

Job description

Job title: Practice Manager/Assistant Team Manager

Grade: 12 + 2LMIs*

Job evaluation reference: HS458

Job family: Health and Social Care

*Where Labour Market Increments (LMI) apply these will be reviewed on a regular basis in line with the Labour Market Adjustment Scheme (LMAS).

Purpose and impact

This role supports the effective delivery of services by assisting the (Team) Manager in maintaining high standards of practice and case accountability. By leading the development of key systems and services, the role contributes to continuous improvement and innovation in service delivery. Acting as a deputy for the (Team) Manager ensures continuity in leadership and decision-making. The role plays a critical part in fostering collaboration across teams and agencies to enhance support for service users and carers. Providing specialist consultation strengthens the expertise of staff and partner organisations, leading to more effective and creative care solutions. Where required, managing a caseload of complex cases ensures that individuals receive tailored support aligned with best practice.

Key responsibilities

1. Deputise for (Team) Managers as required, in relation to individual case situations or for ongoing areas of team responsibility, including supervision of individual staff members.
2. Take a key role in managing, developing and monitoring Team duty and referral taking systems, as relevant.
3. Bring to the attention of (Team) Manager and initiate and implement plans of action in relation to staff performance, including sickness absence, staff conduct and case management.
4. Operate within financial and budgetary guidelines for the delivery of care plans to meet service users/carers needs and make decisions on behalf of (Team) Manager, as requested.
5. Work collaboratively within the Directorate, with statutory agencies, voluntary agencies and independent sector organisations and take on specific liaison or development roles on behalf of the (Team) Manager.
6. Work with team members on developing a range of general and specific ideas and solutions for complex care plans/arrangements for service users, carers and families.
7. Assist with staff development, including the development and co-ordination of induction, the development of Team training plans, leading sessions for staff in multiagency programmes and undertaking practice teaching as required.
8. Be accountable to the (Team) Manager for reviewing the quality of work undertaken in the team, against agreed performance standards and key result areas and to advise the (Team) Manager of any concerns which may affect the standard of performance required.
9. Make proposals for the improvement of Team practice and to develop systems for accurate data recording and improved performance management.



10. Act as a resource point for team colleagues regarding evidence-based practice and research and propose ways of developing and improving local practice.
11. Assist the (Team) Manager in the recruitment, selection and induction of new staff.
12. Where applicable (see context statement), take responsibility for a caseload of complex cases (including detailed assessments of individuals and their families or carers, incorporating risk, reviews, liaison with other professionals, care plans) and provide consultation and advice to staff as required.
13. Undertake statutory duties in accordance with “Authorisation to act” responsibilities.
14. Provide professional/technical advice and support in specific areas of specialism.
15. Chair reviews, case conferences and any other meeting in the absence of or as delegated by the (Team) Manager.
16. Keep the (Team) Manager informed of all issues relating to users’ and carers’ needs which have implications for service development and for service standards of the Directorate.
17. Maintain essential records as required and input records on core computer systems and undertake training as necessary.
18. Accept responsibility for learning, by attending training courses and by taking advantage of staff development opportunities in order to improve knowledge and skill for the benefit of the delivery of the service.
19. Contribute to the provision of a response to civil emergencies, as required.
20. 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.

Other factors

21. Responsibility for managing and monitoring budgets, where delegated by (Team) Manager.
22. Use of laptop to maintain data on service user activity. Working Environment
23. Travelling from local office base to service user homes and meetings across the county.
24. Working with service users who may be emotionally distressed and have the potential to become verbally or physically abusive.
25. May be required to undertake lone visits to service users in their homes (see context statement).
26. Providing specialist advice/guidance on situations which may present risk to individuals or to the Directorate with recourse to Service Manager in the absence of (Team) Manager.
27. Transportation of small items of equipment as required.

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.



Dorset
Council



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:
Practice Manager – Social Work/Adoption/YISP & FIP/Fostering/Community Resources/16+/Sexually Harmful Behaviour.	
1. Diploma in social work, CQSW. CSS with advanced counselling or equivalent.	Application form
2. Registered with the HCPC.	Application form
Practice Manager – Horizon & Assistant Manager - Early Intervention.	
3. Diploma in social work, youth work, early years, education, childcare/nursery or equivalent.	Application form
Experience	
4. Experience of dealing with complex cases.	Application form
5. Ability to manage, appraise and supervise staff.	Application form
6. Ability to manage and chair meetings.	Application form
7. Experience of working within the Local Government framework for assessment process.	Application form
Knowledge	
Practice Manager – Social Work/Adoption/YISP & FIP/Fostering/Community Resources/16+/Sexually Harmful Behaviour.	
8. Comprehensive knowledge of legislation, Regulations and Practice guidance (e.g. Children Act 1989, Mental Health Act 1983, NHS and Community Care Act 1990).	Interview Assessment
9. Knowledge of the Directorate's policies, procedures and practices.	Interview Assessment
Practice Manager – Horizon & Assistant Manager - Early Intervention.	
10. Comprehensive knowledge of early years/childcare agenda (Inspection framework, regulation, and guidance), youth work (universal and targeted work, youth offer, positive activities).	Interview Assessment
11. Knowledge of the Directorate's policies, procedures and practices.	Interview Assessment
Skills and abilities	
12. High level of communication skills, both written and oral.	Interview Assessment
13. High level of negotiation skills.	Interview Assessment
14. Ability to set targets and work within deadlines.	Interview Assessment
15. Assessment skills.	Interview Assessment



16. Ability to operate within a team structure and contribute to team and service development.	Interview Assessment
17. Ability to give clear, constructive advice to team members regarding complex cases.	Interview Assessment
Our values	
18. Respect	Interview Assessment
19. Together	Interview Assessment
20. Accountability	Interview Assessment
21. Openness	Interview Assessment
22. Curiosity	Interview Assessment
Other	
23. Ability to fulfil the travel requirements of the post	Application form
24. Ability to work flexibly Ability to work flexibly to meet the needs of the service, including on occasion working outside normal office hours.	Application form

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.

Experience	Assessed through:
25. Child protection investigation experience.	Application form
26. Experience of duty and assessment work within local authority.	Application form
Knowledge	
27. Awareness of the role and contribution of other agencies.	Interview Assessment

Approval

Manager's job title:
Date: March 2025

