

**Manchester City Council
Role Profile**

Occupational Therapist Team Manager, Grade 9

**Manchester's Service for Independent Living, Directorate for Children &
Families**

Reports to: Operations Manager

Job Family: People Care & Support Indirect

Key Role Descriptors:

The role holder will effectively lead, manage and motivate a team of professional occupational therapists/physiotherapists and unqualified assessment staff and be responsible for the quality assurance of work within the team in line with appropriate frameworks including appraisals, training, development and performance management.

The role holder will be key in improving outcomes for families and providing a complex assessment service for the provision of equipment, minor/major adaptations, Moving and Handling risk assessments and mobility assessments for Blue Badge applications. The role holder will be responsible for the safe delivery of a complex assessment service, ensuring the discharge of statutory responsibilities and the provision of a high quality standard of service.

The role holder will work collaboratively with a range of stakeholders to maintain best practice and effective partnership working between critical agencies; promote skill development and knowledge acquisition; first class customer responsiveness and a commitment to positive outcomes for vulnerable people.

Key Role Accountabilities:

Accountable for the initial consideration of new referrals, managing the allocation process in a timely manner, ensuring that proper prioritisation occurs and that urgent matters are managed effectively and the best quality supervision and support provided to the team.

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



Role portfolio:

Manchester's Service for Independent Living is a city wide service, providing a co-ordinated, comprehensive and streamlined service to disabled and older people, including children and adults, to maximise independence, choice, safety and quality of life. The key functions of the service include complex assessment for the provision of equipment and major adaptations to enable disabled people to live as independently as possible within their own homes, in the community, and to enable carers to look after them, mobility assessments for Blue Badges, and provision of equipment, minor and major adaptations.

As a preventative service, MSIL aim to reduce reliance on care services, slow down admissions to nursing and residential accommodation and reduce falls requiring hospital admissions.

The Service will work closely with other services and key stakeholders to ensure the maximum integration of the services' portfolio of responsibilities into a cohesive, efficient and cost effective service.

The Service works in collaboration with Health and other key stakeholders to develop effective partnerships, linkages and greater coordinated working with other services, key agencies and organisations to ensure that teams contribute to the development and delivery of the cities priorities.



Assessment Team Manager – Key Behaviours, Skills and Technical Requirements

Our Manchester Behaviours

- We work together and trust each other
- We're proud and passionate about Manchester
- We take time to listen and understand
- We 'own it' and aren't afraid to try new things.
- We show that we value our differences and treat people fairly

Generic Skills

- **People Management:** Is able to inspire individuals to give their best to achieve a desired result and maintains effective relationships with individuals and the team as a whole, to ensure that the team is equipped to achieve objectives set according to the overall business need.
- **Communication skills:** Ability to communicate in an articulate manner, expressing opinions, communicating key points of an argument clearly, makes presentations and undertakes public speaking with skill and confidence; responds quickly to the needs of an audience and to their reactions and feedback; projects credibility.
- **Problem solving and decision making:** Uses creative ability to find solutions and whilst considering policy and procedure is also confident in adopting (and justifying) novel or non standard approaches.
- **Planning and Organising:** Business planning skills with ability to identify and assess risks, manage change and make long term plans which impacts on the whole service.
- **Analytical skills:** Ability to identify patterns and trends that may impact on decisions and propose realistic conclusions identifying the risks and any assumptions made.
- **Financial management:** 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.
- **Strategic Thinking:** Contributes to the development, implementation and evaluation of strategy to shape future plans
- **Creative skills:** Ability to think creatively and provide innovative solutions to problems. Has ability to develop new approaches to finding solutions outside of existing parameters.

Technical requirements (Role Specific)

- Hold Diploma/Degree in Occupational Therapy or Physiotherapy and two years post-registration experience.



- Knowledge of Occupational Therapy/Physiotherapy Models of Practice.
- Knowledge and application of assessment and interventions relevant to disabled people.
- Substantial knowledge of disability issues and understand the role of equipment and adaptations in improving independence
- Substantial knowledge of complex equipment and major adaptations
- Experience of working in a Social Care or Health Care Setting with an understanding of relevant Social Care legislation.
- To be registered with the Health and Care Professions Council (HCPC)
- Full driving license and access to a car for business use.
- Must hold a current valid Enhanced DBS check and Level 3 Police Clearance.