



Team Manager – Shared Lives Lincolnshire

MAIN PURPOSE

You'll support the service manager in the delivery of a high-quality Shared Lives service.

As the team manager, you'll be responsible for running the service in line with CQC requirements, whilst following PSS policy and procedures and best practices. As well as making sure that the people in your team are thriving in their roles and able to achieve excellent outcomes – we only want the best for the people we support!

You'll make sure that our Shared Lives carers feel fully supported in their role and are providing the best level of care to the people they support.

You'll also have a key role in the financial management of the service, which will include things like budget setting. You might also be required to hold a small caseload which will involve overseeing individual Shared Lives carers and visiting the people they support to complete necessary checks.

SCOPE OF JOB AND FOCUS OF ROLE

- Service Delivery - 15%
- People Management - 35%
- Service Development and Growth- 35%
- Finance and Resources - 15%

Reports to: Service Manager

Number of direct reports: Five

Key Relationships:

Service Manager, Development Workers, Shared Lives Carers, Supported People & Health/Social Care Professional and partner agencies

TERMS & CONDITIONS

Contract Type

This is a permanent contract.

Salary

£29,766 per annum. This salary is equivalent to PSS Fixed point 37.

Disclosure

As this post requires a Disclosure check, please refer to the Recruitment of Ex-offenders' statement on the Applicant Guidance page.

Hours

37 hours per week, worked over Monday to Friday.

Location

10B Market Place, Sleaford, Lincolnshire, NG34 7SR.

Annual Leave

28 days per year. In addition to eight paid statutory bank holidays.

Pensions

PSS operates an Occupational Pension Scheme with The People's Pension.

Conditions of Service

Offers of employment are made subject to the following conditions:

- a) Completion of medical questionnaire
- b) Receipt of two satisfactory references, including one reference from a current or most recent employer.
- c) Authorisation to work in the UK. Under the Immigration, Asylum & Nationality Act 2006 successful candidates will be required to produce documentation which demonstrates their authorisation to work in the UK. Documents may include; Passport; full birth certificate; UK work permit; Home Office letter.
- d) An Enhanced Disclosure. Please note that having a criminal record does not automatically disbar you from working with PSS.

KEY RESPONSIBILITIES

Service Delivery

Each service in PSS has an annual service plan that links to our overall strategic plan, or as we like to call it in PSS, 'The Big Plan'. You'll get involved in the development of the service plan and will be responsible for implementing it within your area.

You'll need to make sure that the PSS systems for individual and person-centred support planning are in place and that all the relevant risk assessments and reviews happen. Remember what we said about dotting the I's and crossing the T's? Well, that'll be a big part of your job.

We'll also need you to monitor and report on progress when it comes to our service targets, and alongside the service manager, you'll both manage the contractual requirements for the service. You'll play a key role when it comes to gathering information for reports to demonstrate the impact and social value of the service.

As the team manager, you'll work alongside the service manager to make sure that the service is compliant in line with the requirements of CQC, internal and external quality frameworks and all our PSS policies and procedures.

Working together with the service manager, you'll both make sure that the office is organised and is an enjoyable and safe working environment for all.

There might be a little bit of travel involved in your role, as sometimes you'll need to travel to our other offices around the country to get involved with training and workshops.

We're committed to involving supported people so that their views and ideas shape the way we do things and help us make Shared Lives be the best it can be. This is a really rewarding part of your role as you'll work directly with the people who are a part of Shared Lives. You'll lead on this work in the Lincolnshire services.

You'll have a series of responsibilities relating to our management of self-employed carers. These will include:

- Working with our carer recruitment team.
- Implementing robust processes for carer recruitment, training, and approval.
- Supporting and developing our self-employed Shared Lives carers so that they can provide happy, safe and successful Shared Lives arrangements.
- Facilitating regular meetings with Shared Lives carer groups and keeping them up to speed with relevant information so that they feel well-informed, involved and engaged with the service and the wider organisation.

You'll become a tech whizz when it comes managing and accessing our ace client management system and our amazing Matching Lives website. You'll also use our online learning platforms and systems to identify learning for your team as required.

People Management and Relationships

You'll be managing our fabulous Shared Lives development workers, and it'll be your job to support them to be the best they can be. It's really important that our teammates have clear objectives for their work and understand when they're doing well and where they might need a bit of extra support.

You'll meet regularly with your teammates to go through caseloads and files and chat about anything they might need support with. You'll have monthly one-to-ones with them and follow the PSS performance management framework as the basis for your discussions with them throughout the year.

