

**Job Description****Social Services Directorate****Adult Services / Provider Services**

<b>Post Title</b>	<b>Home Care Assistant Team Manager</b>		
<b>Post Number</b>	<b>BG</b>	<b>Grade</b>	<b>8</b>
<b>Base</b>	<b>Bert Denning /Hybrid Agile</b>	<b>Hours of Work</b>	<b>37 hrs</b>
<b>Car User Allowance</b>	<b>Casual</b>	<b>Disclosure</b>	<b>Enhanced</b>
<b>Contact</b>	<b>Donna Mahoney</b>	<b>Updated</b>	<b>February 25</b>

**Principal Job Purpose**

**Responsible to:** The Home Care Team Manager

**Responsible for:**

- Delivering, promoting and further developing a person centred, outcome focussed culture in the delivery of the Home Care service that meets the needs of the people of Blaenau Gwent by supporting them to maximise their independence and live independently within their own home
- Developing and promoting a citizen centred culture and the delivery of domiciliary care by ensuring services are person centred, outcome focused and appropriate to citizens needs throughout Home Care.
- To manage the growth, development and diversification of the Home Care Services. including domiciliary care, emergency home care (DASH) and integrated reablement services
- Maximising the full potential of Citizens and those staff who support them.
- Providing Leadership and mentoring on the operational function of the Home Care service. Support and motivate the Team to deliver a person centred service ensuring it enables individuals to maximise their independence, achieve their agreed outcomes while meeting Care Inspectorate Wales domiciliary care standards.

- Responsible for the line management of the Independent Living Officers (ILOs) and Senior Duty Planner (and their staff in their absence).
- To keep the Home Care Manager updated with, issues, concerns that may impact on effective delivery of the service.
- Managing, developing and co-ordinating staff teams in meeting their aims and objectives.

### **Principal Accountabilities**

1. Deputise in the absence of the Home Care Manager.
2. Continually improving performance of self and others through the BGCBC Performance Coaching Scheme and Supervision policy.
3. Assist to develop and deliver in-house training activities, including facilitation and provision of direct training and monitoring / supporting individuals, also monitor, review, expand and update training.
4. To ensure compliance with CIW Standards and Regulations
5. Must be registered with Social Care Wales
6. Deputise in the absence of the Home Care Manager
7. To keep the Home Care Manager updated with issues and concerns which may impact on the effectiveness and efficiency of service delivery
8. Contribute to the successful operation of a quality assurance system.
9. To ensure that resources are utilised efficiently and effectively.
10. Contribute to the future improvement and development of the Home Care service by;
  - Contributing/populating service development/business plans for Home Care
  - Supporting the Home Care Manager and team through the process of implementing change
  - Contribute towards the performance monitoring of the service as requested by the Home Care Manager
  - Undertaking quality audits to ensure the service is meeting the service users' outcomes. Monitor individual support plans to reflect service users' outcomes and compliance with CIW
  - Contributing / populating development plans for the Home Care service.
  - Contribute towards performance monitoring of the Home Care service as requested by the Home Care Manager
11. To provide information, advice and support to service users and their families, relating to the provision of the Home Care Service

12. Take a multi-disciplinary approach to case management and attend multi-disciplinary meetings/joint reviews where appropriate
13. Promote effective communication and positive relationships with all stakeholders i.e. Citizens, Families, Carers, Staff teams and other professionals. e.g. implementing and chairing consultation and engagement events
14. Promote and support good standards of practice within the Home Care service, ensuring the team adopt and maintain the required standards necessary to support individuals to achieve their outcomes
15. Contribute to the identification of risks/risk taking where appropriate and to the level and grade of the role and, ensure that relevant assessments are undertaken, up to date and in place.
16. Ensuring that Case File Auditing processes are followed throughout Home Care within the agreed timescales.
17. Ensure Citizens are safeguarded from all types of abuse and ensure all safeguarding processes and procedures are carried out in accordance with the All Wales Policy and procedures for the Protection of Vulnerable Adults.
  - Ensuring all staff receive the appropriate training according to their role.
  - Ensuring that all concerns are reported and recorded in line with the policy.
18. To attend all training relevant to the post, in line with BGCBC competency frame work for Middle Management.
19. To make decisions within the confines of the duties allocated within this Job Description
20. Contribute to the training needs analysis within the Home Care service, maintaining a training matrix to ensure all staff access the relevant training appropriate to their role.
21. To provide leadership and support necessary for the implementation of change and the modernisation of services.
22. Assist in the selection and recruitment of staff.
23. To be flexible in relation to work demands and to prioritise where appropriate.
24. Managing and monitoring electronic system including Itrent- My Options - electronic purchasing and Employment forms.
25. Monitoring staff absences and taking the appropriate action to manage performance in accordance with BGCBC Attendance Management policy.
26. Undertaking the administrative tasks associated with the operational functions of the service including those above and being an authorised signatory.

