

**Job Description****Social Services Directorate**

Post Title	Team Manager – Community Resource Team (CRT)		
Post Number	BG09232	Grade	11 (£47,665 - £50,748)
Base	Agile (Home / Anvil Court Abertillery and Vitcc Tredegar)	Hours	37
Car User Allowance	Approved Casual	Disclosure	Enhanced
Contact	Hannah Baulch	Updated	July 22
Politically restricted	No		

Principal Job Purpose

Responsible to: Service Manager Long Term Care and Support (Adult Services)

Responsible for: The strategic and operational leadership of the Blaenau Gwent integrated Community Resource Team (Gwent Frailty Service) including but not exclusively:

1. **Therapy services including specialist therapy services, falls service and associated projects/ health and social care pathways**
2. **Hospital in reach / Home First and discharge to recover and assess models of support across Health and Social Care.**
3. **Independent living support including CARIAD reablement service, sensory support, provision of aids/ adaptations and equipment (GWICES etc)**
4. **Other potential integrated CRT services – subject to ongoing care of the elderly (COTE) and Gwent Frailty review – due to be completed by December 22.**

Principal Accountabilities

1. To ensure that the Community Resource Team (CRT) is compliant with the requirements of the Social Services and Wellbeing (Wales) Act 2014 and principles of Healthier Wales, including the embedding of outcome focussed practice, preventative approaches including reablement, information, advice and assistance (IAA) technology based solutions and integrated assessments / care and support planning for vulnerable citizens and their carers.

2. Ensure that the Community Resource Team (CRT) complies with relevant performance reporting including ensuring that information is accurately recorded on WCCIS and other relevant IT systems.
3. Ensure timely and appropriate responses to citizens in accordance with regulation, guidance and departmental procedures. This includes the development of care and support plans and specialist assessments for adults that promote safe discharge from hospital and / or maintain support at their preferred home.
4. Ensure work is allocated appropriately to all staff across both health and social care and that work is recorded, managed and prioritised to agreed timescales and standards.
5. To work in collaboration across the Local Authority and Aneurin Bevan University Health Board (ABUHB) to recommend, develop, embed and monitor the effectiveness of appropriate integrated pathways/systems which promote the maintenance and independence of citizens.
6. To ensure staff adhere to relevant safeguarding policies, procedures and guidance and undertake the role of Designated Lead Manager (DLM) as part of the Adult Safeguarding procedures.
7. Ensure that the professional practice and professional development of staff is promoted, supported and monitored through regular supervision and staff appraisals.
8. To participate in the development and delivery of training as agreed by your Service Manager.
9. To ensure there is effective assessment of Continuing Health Care for Adults with complex health care needs.
10. To appropriately, manage allocated team budgets (both ABUHB and LA) in accordance with delegated responsibilities.
11. Undertake formal managerial duties in line with established Council and ABUHB procedures such as absence monitoring, disciplinary procedures etc.
12. To take responsibility for your own continuous professional development.
13. To comply with the relevant sections of the Authority's policy and Aneurin Bevan Health Board (ABUHB) statements on Health, Safety and Welfare at Work.
14. To adhere to the principles of the Corporate Equality Policy and ensure commitment to anti-discriminatory practice.

Person Specification – Middle Manager

1. Qualifications & experience	Assessment Method				
	Essential / Desirable	Application Form	Interview	Other (please specify)	Probationary Period
Qualifications/relevant experience					
Recognised Social Work / Nurse/ Therapist or equivalent allied health or social care professional	Essential	✓			
Registered with Social Care Wales or appropriate Professional health professional registration.	Essential	✓			
Relevant Management Qualification current or working towards (NVQ 4 or equivalent professional management qualification)	Essential	✓			
Significant experience of working within an Adults and / or Children's Health or Social Services settings	Essential	✓			
Other experience					
Experience of successfully implementing change and improvements in a Health or Social Care setting.	Essential		✓		
Experience of managing staff in a Health or Social Care setting	Essential		✓		
Knowledge/Skills					
Able to chair complex meetings including Safeguarding and CHC meetings.	Essential		✓		
Working knowledge of health and / or social care legislation, regulation and guidance relating to vulnerable citizens with complex disabilities.	Essential		✓		
Understanding of the principles of staff supervision	Essential		✓		
Understanding of the impact of change and supporting teams through the process	Essential		✓		
Able to plan and prioritise work	Essential		✓		
Good interpersonal skills	Essential		✓		
Good written and verbal communication skills	Essential		✓		
IT literate, with the capacity to produce reports and presentations	Essential		✓		
Able to produce reliable and appropriate data and use it to develop the service	Essential		✓		
Clean driving licence and access to a car for work	Essential		✓		
2. Welsh Language Requirements (please select one of the following)					
Welsh language skills are desirable (level 0 in all Welsh Language Levels above).	Desirable	✓			

	Level 0	Level 1 Entry	Level 2 Foundation	Level 3 Intermediate	Level 4 Advanced	Level 5 Proficiency
Listening/Speaking	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reading/Understanding	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Writing	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please see "[Welsh Language Skills Guidelines](#)" on the Blaenau Gwent website for further information on the above levels.

