Job Description

Job Title: Practice Manager – Learning Disability & Autism Team	**Service Area**: Adult Social Care	
Directorate: Strategic Commissioning & Community	**Post Number:**	**Evaluation Number:** 5150
Grade: PO5	**Date last updated:** February 2017	

EQUALITY AND DIVERSITY

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.

PROTECTING OUR STAFF AND SERVICES

Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.

In line with Government legislation, if the post you are applying for requires you to visit a registered care home as part of your role it is a legal requirement to provide evidence of your COVID-19 vaccination status or an exemption certificate to work for the Council

Overall Purpose of Job

To hold professional responsibility for the work undertaken by Social Work staff who are providing the assessment and care management support to Adult Social Care.

To support the Team Manager and Group Managers with the development, planning, delivery, performance, commissioning and governance of services to deliver a first class service and for Adult Social Care ensuring best value and choice and control are at the heart of the process.

To support the Manager to manage resources efficiently and effectively; without compromising the delivery of high quality, fully integrated services.

To manage efficient operation of processes, policies and procedures to ensure the delivery of high quality standards in line with national legislation and guidance and local and service policies and procedures.

To provide consultancy and mentoring/coaching to students, social workers, occupational therapists other staff and other professionals who have a safeguarding

role through the provision of assessment, support planning, delivery of services and review.

To plan and organise assessment and development programmes for staff caseload to enable them to develop assessment and care management skills to a high standard and work effectively within the eligibility criteria.

To promote a positive manner to internal and external parties and potential customers, including pro-actively seeking opportunities to grow and develop the business.

Job Context

The post holder reports to the Team Manager.

1. The post holder has line management responsibility for 8 - 12 members of staff and will deputise for the Team Manager and the Group Manager when required to do so.

2. The post holder may have budget responsibility for up to £50,000

3. The post holder may be required to work some evenings, weekends and occasional public holidays in order to meet service requirements and in order to ensure appropriate representation of the Council with residents, the Mayor and elected members, and external bodies.

Key Tasks and Accountabilities:

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

To undertake all responsibilities listed below:

Customers & Partners

Responsible for:-

- Providing an adult person centred service.
- Ensuring that arrangements change to take into account the individual context of each customer, ensuring that all staff working for the team taking into account language, religion, culture and disability.
- Holding a caseload of more complex cases requiring senior oversight and management
- Ensuring social workers and other staff pro-actively engage and build positive relationships with partners across all sectors to deliver joined up services.
- Working in partnership with customers, carers and their families to identify needs.
- Respecting confidentiality at all times.

- Representing the Service's interests in a range of organisational, internal and external, settings (such as Court, Local Authority, NHS or private organisational settings).
- Ensuring appropriate safeguarding responses are taken in respect of each customer at any time during work undertaken for the purpose of assessment, to ensure that customers are safe within community or setting.

Vision, Strategy and Performance

Responsible for:-

- Delivering services / professional practice that meets the needs of the service, in line with agreed strategies and development plans (including local and national policies and frameworks).
- Contributing to the development of quality products and services that meet the needs of customers and those using the service, through joint planning and commissioning of strategies / services with relevant stakeholders.
- Ensuring that performance indicators are met and that high quality assessments are undertaken and completed within agreed targeted timescales.
- Ensuring data is both recorded and managed by the staff member and take responsibility for oversight of data quality and improvements in poor recording practices.
- Monitoring staff performance closely through appraisal systems and ensuring that management of poor performance is undertaken in a timely and proficient manner through performance processes and procedures.
- Taking the lead on and being accountable for delivery of assigned projects.
- Identifying trends and developments in professional work, and keep abreast of alterations to national, regional and local influences. Highlight the implications to the service and contribute to the development of services / policy and good practice.
- Contributing to a process of modernisation to improve service outcomes, ensuring that the range of products and services offered by the business are relevant and meet the requirements of customers and prospective customers.
- Acting as an Ambassador for the service, delivering high quality services within the service, positively promoting and enhancing the overall reputation of the business.

