

Team Manager – Shared Lives East Service



MAIN PURPOSE

To 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, PSS policy and procedure and best practice. As well as making sure that we support people to achieve excellent outcomes and that Shared Lives carers are fully supported, you will have a key role in financial management, including budget setting. You may also be required to hold a small caseload 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%

TERMS & CONDITIONS

Contract Type

This is a permanent contract.

Salary

£30,510 per year. 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

Unit 14 Diss Business Centre, Scole, Diss, Norfolk. IP21 4HD

Annual Leave

28 days per year. In addition to eight paid statutory bank holidays (bank holidays are pro rata for part-time staff).

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 the overall strategic plan, or as we call it in PSS, 'The Big Plan'. You'll participate 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.

We'll need you to monitor and report on progress in achieving service targets alongside the service manager in line with managing the contractual requirements for the service and you'll also have a key role in 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 ensuring that the service is compliant in line with the requirements of CQC, internal and external quality frameworks and all our PSS policies and procedures.

You'll have responsibility alongside the service manager for making sure that the office is well-organised and that it provides a pleasant and safe working environment.

On occasions you will be required to travel to our offices and venues in other locations as identified to access training and workshops.

We're committed to involving supported people so that their views and ideas shape the way we do things. You'll lead on this work in the East

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

- Working with our Carer recruitment team manager to Implement robust processes for carer recruitment, training and approval
- Supporting and developing our Self-employed Shared Lives carer to maintain 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 and engaged with the service and the wider organisation.

PSS have a client management system, a Matching Lives website and online learning platforms which you monitor and where needed manage change and identify learning for your team as required.

People Management and Relationships

The people reporting directly to you will be Shared Lives Development Workers

It's important that our people have clear objectives for their work and we want to help them grow by understanding where they are doing well and where they might need to improve. You'll meet regularly with your direct reports to regularly go through caseloads and files. You will use 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 working with the service manager so that it delivers excellent outcomes and best 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 the East, so we'll want you to participate in internal and external networks, promoting PSS and the Shared Lives service.

From time to time, we submit tenders for new contracts so you will 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 ensure to 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 best value for money.

ADDITIONAL DUTIES

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

We also want you to become the best person you can be so you'll attend staff development sessions including training and also engage with our 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.

All of our jobs are subject to change from time to time and this job description will be reviewed regularly, something which we'll ask you to give us your input to.

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: |
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| | 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 | Essential | A I |
| Showing commitment to the PSS values and demonstrating how you live by them is a key requirement for all roles within our organisation | Essential | A I |
| 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. | Essential | A I |
| 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. | Essential | A I R |
| To use initiative and ability to work unsupervised | Essential | A I R |
| Committed to collaborative working | Essential | A I R |
| Yours is a key role so you'll need a pro-active and self-motivated approach | Essential | A I R |
| You'll need to be self-aware and take responsibility for results | Essential | A I R |
| You'll need self-belief and drive, along with a 'can do' attitude | Essential | A I R |
| Understanding/awareness of anti-oppressive and anti-discriminatory practice | Essential | A I |
| Knowledge | | |
| Knowledge of best practice in the delivery of Shared Lives services including relevant legislation/guidance, policy/procedures. | Desirable | A I |
| 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 | Desirable | A I |
| Have a working knowledge and understanding of Health & Safety Issues, including Risk Assessment and Management | Essential | A I |
| Knowledge of social care commissioning and monitoring processes | Desirable | A I |
| Understanding/knowledge of safeguarding procedures for adults/children | Essential | A I |
| Skills | | |
| Ability to communicate effectively (verbally and in writing) with colleagues, service users, carers, professionals and commissioners | Essential | A I |
| Organisational skills i.e. Time Management / Prioritising | Essential | A I |
| IT Skills including Word, Excel, Teams, Zoom. | Essential | A I |
| Ability to provide effective leadership and mentoring to teams to achieve excellence in service delivery | Essential | A I |
| Ability to motivate and engage staff teams and carers to | Essential | A I |

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