

Job description

Job title:	Area Practice Manager (People - Adults)
Grade:	Dorset Grade 12 + 1LM
Job evaluation reference:	HS444
Job family:	Health and Social Care

Purpose and impact

1. This role is non-case holding and responsible for leading and managing a team to meet performance requirements.
2. To lead and manage a team including specialist professionals in order to enable people to live independently for as long as possible and to achieve outcomes which promote their health and wellbeing.
3. To ensure the provision of an effective strengths-based assessment, support planning and review service within a designated area of specialism or locality.
4. To ensure that team practices promote joint working and support prevention with partner agencies including health and the voluntary and community sector.
5. To effectively manage demand and resources for adult social care within a designated area of specialism or locality.
6. To ensure that person centred outcomes are achieved in the most resource effective way.
7. To lead, manage and provide professional direction to staff in a team in line with national professional standards.

Key responsibilities

8. To be responsible for Team Management and leadership of the team (all professions and roles).
9. To set and monitor team and individual performance standards and expectations.
10. To be accountable for team delivery against performance and quality standards.
11. To ensure delivery of effective person-centred assessments, support plans and outcomes which promote independence and control for service users and carers including the promotion of direct payments where appropriate.
12. To promote and safeguard the welfare of children and vulnerable adults.
13. To provide regular performance monitoring reports to the Locality/Specialist Manager on service and quality issues including resource allocation, complaints and compliments (customers and partners), caseload, vacancies and team resourcing (including recruitment/retention matters) and absence levels.
14. To contribute to effective local integrated working and service planning in respect of designated areas of specialism or locality.
15. To contribute to wider service development and identifying gaps and commissioning opportunities.
16. To make decisions in relation to service provision and people management in accordance with levels of delegated authority.



17. To be accountable for people management within the team including responsibility for ensuring regular practise supervision or one to one's, team meetings, and for the quality and timeliness of Performance and Development Reviews.
18. To promote and facilitate continuous professional development and workforce development planning within the team.
19. To monitor caseload and work allocation within the team ensuring that work is undertaken at the appropriate level.
20. To ensure management of duty rosters.
21. To chair safeguarding meetings and other joint meetings as required.
22. To undertake training as required.
23. To contribute to the provision of a response to civil emergencies as required.
24. To deputise at meetings for the Locality/Specialist Manager as required.
25. To undertake other comparable or lesser duties as required.

NB: The duties and responsibilities of this post are not restrictive and the post holder may be required on occasion to undertake other duties. This will not substantially change the nature of the post.

Supervision and management

26. Reporting to: Locality/Specialist Manager
27. Responsibility for: Responsible for the direct line management and supervision of a team of 6 to 15 direct reports.

Other factors

28. Significant role in agreeing the allocation of resources to service users and carers in line with Care Act requirements. Responsible for use and safekeeping of data.
29. Primarily office based with requirement to travel between localities and to respond to service demand working within the community, hospitals and prison setting. This may include working with partner organisations and differing customer groups.
30. Requirement to undertake lone working.

Our values

Our values act as guiding principles, defining what we believe is important in the ways we work together. Our values are Respect, Together, Accountability, Openness and Curiosity. You will need to be able to demonstrate these values in action through the way you work, regardless of your role within the organisation. Information about our values can be found on our website.



Person specification

Your application will be assessed based on your demonstration of how you fulfil the following criteria; you should include clear examples of how you meet these criteria within your application form and during the assessment process.

Essential

Essential criteria are the minimum requirement for the above post and will be assessed through a combination of your application form, assessment, interview and references (as specified below). We will require evidence of the qualifications, training or registrations listed below.

