

Job Title:	Team Manager (Safeguarding)
Reports to (job title):	Principal Social Worker
Line Manager to:	N/A

Job purpose

As part of an integrated Health and Social Care organisation, the social work service plays a key role in meeting the needs of the people of Bath and North East Somerset.

Social care colleagues within Virgin Care are responsible for carrying out the 'delegated responsibilities' given to us by B&NES Council – namely, to undertake assessments and reviews and to work with service users to create care and support plans which meet their needs. They also carry out s.42 Safeguarding enquiries, mental capacity assessments and all other statutory requirements under the Care Act 2014 and Mental Capacity Act 2005.

As a qualified and experienced social worker, you will use your knowledge and skills to provide professional support, leadership and advice to practitioners undertaking S.42 enquires.

Your primary purpose will be to provide effective leadership, supporting teams and practitioners with safeguarding adults work and self neglect. You will provide day-to-day supervision and guidance, monitor and sign off enquiry reports.

You will lead and/or contribute to the planning, provision, improvement and development of services and ensure team objectives are met. You will also contribute to projects that will support the achievement of wider service and organisational goals.

NB The postholder may be required to work in different locations / teams depending on service requirements.

Where the service may require it; you will be responsible for a professional, multi-disciplinary team consisting of social workers, social care practitioners, occupational therapists and others. You will manage, plan and lead the work of the team to enable performance targets and standards to be met, leading by example and helping to achieve the best outcomes for individuals and for the service.

Base

Hybrid working. This is where you will have the ability to work from home in a confidential space but also expected to attend any bases or do community visits where the role requires it.

Key responsibilities

This list is intended to summarise the key responsibilities and is not intended to cover every task that may be required of the role:

1. To provide essential leadership and day to day management of the team/ social workers, ensuring that team members carry out their roles efficiently and effectively.
2. To provide formal professional supervision to team members.
3. Together with others, to work to maintain positive morale within the team, ensuring that team members' workloads are appropriate to their role and level of experience.
4. To ensure that team, service and organisational targets and goals are met within available resources and that any risks / issues are raised with senior managers as appropriate.
5. To plan and manage day to day team actions and priorities, keeping these under review and to work with other teams to meet team and service objectives.
6. To participate in the recruitment and selection of staff.
7. To contribute to the development of policies and practices within the team / service and support their implementation within the team.
8. To provide support, advice and professional guidance in activities such as assessments, support planning and reviews to team members and, where appropriate, to others within the organisation.
9. To undertake data gathering, audits and analysis as required, in order to make recommendations for future actions.
10. To support integrated health and social care practice, enabling effective joint working and the implementation of shared pathways.
11. To resolve varied problems, using analytical/problem solving techniques to find solutions.

12. To take responsibility for monitoring costs, using resources in the most effective way in order to provide best quality services.
13. Using good communication skills to share information of varying complexity in an effective way with different audiences, taking into account of differing levels of understanding of the subject matter, and presenting information in different formats and styles in order to help aid understanding and acceptance.
14. To deal with complaints and carrying out investigations as required, using advanced negotiation skills to seek a positive resolution.
15. To contribute to wider planning and development projects on behalf of the social care service.
16. To actively contribute to decision making panels, e.g. funding panels, disciplinary panels etc.

Our values

Our values are our moral compass and core to our DNA. They underpin the way we deliver our services and treat those who use our services.

To many organisations values are just words which don't translate into reality of the day to day but our values flow through everything that we do, they define who we are, what we stand for and set the expectations of our colleagues, communities, customers and partners. They have been defined by our colleagues and have been integral to our journey so far and will be integral to our future as well.

We have three values which help us stand out from the crowd, not just because there's only three, but because they are unique to who we are. We care, we think, and we do.

Care	Think	Do
<ul style="list-style-type: none"> • Inspire • Understand • Communicate 	<ul style="list-style-type: none"> • Challenge • Improve • Learn 	<ul style="list-style-type: none"> • Accountability • Involve • Resilience

Confidentiality and Information Security

As our employee you will be required to uphold the confidentiality of all records held by the company, whether patients/service records or corporate information. This duty lasts indefinitely and will continue after you leave the company's employment.

All information which identifies living individuals in whatever form (paper/pictures, electronic data/images or voice) is covered by the 1998 Data Protection Act and should be managed in accordance with this legislation. This and all other information must be held in line with NHS national standards including the Records Management: NHS Code of Practice, NHS Constitution and HSCIC Code of Practice on Confidential Information and should only be accessed or disclosed lawfully. Monitoring of compliance will be undertaken by the Company. Failure to adhere to Information Governance policies and procedures may result in disciplinary action and, where applicable, criminal prosecution.

