**Manchester Local Care Organisation**

**Blue Badge Assessment Team Leader, Grade 8**

**Manchester Equipment and Adaptations Partnership**

**Reports to: Team Manager Assessment**

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

**Manchester Local Care Organisation**

Manchester Local Care Organisation (MLCO) has been established by the partner (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 work to provide direct support for individuals and families in accordance with statutory responsibilities and local and national policies and procedures, effectively identifying cases and/or managing a caseload in order to secure positive outcomes for Manchester residents.

The role holder will lead the effective development of partnership approaches in order to safeguard individuals through the effective management of safeguarding risk and the recording and sharing of information.

The role holder will ensure that through effective advice, planning and support and the utilisation of ‘joined up’ approaches, individuals are able to access services appropriate for their identified needs.

The role holder will support the leadership of the team and service through the provision of advice and supervision to colleagues, contributing to the ongoing development of staff, students and trainees.

**Key Role Accountabilities:**

Effectively manage and be accountable for a caseload of high level and often complex cases through advice, guidance and supervision to improve outcomes for individuals and associated parties while ensuring adherence to statutory duties.

Undertake a key role in cooperation with partners and stakeholders to ensure safeguarding processes and procedures are in place to protect individuals. Identify, challenge and develop solutions to any possible safeguarding risks for vulnerable residents of the city.

Work in conjunction with and provide consultation to partner agencies to deliver effective planning to ensure positive outcomes for vulnerable residents of Manchester. This will include representing the City Council at a range of meetings, proceedings and reviews as required.

Actively engage in team and service development including the promotion of innovative and new ideas and techniques to improve service performance and outcomes.

Efficiently prepare and produce high quality documentation and reports and contribute to effective data recording in accordance with statutory accountabilities and timescales to improve outcomes and the safeguarding of individuals.

Proactively establish, develop and maintain relationships with partner agencies and stakeholders to provide individuals with the opportunity to access suitable services which will assist them in achieving their agreed goals.

Roles at this level may be required to manage a range of assigned resources, which may be human, financial or other, to ensure continuous improvement in service delivery. Staff management duties may be either through direct line management of a team (including appraisals, performance management and other duties) or through matrix management of a virtual team of officers.

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 Equipment and Adaptation Partnership (MEAP) 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, Moving and Handling assessments 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, and provision of equipment, minor and major adaptations.

As a preventative service, MEAP 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 city’s priorities.

It is the responsibility of Manchester City Council to ensure that Blue Badges are only issued to residents who satisfy one or more of the eligibility criteria set out in the legislation that governs the scheme.

MEAP are required to assess applications made under the ‘subject to further assessment’ criteria and be satisfied that this criteria is met for both new and renewal applications to ensure all new and renewal applications are treated in a fair and consistent manner.

The role holder will manage a team of Blue Badge Assessors, providing professional consultation, support and guidance for team members and colleagues to assist in decision making, assist with the triaging of applications and approve specific decisions in the management of cases and appeals.

**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:** Ability 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. Writes convincingly and clearly, succinctly and correctly, avoids the unnecessary use of jargon or complicated language; writes in a well-structured and logical way and structures information to meet the needs and understanding of the intended audience.
* **Planning and Organising Skills:** Demonstrate excellent judgement skills under competing priorities and pressure.
* **Analytical Skills:** Ability to absorb, understand and quickly assimilate complex information and concepts and compare information from a number of different sources.
* **Problem Solving and Decision Making Skills:** Strong decision making skills with the ability to resolve complex issues in a pressurised environment
* **Creative Skills:** Ability to find creative solutions where there are no existing parameters or procedural framework.
* **IT Skills:** Skills to use ICT systems to obtain and analyse data and present it effectively through a variety of ICT channels.

**Technical Requirements (Role Specific)**

* Hold Diploma/Degree in Occupational Therapy, Physiotherapy or a nursing qualification such as a Registered General Nurse
* Registered with the Health Care Professionals Council (HCPC) or Nursing and Midwifery Council (NMC)
* Willingness to consent to and apply for an enhanced Disclosure and Barring Service (DBS) Check
* Current driving licence and access to a vehicle
* Hold or willing to work towards achieving accredited Manual Handing and Advice Training