Monday to Sunday) therefore work on a Saturday or Sunday will be considered as part of the normal working week.

Additional information

General Statement

The above duties and responsibilities do not include or define all tasks that may be required of you. Duties and responsibilities may vary without changing the general character or grade of the role.

As a normal part of your job, you are expected to routinely undertake corporate activities on behalf of your Directorate, appropriate to grade of the role.

Learning and Development

You are expected to undertake any training and development appropriate to the current and future needs of the post.

Health & Safety at Work

All members of staff are responsible for fulfilling their health and safety roles and responsibilities, as outlined in the Job Description above. It is the employee's responsibility to ensure that they are familiar with the Council's health and safety

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policy, procedures, work instructions and relevant risk or other health and safety assessments pertinent to their work tasks, and that they carry out their work tasks in accordance with the significant findings of such.

Equal Opportunities

Lancaster City Council is an Equal Opportunities employer and has equal opportunities policies with which you are expected to comply at all times. The City Council condemns all forms of harassment and is actively seeking to promote a workplace where employees are treated with dignity, respect and without bias.

Community Safety

Section 17 of the Crime and Disorder Act requires local authorities to consider the community safety implications of all their activities. Officers of Lancaster City Council should have an awareness of community safety and consider any community safety implications within their own area of responsibility.

Safeguarding

Lancaster City Council delivers a range of services and activities that impact on the lives of children both directly and indirectly. Safeguarding children, ensuring their welfare, safety and health is of paramount importance. We are committed to providing safe and supportive services that will give children the opportunities to achieve their full potential.

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| Employee signature: | | Print name: | | Date: | |
| Manager Signature: | | Print name: | | Date: | |