3. Personal Competencies

All competencies are regarded as essential, although it is recognised that some may be achieved over a period of time. All employees are expected to continually develop their competencies in line with the appropriate framework. In addition to those assessed as part of the recruitment process, competencies will be assessed during the probationary period and afterwards through the Authority's performance coaching scheme.

Assessment Method					
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Topic	Competencies	App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc. (please specify)	Probationary Period/ Performance Coaching
Leading People	Sets the standard of leadership for the service				✓
	Provides clear direction and goals for the service				✓
	Takes direct responsibility and is accountable for actions				✓
	Ensures the principles of equality and diversity are embedded in the service				✓
	Recognises and celebrates others' contributions & achievements				✓
	Challenges inappropriate behaviour				✓

Assessment Method					
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Topic	Competencies	App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc. (please specify)	Probationary Period/ Performance Coaching
Communicating the Vision	Translates the vision into operational objectives				✓
	Develops long term objectives and strategies for own service area to achieve the vision				✓
	Proactively promotes the vision to others				✓
	Ensures others understand how their role contributes to achieving the vision				✓

Topic	Competencies	Assessment Method			
		App Form	Interview	Other e.g. presentation, discussion group, simulation, etc. (please specify)	Probationary Period/ Performance Coaching
Facilitating High Performance and Results	Is committed to continually improving performance of self and others				✓
	Sets ambitious performance targets and priorities for self and others				✓
	Gives regular, constructive feedback on team/individual performance				✓
	Motivates others to achieve and improve performance				✓
	Recognises and celebrates success				✓
	Challenges poor performance appropriately				✓
	Seeks learning opportunities from results				✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc. (please specify)	Probationary Period/ Performance Coaching
Maximising Potential	Encourages and develops personal accountability in others				✓
	Encourages others to think for themselves				✓
	Promotes risk-taking and supports appropriately				✓
	Develops the skills, experience, and ambition of others at all levels to enhance flexibility of services				✓
	Promotes development in self and others				✓

	Supports and trains others in own areas of expertise				✓
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Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc. (please specify)	Probationary Period/ Performance Coaching
Communicating	Promotes a culture of open communication				✓
	Communicates effectively, using a variety of styles, with a broad range of people				✓
	Creates and develops networking opportunities to influence				✓
	Actively listens and respects others' points of view				✓
	Checks own and others' understanding				✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc. (please specify)	Probationary Period/ Performance Coaching
Making Informed Decisions	Considers implications of proposed decisions				✓
	Ensures decisions link to continually improving performance				✓
	Understands problem solving is part of the improvement process				✓
	Has the confidence to make ambitious, difficult, or unpopular decisions				✓
	Is able to justify and explain decisions				✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc. (please specify)	Probationary Period/ Performance Coaching
Working together	Understands partnerships in the context of the "big picture"				✓
	Promotes and contributes to multi-agency partnerships to continually improve services for the citizen				✓

	Networks effectively internally and externally				✓
	Identifies the expertise of others				✓
	Proactively shares knowledge and information				✓
	Seeks out the most appropriate people to contribute to partnership working, both inside and outside the service				✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc. (please specify)	Probationary Period/ Performance Coaching
Promoting a Citizen Centred Culture	Recognises the importance of contributions from the community to setting and achieving continually improving services				✓
	Promotes and develops a continually improving citizen-focused culture within the service				✓
	Contributes to initiatives enabling regular consultation and feedback from citizens on the quality and appropriateness of service delivery.				✓
	Engages with the community appropriately and respectfully				✓
	Is an ambassador for the organisation and the community it serves				✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc. (please specify)	Probationary Period/ Performance Coaching
Working With Councillors	Establishes and continually improves positive and appropriate interaction with all Councillors				✓
	Provides timely, constructive, high quality professional advice to assist the political decision making process				✓
	Abides positively with the protocols relevant to the political relationship				✓
	Is confident to refer enquiries to others when appropriate				✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc. (please specify)	Probationary Period/ Performance Coaching
Pushing the Boundaries	Regularly and constructively challenges the status quo				✓
	Proactively thinks how potential change will affect the citizen				✓
	Taps into the innovative and creative potential of others				✓
	Considers different methods/approaches				✓
	Encourages others to suggest new ideas				✓
	Supports and develops others' ideas				✓
	Looks creatively inside and outside the organisation for new ideas and actively shares good practice				✓