Finance, Resources and Risk

Responsible for:-

- Assisting with the monitoring, evaluation and providing feedback on the standard of service provided against agreed service and financial performance indicators.
- Considering best value when planning programmes and taking the actions necessary to improve outcomes for customers, by an effective and efficient use of resources without compromising the welfare or wellbeing of any customer.
- Ensuring value for money in the delivery of services
- Ensuring effective risk management is undertaken to minimise risk of harm to customers, carers and staff whilst undertaking their tasks and duties.

- Ensuring that effective risk management arrangements are in place to minimise the Service's risk and uncertainty in full compliance with the Service's policies.
- Assisting with the recruitment and deployment of staff in accordance with the Service's relevant procedures.

Effective Processes

Responsible for: -

- Ensuring within own function, that all policies, processes and practices and systems are operated / implemented in accordance with the Service's requirements and contributing to the review and evaluation of these to improve service delivery.
- Ensuring accurate and up to date records (manual and electronic) are maintained at all times. This also includes any records pertaining to commissioned activities.
- Contributing to the collection of a range of information and / or data on the service's performance, to enable accurate reports of service performance.

Organisation Learning, Growth and Sustainability

Responsible for:-

- Consulting with commissioning bodies, stakeholders, such as staff, customers and partners to gather feedback of effectiveness of service delivery and to enable continuous improvement of service.
- Identifying the current and future skills and numbers of employees needed to deliver agreed services.
- Working with the Manager in establishing and / or identifying priorities for development and learning with the team.
- Planning for changes in your professional area that will occur from alterations to national and regional strategic frameworks and legislation, Local Authority policies and procedures etc. and ensuring that staff in your professional area are provided with the necessary updates and skills before the changes take effect.
- Using the Service's appraisal process, ensure that staff receive appropriate support and development to meet their agreed objectives.
- Maintaining own personal development, keeping up to date with changes in law, best practice, and procedures.
- Enabling and actively encourage sharing of development activities across the function.

Personal Specification

Job Title: Practice Manager – Assessment and Care Management	**Service Area**: Adult Social Care	
Directorate: Strategic Commissioning and Community Directorate	**Post Number:** 22071	**Evaluation Number:**
Grade: PO5	**Date last updated:** February 2017	

IMPORTANT INFORMATION FOR APPLICANTS

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

CRITERIA	METHOD OF ASSESSMENT
KNOWLEDGE:	
Expert knowledge and application of the relevant legislation, statutory responsibilities and guidance relating to Care Act 2014 including appropriate quality standards and practice guidance.	Application Form/Interview/Test
Expert knowledge of the main provisions of: • Care Act 2014 • Mental Health Act 1983 and 2007. • Mental Capacity Act 2005 • NHS Continuing Healthcare guidance • Safeguarding Vulnerable Adults guidance	Application Form/Interview/Test Application Form/Interview/Test

Good knowledge and understanding of legislation and the national agendas relating to: • Ordinary Residence • No Recourse to Public Funds • Mental Capacity Act • Best Interest Decision Making • Deprivation of Liberty Assessment • Court of Protection	Application Form/Interview/Test
Knowledge of the current policy and issues in OT / social work practice specifically Safeguarding, Risk Assessment / Management and choice and control.	Application Form/Interview/Test
Knowledge and understanding of the management and leadership aspects of the role.	Application Form/Interview/Test
Demonstrable knowledge of quality systems and the ability to monitor the work of the team.	Application Form/Interview/Test
Good knowledge and experience of financial systems and managing budgets.	Application Form/Interview/Test
Extensive knowledge and competence of IT systems and the capacity to use them to harness their potential in organising and supporting the work of the service.	
EXPERIENCE:	
Experience and application of the relevant legislation, statutory responsibilities and guidance relating to Care Act 2014 including appropriate quality standards and practice guidance.	Application Form/Interview/Test
Demonstrable in depth experience of working in a busy Social Care Complex needs environment	Application Form/Interview/Test
Experience of applying National Eligibility Criteria and ability to manage complex casework	Application Form/Interview/Test

