

**Manchester Local Care Organisation  
Role Profile**

**Social Work Team Manager (Adult Early Support Team), Grade 9**

**Adult Early Support Team (AEST) Service, Adults' Directorate  
Reports to: Operational & Development Manager**

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

**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 advice and guidance to managers and practitioners on all aspects of good service practice to promote high quality analysis and interventions for improved outcomes for Manchester residents.

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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.

Develop strong inter-agency relationships between service managers, partner agencies and stakeholders to ensure the availability of the best possible opportunities and services for individuals to access.

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

Ensure effective management of assigned budgets in accordance with financial regulations. Maintain accurate data recording to monitor expenditure and produce high quality documentation and reports within required timescales.

Support the service to implement legislative requirements and other statutory responsibilities in line with best practice principles.

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:**

Adult Social Care's Early Help offer is delivered through the Adult Early Support Team (AEST). The team provides effective, strengths-based interventions at the first point of contact to prevent, reduce, or delay the escalation of needs, supporting residents to maintain their independence and achieve the best possible outcomes.

This team plays a critical part in Adult Social Care, serving as the initial point of contact for adults facing a variety of situations.

The role holder will:

- Provide strong management direction and motivate team members through effective performance management and periods of change or expansion to maintain continuous improvement to meet service priorities.
- Provide professional consultation, support and guidance for team members and colleagues to assist in decision making and will be responsible for approval of specific decisions in the management of cases.
- Effectively lead, manage and motivate a team of Senior Social Workers and other professionals to develop a skilled and confident workforce which meets the needs of the service and Manchester residents.
- Promote the safe delivery of social care, managing safeguarding risk and ensuring high-quality, statutory services within a multi-agency environment.
- Support service continuity by managing designated operational responsibilities in the absence of the Operational and Development Manager.
- Promote the effective development of partnership approaches to safeguard individuals through the effective management of safeguarding risk and the recording and sharing of information

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## **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 (DBS) disclosure check
- Registered with Social Work England (SWE)
- Willingness to travel to any location within the boundaries of the City of Manchester
- Experienced Senior Social Worker in line with the Social Work Professional Capabilities Framework.

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