

Job Title	Operational Team Manager
Job Grade	Band 6
Directorate	Adults, Health & Community Wellbeing Access, Assessment & Care Management

The Role

Adults, Health & Community Wellbeing (AHCW) is a rapidly changing service area within Essex County Council, moving from providing a service to the citizens of Essex, to engaging citizens fully in delivering a service in partnership with them. This role reports directly to the Service Manager within the area / locality and involves managing a team of both qualified and unqualified practitioners within the Access, Assessment and Care Management service during this period of change and beyond. The role has responsibility for key aspects of service delivery within the area / locality teams – from leading the operational team and managing the budget that supports an effective service, to engaging with providers of services from the voluntary and independent sector to championing the key strategy of Personalisation and Self Directed Support within the new operational model. The role also requires the post holder to take direct responsibility to support staff with ongoing development along with successful integration of policy, resources and performance management issues, considering where improvements need to be made whilst continuing to deliver an effective service. The role requires the post holder to build on existing relationships with strategic partners, particularly where there is a joint agency team, service users and community groups as well as other areas in AHCW such as Libraries and Adult Community Learning

Job Purpose

To provide leadership and to manage a team of qualified and unqualified staff within the Access, Assessment and Care Management service, in order to deliver the key strategic aims of the organisation and to ensure the citizens of Essex have access to a high quality service.

P00038 Operational Team Manager v2.0



Key Accountabilities

- To manage the teams (where appropriate integrated teams), resources within the agreed area of the service, including budget and people, in order to ensure compliance with Adults, Health & Community Wellbeing and Essex County Council rules and guidelines.
- To undertake actions that ensure the integration of policy development, performance and resources in the planning and delivery of service solutions, and to ensure involvement where appropriate on local action groups as well as internal networks (including with political members), in order to represent Adults, Health & Community Wellbeing interests.
- Facilitate service user choice and empowerment through promoting independence as far as possible, by applying professionally acquired knowledge and skills to promote quality of life through the application of the principles of the personalisation agenda, such as support planning, at validation / risk management board discussions and Family Group Conferencing.
- To actively deliver people management functions, as required, within the corporate guidelines/policies, in order to maintain a competent and efficient team in line with the development of an effective, motivated, well supported and informed team.
- To communicate and engage effectively with all people accessing a service as well as other key stakeholders on daily business issues, in order to provide services and opportunities that support the values of choice and control and meet the needs of service users and the citizens of Essex.
- To maintain a full knowledge of developments nationally and within the service, including those of related services and the framework in which they operate to exert influence on the direction of the service.
- Commit to and deliver in practice the principles of Equal Opportunities and an ability to work in a culturally sensitive manner in the provision of services and provide practical and realistic applications of this policy, particularly in the area of recruitment and other related HR requirements.
- Use management information to monitor, analyse and ensure effective action is taken to reduce risk to the service and service users by identifying and assessing the needs for the Directorate in order to make more effective and best use of resources

- Apply Fair Access to Care criteria across defined specialist and/or geographical responsibilities, in order to deliver a “safe” and effective service with a flexible workforce.
- Record, investigate and respond to safeguards, risk management boards, complaints and compliments and provide detailed and professional responses in accordance with relevant standards and time frames.
- To ensure a high level of data quality for all information recorded, ensuring that the information is timely, accurate and complete to ensure the service meets all statutory recording requirements.

Knowledge, Skills and Experience

- Educated to Degree level or equivalent, or appropriate professional qualification
- Registration with HPC, GSCC or appropriate registration body
- Approved Social Worker status (specific to Older Adult Mental Health)
- Management experience of working in a large complex public or private sector organisation
- Significant Experience in:
 - Delivery of services in Health and/or Social Care
 - People Management
 - Resource planning and management
 - Quality assurance and customer care
 - Achieving person centred outcomes
- Ability to work with complex statistical, financial and performance information
- Experience of policy development and change management
- Extensive experience of multi-disciplinary and partnership working

Values and Behaviours

Passionate about achieving results

- Takes specific action to improve team or individual performance
- Agrees standards and intervenes promptly and constructively to tackle inappropriate behaviour or poor performance
- Is tenacious and focused on achieving results, overcoming obstacles
- Ensures team or colleagues understand what is expected of them to achieve targets

Responsive to customer's needs

- Monitors customer satisfaction, actively seeking feedback
- Uses feedback and information to improve the way things are done
- Contributes above and beyond usual expectations to meet customer needs
- Takes personal responsibility for correcting problems and resolving mistakes positively
- Takes action to identify and connect with disengaged customer groups

Inspirational and bold in thinking and solutions

- Anticipates and takes action in order to create and Applies good practice to meet service or Council needs
- Anticipates and takes action in order to create and seize opportunities, or avoid crises in the medium term
- Identifies and implements quick wins
- Takes an overview of complex situations to generate new perspectives – 'thinks outside the box'
- Seeks out good practice within their field and uses it to challenge and improve what we do

- Reacts positively to problems / issues, developing solutions

Supportive of others' input and perspectives – working as one

- Shares resources or provides support to further cross-team and/or cross-functional working
- Values and seeks out the input of others, to establish an inclusive environment and deliver services
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- Brings people together to share insights and concerns on common goals and to make informed decisions
- Acts in an ethical way, even when this is difficult to do

Motivating others and trusting them to deliver

- Takes action to enable team to achieve maximum contribution, ensuring/providing appropriate structures, resources and staffing
- Communicates vision, direction, and outcomes clearly, motivating others to achieve
- Shows belief and confidence in staff, delegating appropriately and encouraging staff
- Provides regular, balanced feedback and ongoing coaching to the team and individuals
- Acknowledges and rewards good work, celebrating team and individual successes