**Manchester Local Care Organisation**

**Role Profile**

**Social Work Team Manager (Integrated Neighbourhood Team), Grade 9**

**Adults’ Social Care, Adults’ Directorate
Reports to: Service Lead**

**Job Family: People Care and Support Indirect**

**Manchester Local Care Organisation**

Manchester Local Care Organisation (MLCO) has been established by the partners (Manchester City Council, Manchester University NHS Foundation Trust, Greater Manchester Mental Health Service NHS Trust and Manchester Primary Care Partnership) to integrate, plan and manage community health and social care across the City.  By working better together, we are bringing community health and social care services together in our 12 neighbourhoods to form integrated Neighbourhoods Teams (INTs). Our INTs will drive our collaborative approach, developing partnerships and building on existing community assets to facilitate improved delivery specific to each neighbourhood. We will be able to provide improved care closer to home and to support the people of Manchester to live healthier, more independent and fulfilling lives and be part of a thriving and supportive community. Your role is deployed into MLCO by your employer: Manchester City Council.

**Key Role Descriptors:**

The role holder will be responsible for the safe delivery of care or people support functions, ensuring the discharge of statutory responsibilities and the provision of a high quality standard of service which promotes the wellbeing of individuals and groups within the community.

The role holder will effectively lead, manage and motivate a team of professional practitioners to develop a skilled and confident workforce which meets the needs of the service and Manchester residents.

The role holder will work in collaboration with partners and key stakeholders to develop effective partnerships and greater coordinated working with other services and organisations to ensure a positive contribution to the development and delivery of care and support priorities for the city.

**Key Role Accountabilities:**

Provide strong management direction and motivate team members through effective performance management and co-ordination to maintain continuous improvement in order to meet service priorities.

The role holder will provide professional consultation, support and guidance for team members and colleagues to assist in decision making and approve specific decisions in the management of cases.

Manage safeguarding risk and quality assurance effectively within the context of an agreed framework, policies, procedures and statutory responsibilities within a multi professional environment.

Work closely with key stakeholders to gather data intelligence in order to identify care needs and priorities to develop sustainable, customer focused service and implementation plans.

Proactively identify and support the implementation of change and improvements in service provision to improve care and support opportunities and outcomes for Manchester residents.

Monitor budgets in accordance with City Council policies and procedures to achieve financial targets and forecast resource requirements as appropriate.

Roles at this level may be required to manage a range of assigned resources. Staff management duties may be either through direct line management (including appraisals, performance management and other duties) or through matrix management of a virtual team of officers.

The role holder will be expected to effectively co-ordinate resources to support the principals of ‘joined up’ communication and to ensure efficiencies are achieved.

Personal commitment to continuous self development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications

**Where the role holder is disabled, every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all duties of the job. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.**

**Role portfolio:**

**Manchester Local Care Organisation**

Manchester Local Care Organisation (MLCO) is a partnership organisation established 1st April 2018 to provide and manage integrated community health and social care across the city of Manchester. MLCO’s vision is ‘Leading local care, improving lives in Manchester, with you’.  We want to support people to live healthy, independent, fulfilling lives and be part of a thriving and supportive community. We want people to have fair and equitable access to health and social care services, receiving effective, safe, compassionate care, closer to their homes.

To provide care closer to home, MLCO will operate across three localities in Manchester – the North locality, South locality and Central locality. Within each locality there will be locality wide services and teams and four Integrated Neighbourhood Teams. City-wide services will continue to be provided for specialist adult services and children’s services.

The role holder will act as the lead social care professional within one of the 12 Integrated Neighbourhood Teams (INT) and, through this role, will act as an ambassador for adult social care and ensuring that all assessment activity in relation to care provision is delivered within a statutory and legal framework.

The Social Work Team Manager will act as the most senior member of adult social care within the Integrated Neighbourhood Team. Accordingly, the role holder will be an experienced Social Worker with substantial knowledge of adult social care and be able to ensure that all work is allocated and carried out in line with the appropriate legislation, guidelines, policies and procedures. This will include, where necessary, the effective prioritisation of visits, where an MDT has indicated a need for a timely intervention.

The role holder will champion the rights of adults (including transition) with particular emphasis on promoting the independence and wellbeing of adults, working with families and carers to develop good community options for people living in a neighbourhood.

The role will also involve the chairing of multi-agency Safeguarding Meetings as necessary and also oversee any investigations of allegations of any form of abuse to vulnerable adults

To be a strong advocate for personalisation, asset-based approaches and the empowerment of individuals receiving adult social care through personal budgets and enabling individuals to have innovative and creative support plans.

To work collaboratively across adult social care in determining the ongoing CPD needs of social workers.

To support and empower unqualified staff within their management responsibilities to receive adequate professional advice, professional supervision, support and mentorship, including the access to formal SW or other professional qualification where possible.

Form strong links with place-based commissioners and provide regular feedback on effectiveness of commissioning strategies.

**Key Behaviours, Skills and Technical Requirements**

**Our Manchester Behaviours**

* We are proud and passionate about Manchester
* We take time to listen and understand
* We ‘own it’ and we’re not afraid to try new things
* We work together and trust each other
* We show that we value our differences and treat people fairly

**General Skills**

* **Communication Skills:** Is able to effectively transfer key and complex information to all levels of staff, adapting the style of communication as necessary and ensuring that this information is understood. Ability to advise others and deal with sensitive issues in difficult situations inside and outside area, negotiating riskier demands.
* **Planning and Organising Skills:** Excellent time management skills, creating own work schedules, prioritising, preparing in advance and setting realistic timescales for own self and others. Has the ability to visualise a sequence of actions needed to achieve a specific goal and how to estimate the resources required.
* **Analytical Skills:** Ability to absorb, understand and quickly assimilate complex information and complex and compare information from a number of different sources. Ability to identify patterns and trends that may impact on decisions and propose realistic conclusions identifying the risks and any assumptions made.
* **Problem Solving and Decision Making Skills:** Ability to formulate independently a range of options for new or unfamiliar situations and to select the appropriate course of action to produce a logical, practical and acceptable solution. An ability to make independent decision of a relatively uniform nature.
* **ICT Skills:** Skills to use ICT systems to obtain and analyse data and present it effectively through a variety of ICT channels.
* **People Management Skills:** Ability to lead, manage and motivate staff to high levels of performance in order to achieve change and maximise staff potential and contribution to the achievement of identified aims and objectives. Can also lead and plan the work of the team which deals with more diverse issues
* **Financial Management Skills:** Resource and financial management skills to develop effective planning, financial management and reporting frameworks. Manage allocated resources effectively, delivering business performance and value for money.

**Technical Requirements (Role Specific)**

* Social Work Qualification
* Willing to consent to and apply for an enhanced Disclosure and Barring Service (DBS) check
* Registered with the Health Care Professionals Council (HCPC)
* Willingness to travel to any location within the boundaries of the city of Manchester