Information governance responsibilities

You are responsible for the following key aspects of Information Governance (not an exhaustive list):

- Completion of annual information governance training
- Reading applicable policies and procedures
- Understanding key responsibilities outlined in the Information Governance acceptable usage policies and procedures including NHS mandated encryption requirements
- Ensuring the security and confidentiality of all records and personal information assets
- Maintaining timely and accurate record keeping and where appropriate, in accordance with professional guidelines
- Only using email accounts authorised by us. These should be used in accordance with the Sending and Transferring Information Securely Procedures and Acceptable Use Policies.
- Reporting information governance incidents and near misses on CIRIS or to the appropriate person e.g. line manager, Head of Information Governance, Information Security Lead
- Adherence to the clear desk/screen policy
- Only using approved equipment for conducting business

Governance

Clinical governance is a framework through which organisations delivering health and care services are accountable to continuously improving the quality of their services and safeguarding high standards of care by creating an environment in which clinical and other forms of care flourishes. Employees must be aware that clinical governance places a duty on all staff to ensure that the level of care services they deliver to patients is safe and high quality, and that they follow/comply with our policies and procedures.

Registered Health Professional

All staff who are a member of a professional body must comply with standards of professional practice/conduct. It is the post holder's responsibility to ensure they are both familiar with and adhere to these requirements.

Risk Management/Health & Safety

The post holder has a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures laid down by the company. Staff are required to observe the Hygiene Code and demonstrate good infection control and hand hygiene.

Employees must be aware of the responsibilities placed on them by the Health & Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment for other employees, patients and visitors. It is essential to observe strict fire and security precautions at all times.

All staff must report accidents, incidents and near misses so that the company can learn from them and improve safety.

Safeguarding Children and Vulnerable Adults Responsibility

We are committed to safeguarding and promoting the welfare of children and adults at risk of harm and expects all employees to share this commitment.

Medicines Management Responsibility

Nursing or registered healthcare professionals

Undertake all aspects of medicines management related activities in accordance within the company's medicines policies to ensure the safe, legal and appropriate use of medicines.

Skilled non-registered staff

Undertake all aspects of medicines management related activities in accordance with the company's medicines policy where appropriate training has been given and competencies have been achieved.

Policies and Procedures

All colleagues must comply with the Company Policies and Procedures which can be found on the company intranet.

General

We are committed to serving our community. We aim to make our services exemplary in both clinical and operational aspects. We will show leadership in identifying healthcare needs to which we can respond and in determining the most cost-effective way of doing so.

We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will recognise the commitment from our staff to meeting the needs of our patients.

The company recognises a “non-smoking” policy. Employees are not able to smoke anywhere within the premises or when outside on official business.

Equal Opportunities

It is the company’s intention to be an employer of choice and ensure that no job applicants or employees are unfairly disadvantaged on the grounds of gender, disability, race, ethnic origin, colour, age, sexual orientation, religion or belief, trade union membership or any other factors that are not relevant to their capability or potential. To this end, the company has an Equality and Diversity policy and it is the responsibility of each employee to contribute to its success.

Flexibility Statement

This job description is not exhaustive and may change as the post develops or changes to align with service needs. Any such changes will be discussed directly between the post holder and their line manager.

Personal Specification

Essential

- A recognised social work qualification, e.g. SW degree, Dip SW, CQSW etc (must be registered with the HCPC or other relevant body)
- Previous management or supervisory experience
- Significant previous experience of working directly with older people and / or disabled people
- Excellent understanding of safeguarding legislation and principles, and procedures relating to self-neglect
- Excellent knowledge and understanding of the legislation that applies to adult social care practice
- Excellent understanding of strengths-based social work principles
- Proven organisational and team management skills
- Evidence of self-motivation and independent thinking
- Highly effective verbal and written communication
- Good working knowledge of typical work related systems, procedures, equipment and technology
- Ability to maintain excellent working relationships with colleagues and other agencies
- Experience of ensuring that performance standards and organisational targets are met
- Experience of effective budget management
- Good prioritisation skills
- Proven negotiation skills
- Committed to continuous professional development

Desirable

- Previous management or supervisory experience in a similar or equivalent multi-disciplinary setting
- Recognised management qualification
- Experience of leading effective change management
- Good working knowledge of B&NES Safeguarding Adults policies and procedures
- Practice Educator qualification
- Best Interests Assessor qualification

Employee signature

Manager signature