Sustainability and Business Development

You'll contribute to the review and development of the service by working with the service manager so that it delivers excellent outcomes and value for our commissioners.

You'll build and maintain positive working relationships with commissioners and other agencies to help us identify and deliver new business opportunities and potential partnerships.

You'll be the 'face' of PSS and the service in Lincolnshire by participating in internal and external networks, promoting PSS and the Shared Lives service.

From time to time, we submit tenders for new contracts, so you'll have a role to play in providing operational information when needed to support our business development and innovation team when they are bidding for new work.

Finance and Resource Management

You'll be responsible for building budgets and managing accounts supporting the service manager to make sure we remain financially strong. You'll be proactive in reviewing the service regularly to make sure that our ways of doing things are cost-effective to provide the best value for money.

ADDITIONAL DUTIES

You'll actively participate in developing organisational, team and individual objectives and plans so that you know where we're going and how we're going to get there.

We also want you to become the best person you can be, so you'll attend staff development sessions including training, performance management and learning and development reviews.

We'll need you to be flexible in the performance of the above, but also to understand that our big aspirations and plans may mean we ask you to help out in other areas from time to time. Teamwork makes the dream work and PSS has got big dreams!

All of our jobs are subject to change from time to time and this job description will be reviewed regularly. We value the opinions of our teammates, so this is something we'll ask you to give us your input on.

As a PSS employee, we'll need you to implement and follow PSS policies and procedures and to undergo any training associated with them. This makes sure everyone is on the same page and safe in their work.

JOB DESCRIPTION

This job description is a guide to the work you will be required to undertake and represents a range of responsibilities commensurate with the grade for the post. It does not form part of your contract of employment.

Person Specification

Job Title: Shared Lives Team Manager

Requirement	Essential	Assess from:
	E= Essential D = Desirable	A = application I = interview R = references E = exercise/practical C = Copy of certificates
Attitude		
Commitment to, and demonstration of the PSS values and their application to the delivery of quality services	E	AI
Showing commitment to the PSS values and demonstrating how you live by them is a key requirement for all roles within our organisation	E	AI
We're a dynamic organisation working in a constantly shifting operating environment. You'll need to be flexible and able to implement change and develop practice so we can respond to business needs that emerge.	E	AI
We're committed to PSS being a happy place where people are well supported and love what they do. Our managers have a key role in promoting this, so a positive and 'cup half full' approach in this challenging role is a must.	E	AIR
To use initiative and ability to work unsupervised	E	AIR
Committed to collaborative working	E	AIR
Yours is a key role so you'll need a pro-active and self-motivated approach	E	AIR
You'll need to be self-aware and take responsibility for results	E	AIR
You'll need self-belief and drive, along with a 'can do' attitude	E	AIR
Understanding/awareness of anti-oppressive and anti-discriminatory practice	E	AI
Knowledge		
Knowledge of best practice in the delivery of Shared Lives services including relevant legislation/guidance, policy/procedures.	D	AI
Knowledge of best practice in the delivery of community-based care and support services to adults with a range of needs including person centred approaches	D	AI
Have a working knowledge and understanding of Health & Safety Issues, including Risk Assessment and Management	E	AI
Knowledge of social care commissioning and monitoring processes	D	AI
Understanding/knowledge of safeguarding procedures for adults/children	E	AI
Skills		
Ability to communicate effectively (verbally and in writing) with colleagues, service users, carers, professionals and commissioners	E	AI
Organisational skills i.e. Time Management / Prioritising	E	AI
IT Skills including Word, Excel, Teams, Zoom.	E	AI

Ability to provide effective leadership and mentoring to teams to achieve excellence in service delivery	E	A I
Ability to motivate and engage staff teams and carers to promote positive outcomes, quality and continuous improvement.	E	A I
Strong financial management skills	D	A I
Strong influencing skills and ability to build positive effective relationships with internal and external stakeholders.	E	A I
Experience		
Experience of managing community-based social care/Shared Lives services successfully including those for people with complex needs	D	A I
Successful management and analysis of operational budgets.	D	A I
Experience of working within a quality management framework	D	A I
Experience of building positive and collaborative working/developing partnerships with local authority commissioners and external agencies	D	A I
Experience of working with vulnerable adults	D	A I
Experience of managing change	D	A I
Qualifications and training		
A relevant professional Level 3 qualification in Social Care	D	A
A Level 5 Diploma in Leadership for Health and Social Care and Children and Young People's Services (Management of Adult Services),	D	A
Full Driving Licence and use of car	E	A