27. Undertake fact findings, investigations, disciplinary's and reviews and populate reports where required.
28. Any other duties appropriate to the grade and post as directed by the Director of Social Services.
29. To ensure that Confidentiality is maintained.
30. To comply with the relevant sections of the Authority's policy statement on Health, Safety and Welfare at Work.
31. To adhere to the principles of the Corporate Equality Policy and ensure commitment to anti-discriminatory practice.
32. Ensuring policies, procedures and guidelines established within the BGCBC are adhered to.
33. Undertake further professional development and training as required in accordance with relevant National, Local and Departmental policies and in line with CIW requirements for this role

## 1. Qualifications & experience

Qualifications/relevant experience	Assessment Method				
	Essential / Desirable	Application Form	Interview	Other (please specify)	Probationary Period
NVQ/QCF Level IV in management, or relevant qualification.	Essential	✓			
Proven experience of working within domiciliary care	Essential	✓	✓		
Proven substantial experience of managing, supervising and co-ordinating a staff team.	Essential	✓	✓		
Knowledge and experience of relevant Health and Social Care legislation /policies and practice including the Social Services and Wellbeing (Wales) Act 2014 and outcomes based care and support practice.	Essential	✓	✓		
Commitment to complete Trusted Assessor in the provision of low level equipment (or equivalent) within 18 months in post	Essential	✓			
Registered with Social Care Wales	Essential	✓			
<b>Other experience</b>					
Significant relevant working experience in the social/health care sector	Essential	✓	✓		
Experience of working with other agencies, both public and statutory	Essential	✓			
Experience of undertaking responsibilities in line with relevant organisational development policies such as absence management, supervision, capability and development of staff	Desirable	✓	✓		
Experience of communicating and consulting/Engaging with a wide range of Stakeholders, agencies and/or individuals	Desirable		✓		
<b>Knowledge/Skills</b>					
Understanding of risk management, including manual handling procedures	Desirable	✓			
Ability to think strategically and creatively.	Desirable	✓			
Excellent verbal and communicative skills including ability to prepare and present reports/ information to a wide variety of audiences.	Essential	✓	✓		
Knowledge of relevant IT products including Microsoft office	Desirable	✓	✓		
Knowledge and experience of Safeguarding Legislations, processes procedures, roles and responsibilities	Essential	✓			

Management and Supervisory responsibilities including the ability to lead and motivate staff self and wider Teams.	Essential	✓			
Strong organisational skills, including the ability to manage conflicting priorities, plan and organise workload and meet deadlines.	Essential	✓			
Knowledge and experience of managing a service budget	Desirable		✓		
Ability to work under pressure, being organised and thus making effective use of time	Essential	✓	✓		
Have a flexible approach to duties	Essential		✓		
Knowledge of how a Home Care Department Operates	Desirable		✓		
Knowledge of BGCBC Equal Opportunities Policy	Desirable		✓		

2. Special Requirements	Essential / Desirable	Application Form	Interview	Other (please specify)	Probationary Period
Hold a valid driving licence and have use of a car for work	Essential	✓			

3 . Welsh Language Requirements	Essential / Desirable	Application Form	Interview	Other (please specify)	Probationary Period
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"/>
Reading/Understanding		<input checked="" 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"/>

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

#### 4. 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.

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
<b>Leading People</b>	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				✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
<b>Communicating the Vision</b>	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
<b>Facilitating High Performance and Results</b>	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
<b>Maximising Potential</b>	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				✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
<b>Communicating</b>	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				
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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
<b>Making Informed Decisions</b>	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
<b>Working together</b>	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
<b>Promoting a Citizen Centred Culture</b>	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				✓

		Assessment Method			
Topic	Competencies	App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
<b>Working With Councillors</b>	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				✓

		Assessment Method			
Topic	Competencies	App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
<b>Pushing the Boundaries</b>	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				✓