Experience of advising, coaching and supporting staff within the team	Application Form/Interview/Test
Demonstrable experience and understanding of dealing with NRPF	Application Form/Interview/Test
Demonstrable experience and understanding of dealing with Ordinary Residence	Application Form/Interview/Test
Demonstrable experience of managing a high pressure, high volume complex needs team	Application Form/Interview/Test
Demonstrable experience of target setting and managing of performance in relation to complex assessment and support planning activity	Application Form/Interview/Test
Experience of managing both Social Work and Occupational Therapy disciplines	Application Form/Interview/Test
Experience of managing budgets and monitoring budgets within a highly pressurised and complex needs service	Application Form/Interview/Test
Experience of developing a service to ensure efficiency of processes and operational procedure	Application Form/Interview/Test
SKILLS AND ABILITIES:	
Ability to manage, motivate and develop a complex assessment team effectively achieve high levels of performance from staff	Application Form/Interview/Test
Ability to manage a budget, develop and maintain effective organisational processes and procedures	Application Form/Interview/Test
Ability to lead and chair multi-disciplinary meetings	Application Form/Interview/Test
Ability to negotiate with and influence customers, staff, internal and external partners	Application Form/Interview/Test
Ability to represent the service at a variety of internal and external meetings	Application Form/Interview/Test

Ability to make sound professional judgements, including high risk issues concerning customers, families and carers	Application Form/Interview/Test
Commitment to the achievement of the highest possible standards of professional practice by all team members through co-working, coaching / mentoring, advice and guidance	Application Form/Interview/Test
PERSONAL STYLE AND BEHAVIOUR:	
Has a high degree of personal integrity, uses political judgement and sensitivity, shows the capacity for self-motivation and empowerment of staff and works well under pressure.	Application Form/Interview/Test
Demonstrate a strong commitment to the public service	Application Form/Interview/Test
Demonstrate a strong commitment to the promotion of equal opportunities	Application Form/Interview/Test
Demonstrate good Interpersonal and networking styles, including leadership behaviours	Application Form/Interview/Test
Show appropriate sensitivity towards the needs of customers and carers	Application Form/Interview/Test
Quality, excellence and outcome focussed.	Application Form/Interview/Test
Facilitation, motivational and negotiation skills.	Application Form/Interview/Test
Resilient with ability to prioritise and work to tight deadlines.	Application Form/Interview/Test
Advanced problem solving and decision making skills.	Application Form/Interview/Test
Self-motivated, assertive, proactive and innovative.	Application Form/Interview/Test
Self-starter – completer – finisher	Application Form/Interview/Test

Ability to use judgement and sensitivity	Application Form/Interview/Test
Must have customer centred approach when dealing with Customers.	Application Form/Interview/Test
Ability to identify areas for development and show commitment to self and staff career development.	Application Form/Interview/Test
OTHER SPECIAL REQUIREMENTS: The post holder must have:	
Educated to degree-level or equivalent in a relevant area, or equivalent by experience.	Application Form/Interview
To be registered as a social or occupational therapy worker with the appropriate professional registering body - Health and Care Professions Council (HCPC)	HCPC Registered
Evidence of continuous managerial and professional development.	Application Form/Interview
Willingness and ability to work occasional evenings and weekends to maintain service delivery.	Application Form/Interview
Some of the duties undertaken by this post [may / will] require the post holder to have a full current driving licence, and be willing to drive a Council vehicle after completing a Council driving test.	Application Form/Interview/Test
This post is subject to a [standard / enhanced] DBS check.	Satisfactory clearance at conditional offer stage
The Local Government & Housing Act 1989 imposes restrictions on political activities for certain categories of local government employees. This post may be considered politically restricted in accordance with the provisions of the above Act. Should this be the case you will be notified and your contract of employment amended	Application Form
This post is exempt from The Rehabilitation of Offenders Act (1974).	Application Form


POSITIVE ABOUT
DISABLED PEOPLE