Qualifications, training or registrations Required by law or essential to the performance of the role or both	Assessed through:
1. Degree or equivalent in relevant social care or health profession (e.g. DipsSW; DipOT, CQSW)	Application form
2. HCPC (if qualified Occupational Therapist) or Social Work England (if qualified Social Worker) registration	Application form
3. Commitment to continuing professional development	Application form
Experience	
4. Substantial post-qualification experience.	Application form Interview Assessment
5. Proven ability to lead, inspire, manage, appraise and enable and encourage the continuous development of staff.	Application form Interview Assessment
6. Proven experience of the regular and effective use of computer packages and self-service staff and performance monitoring and management tools.	Application form Interview Assessment
7. Proven experience of effective management of resources and budget management.	Application form Interview Assessment
8. Extensive experience of dealing with complex cases and managing conflict.	Application form Interview Assessment
9. Experience of working within assessment frameworks.	Application form Interview Assessment
10. Experience of operating within duty/allocation systems and assessment work with local authority.	Application form Interview Assessment
11. Experience of managing and chairing meetings.	Application form Interview Assessment
12. Experience of working in collaboration and partnership with other relevant agencies and the voluntary and community sector.	Application form Interview Assessment
13. Experience of working in a field relevant to the post.	Application form Interview Assessment
14. Relevant experience with user group.	Application form Interview Assessment
Knowledge	



15. Knowledge of legislation, regulations and Practice Guidance relevant to the post (e.g. Care Act 2014; Mental Health Act 1983, Mental Capacity Act 2005, Human Rights Act, Health and Safety at work act, 1996 Housing Grants, Construction and Regeneration Act, Data Protection Act etc).	Application form Interview Assessment
16. Knowledge of deprivation of liberty and best interest assessments.	Application form Interview Assessment
17. Knowledge of the social policies, procedures and practices relevant to the service.	Application form Interview Assessment
18. Knowledge of current practices and processes for managing the needs of the customer group.	Application form Interview Assessment
19. In depth knowledge and understanding of managing risk	Application form Interview Assessment
20. Knowledge of a variety of approaches to leadership and management include coaching, mentoring skills.	Application form Interview Assessment
21. In depth knowledge of child/adult safeguarding requirements/procedures.	Application form Interview Assessment
22. Health and safety in practice and the workplace.	Application form Interview Assessment
23. Anti-discriminatory practice	Application form Interview Assessment
24. Comprehensive understanding of the role and contribution of other agencies.	Application form Interview Assessment
25. Knowledge of performance and budget management principles and effective resource management.	Application form Interview Assessment
Skills and abilities	
26. High level of communication skills, both written and oral.	Interview Assessment References
27. High level of negotiation skills.	Interview Assessment References
28. Ability to lead and motivate staff	Interview Assessment References
29. Ability to manage people, performance and resources effectively and robustly, to a high standard	Interview Assessment References
30. High level of assessment and support planning skills.	Interview Assessment References
31. Ability to operate and manage within a multi-disciplinary team structure.	Interview Assessment References
32. Ability to manage conflict.	Interview Assessment References
33. Ability to lead a team and contribute to service development	Interview Assessment References
34. Ability to give clear, constructive advice to team members regarding complex cases.	Interview Assessment References
35. Ability to prioritise workload and evaluate risk	Interview



	Assessment References
36. Good level of IT and recording skills.	Interview Assessment References
37. Ability to chair and manage relevant meetings	Interview Assessment References
38. Ability to work flexibly according to the demands of the post.	Interview Assessment References
39. Ability to fulfil the travel requirements of the post.	Interview Assessment References
Our values	
40. Respect	Interview Assessment
41. Together	Interview Assessment
42. Accountability	Interview Assessment
43. Openness	Interview Assessment
44. Curiosity	Interview Assessment

Desirable

Desirable criteria will be used in the event of multiple applicants meeting the minimum essential requirements and if applicable, will be assessed through a combination of your application form, assessment, interview and references (as specified below). If you meet the desirable criteria, we will require evidence of the qualifications, training or registrations listed below.

Qualifications, training or registrations	Assessed through:
45. Management award/training e.g. NVQ 4.	Application form
46. Best Interest Assessor.	Application form
47. Practice Assessor/Supervisor/Teacher Award.	Application form

Approval

Manager's job title: Harry Capron
Date: December 2017

