**Manchester Local Care Organisation**

**Role Profile**

**Building Independence Team Leader, Grade 6**

**Reablement Service, Adults’ Directorate
Reports to: Reablement Registered Manager**

**Job Family: People Care and Support Direct**

**Manchester Local Care Organisation**

Manchester Local Care Organisation (MLCO) has been established by the partners (Manchester City Council, Manchester University NHS Foundation Trust, Greater Manchester Mental Health Service NHS Trust and Manchester Primary Care Partnership) to integrate, plan and manage community health and social care across the City.  By working better together, we are bringing community health and social care services together in our 12 neighbourhoods to form integrated Neighbourhoods Teams (INTs). Our INTs will drive our collaborative approach, developing partnerships and building on existing community assets to facilitate improved delivery specific to each neighbourhood. We will be able to provide improved care closer to home and to support the people of Manchester to live healthier, more independent and fulfilling lives and be part of a thriving and supportive community. Your role is deployed into MLCO by your employer: Manchester City Council.

**Key Role Descriptors:**

The role holder will work to provide direct support for individuals and families in accordance with statutory responsibilities and local and national policies and procedures, effectively identifying cases and/or managing a caseload in order to secure positive outcomes for Manchester residents.

The role holder will lead the effective development of partnership approaches in order to safeguard individuals through the effective management of safeguarding risk and the recording and sharing of information.

The role holder will ensure that through effective advice, planning and support and the utilisation of ‘joined up’ approaches, individuals are able to access services appropriate for their identified needs.

The role holder will support the leadership of the team and service through the provision of advice and supervision to colleagues, contributing to the ongoing development of staff, students and trainees.

**Key Role Accountabilities:**

Effectively manage and be accountable for a caseload of high level and often complex cases through advice, guidance and supervision to improve outcomes for individuals and associated parties while ensuring adherence to statutory duties.

Undertake a key role in cooperation with partners and stakeholders to ensure safeguarding processes and procedures are in place to protect individuals. Identify, challenge and develop solutions to any possible safeguarding risks for vulnerable residents of the city.

Work in conjunction with and provide consultation to partner agencies to deliver effective planning to ensure positive outcomes for vulnerable residents of Manchester. This will include representing the City Council at a range of meetings, proceedings and reviews as required.

Actively engage in team and service development including the promotion of innovative and new ideas and techniques to improve service performance and outcomes.

Efficiently prepare and produce high quality documentation and reports and contribute to effective data recording in accordance with statutory accountabilities and timescales to improve outcomes and the safeguarding of individuals.

Proactively establish, develop and maintain relationships with partner agencies and stakeholders to provide individuals with the opportunity to access suitable services which will assist them in achieving their agreed goals.

Roles at this level may be required to manage a range of assigned resources, which may be human, financial or other, to ensure continuous improvement in service delivery. Staff management duties may be either through direct line management of a team (including appraisals, performance management and other duties) or through matrix management of a virtual team of officers.

Personal commitment to continuous self development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications

**Where the role holder is disabled, every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all duties of the job. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.**

**Role portfolio:**

The Reablement service supports vulnerable adults to remain at home and be as independent as possible. Reablement services are regulated by the Care Quality Commission (CQC). We have a team of over 250 Support Workers delivering services across Manchester. Using strength-based models of working we support people in their own homes, on a short-term basis, with a variety of daily living tasks including maintaining personal hygiene, preparing food, accessing community resources and managing day to day risks. The support the service provides ranges from motivation and confidence building to more practical assistance. We will work with individual people to agree achievable, person-centred goals and develop support plans which promote independence and focus and the things that matter to them.

The team will work sensitively with people to build trust in services where misplaced fears that may be preventing people engaging with support around identified needs leading to poor health and wellbeing outcomes. Supporting people to engage in healthy living initiatives to adopt and develop sustainable lifestyle changes, leading to lifelong healthy behaviours and outcomes. The post holder will support people in their own home and other locations, enabling them to live with dignity, respect and independence. Working closely with community and voluntary groups & partner services to support people to build positive support networks, promote inclusion, and meet assessed needs. This will include assessing and reviewing health and safety issues relating to staff and people being supported to identify and action solutions to minimise risks.

The service takes referrals and we aim for people to leave the service either with no ongoing care needs or a reduced level of support.

The role will identify safeguarding and mental capacity issues and refer as appropriate assisting in investigations of allegations of any form of abuse to vulnerable adults.

This role will provide effective management and coordination of a range of staff, deploying resources effectively to meet demand and ensuring the provision of high quality, customer focused service, that supports the service in achieving agreed business priorities, objectives and locality service/team plans, in alignment with corporate strategies, policies, legislation and regulations.

To work collaboratively with a range of key stakeholders to consistently embed Reablement practices across the city, ensuring a holistic approach to remove blockages, resolve issues and ensure the Council’s duties are met effectively and efficiently.

The development of the workforce and continual personal development to ensure that staff are appropriately trained to deliver a high-quality service which is person centred, customer focused and improves outcomes.

Contribute to the delegated budget holders expenditure ensuring this is within budgetary targets and all financial responsibilities are discharged in accordance with financial regulations.

Work in line with Care Quality Commission (CQC), National Care Standards and City Council policies and procedures, incorporating changing legislation and best practice, maintaining a thorough understanding of safeguarding procedures with the ability to recognise and respond appropriately to any issues that arise and participate in any investigations as appropriate.

**Key Behaviours, Skills and Technical Requirements**

**Our Manchester Behaviours**

* We are proud and passionate about Manchester
* We take time to listen and understand
* We ‘own it’ and we’re not afraid to try new things
* We work together and trust each other
* We show that we value our differences and treat people fairly

**General Skills**

**Communication skills**

Demonstrates an understanding of the views of others and communicates in a realistic and practical manner using appropriate language and medium, listens attentively to views and issues of others and responds to issues arising.

**Analytical Skills**

Able and confident to resolve moderately complicated queries in their area of knowledge

using logical thinking to explain reasoning behind decisions or actions taken.

**Problem Solving and Decision Making**

Is able to make effective decisions on a day-to-day basis, taking ownership of decisions, demonstrating sound judgement in escalating issues where necessary. Be logical in thinking and explain reasoning behind decisions or actions taken

**Creative Skills**

Ability tothink creatively and provide innovative solutions to problems. Has ability to develop new approaches to finding solutions outside of existing parameters.

**Strategic Thinking**

Skills to identify good practice and areas for improvement in strategy and communicate these to colleagues and key stakeholders

**People Management**

Ability to organise own and others activities with an ability to carry out operational planning for a specific service area.

**Technical Requirements (Role Specific)**

Full driving licence and access to a car for business use.

Full enhanced DBS required.

Requirement to work flexibly over 7 days, including bank holidays and weekends.

Experience of working in a Social Care or Health Care setting with an understanding of relevant legislation.

Hold or willing to undertake the Care Certificate and minimum level 4 or equivalent qualification or be willing to work towards this within 6 months of starting the role.