



Role Profile

TEAM MANAGER			
Reference No.	G448.02	Type	Generic
Service	various		
Job Family	Team Manager	Grade	FC10

Purpose
To manage a team delivering personal outcome focussed assessments.
To ensure that relevant statutory duties in relation to delivery of services are carried out.

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D
Monitoring the use and arranging the deployment of resources in order to ensure the most effective and efficient delivery of service to facilitate rapid decision-making within the overall context of resource allocation and to ensure that decisions reflect client choice as well as Council policy.	<p>Educated to SCQF level 9, which includes a Degree or equivalent professional qualification in Social Work Hyperlink to the SCQF Framework www.scqf.org.uk/framework-diagram</p> <p>Member of Scottish Social Services Council</p> <p>Extensive post qualifying experience in relevant field</p> <p>Experience of managing work in relevant discipline</p> <p>Management training/qualification</p> <p>Ability to provide a regular and effective service</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	<p></p> <p></p> <p></p> <p></p> <p></p> <p>✓</p>

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Prioritising resources and service delivery in accordance with levels of risk and need.			
Ensuring that all staff under line management control are inducted into the service and receive adequate supervision and training for the task.	Management experience (Team Working – See ‘How We Work Matters’ Framework)		✓
Monitoring training, to ensure that needs are met within the context of the job remit of the member of staff and the needs of the service.	Team development skills	✓	
	Communication skills	✓	
Monitoring the performance of the team and its individual members, to ensure that the highest quality of service is being provided to service users within the Council’s standards and frameworks.			
Carrying out work associated with the specific client group and permanency planning.	Child Protection Certificate (if appropriate)	✓	
	Post Graduate Award		✓
Managing and monitoring a devolved budget.	Financial Skills	✓	
Investigating and resolving complaints from various sources.	Experience of managing complaints (Focus on customers)	✓	
Contributing to the development and modernisation of services. Participating in service planning and evaluation to ensure developments reflect assessed needs.	Presentation skills	✓	
Developing new services and resources in line with national developments and Council priorities.			
Liaising with other professionals, voluntary groups, independent sectors in the area, ensuring effective working relationships are established and maintained.	Chairing complex inter-agency meetings (Working together)	✓	
	Experience of working with other agencies	✓	

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Acting, where appropriate, as the responsible officer under Health and Safety legislation ensuring risk assessment are carried out and all staff are aware of the policies and procedures.	Knowledge of Health and Safety issues (including risk assessments) IT skills (Embrace technology and information) Experience of Data Collation and Information Management	✓ ✓	✓
Carrying out formal supervision of staff on a six weekly basis, but can be more frequent if necessary.	Supervisory skills Appraisal skills recruitment and selection experience Knowledge of impact of stress Knowledge to manage stress pro-actively	✓ ✓ ✓	✓ ✓
Allocating cases for assessment.	Assessment skills	✓	
Managing the provision of social work services under relevant legislation and service policy and procedure.	Knowledge of relevant legislation, local/national policies, procedures and practice issues	✓	
Managing and providing a high quality service and ensuring resources for the client's future care are available to meet their future care needs.	Knowledge of child development, attachment, therapeutic approaches in childcare if appropriate Quality Improvement Agenda (Deliver results) Inclusive approach to anti-discriminatory working	✓ ✓ ✓	
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

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Additional tasks or responsibilities – this is a generic role, however this particular job may also require you to undertake the following:				
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Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required				
Type of Protection of Vulnerable Groups (PVG) or other Disclosure check (choose only one).	PVG Children <input type="checkbox"/>	PVG Protected Adults <input type="checkbox"/>	PVG Both <input type="checkbox"/>	None <input type="checkbox"/>
	Basic Disclosure <input type="checkbox"/>	Standard Disclosure <input type="checkbox"/>	Enhanced Disclosure <input type="checkbox"/>	

Before confirming appointment: you may be required to have a PVG or Disclosure check. Please refer to the job advert for clarification of the specific requirement.

Additional Information – the following information is available:
<ul style="list-style-type: none"> • Skills Framework (if applicable) • How we work matters

Expected Behaviours – It is essential that you display the following behaviours as they are expected of all our employees:
<ul style="list-style-type: none"> • Take Ownership • Focus on Customers • Work Together • Embrace Technology & Information • Deliver Results