



## Job Description

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| <b>Directorate</b> | People Directorate |
| <b>Service</b>     | Adult Social Care  |

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| <b>Post details</b>   |   |
| <b>Job title</b>  | Team Manager  |
| <b>Grade</b>  | 10  |
| <b>Location of work</b>   | As required across all work locations within Warrington Borough Council |
| <b>Directly responsible to</b>  | Service Manager   |
| <b>Directly responsible for</b>   | Senior Practitioners, Social Worker's, ASYEs, students                  |
| <b>Hours of duty</b>  | 37 per week   |
| <b>Primary purpose and scope of the job</b>   |   |
| <ol style="list-style-type: none"><li>1. To be responsible for day-to-day management of an operational social work team through effective leadership, organisation and supervision of practice within statutory and Council frameworks.</li><li>2. To create an environment which enables excellent practice to flourish by setting high standards and motivating others to do the same. Lead by example, showing integrity, creativity, resilience and clarity of purpose, be visible and accessible to staff.</li><li>3. To ensure the Council responds to its statutory duties with regard adults with care and support needs utilising a strengths-based approach to assessment and support planning.</li><li>4. To provide advice, guidance and decision making in areas of risk, need and service provision within the limits of delegation.</li><li>5. To ensure the safeguarding of adults and children with care and support needs is inherent within practice.</li><li>6. To lead on recruitment, supervision and resource management to enable the team to deliver an effective service.</li></ol> |   |

### **Working Relationships**

1. Adults, their families and carers Partners within adult's directorate such as commissioning and contracts, Intermediate Tier Services, Assisted Living, Carecall etc.
2. Partners in other Divisions within the Directorate such as Public Health and Children's services.
3. Partners in other Council Directorates such as legal, housing and financial services.
4. Partners in Health Trusts, particularly those with responsibilities in working with adults and families such as District Nurses, Community Matrons, Community Psychiatric Nurses, Therapists, Hospital staff etc.
5. Partners in criminal justice agencies such as the Police Service and Partners in voluntary sector services
6. Leadership team of Families & Wellbeing, Directors, Heads of Service and other Senior Officers within the Council
7. Elected members

### **Key Tasks and Responsibilities**

1. Provide a safe, calm and well-ordered environment for all staff and strategic oversight of the whole team.
2. Ensure the effective prioritisation and allocation of work within the team, making certain that unallocated work is safely managed.
3. Provide regular professional supervision for team members (social workers and other practitioners who are based within the team)
4. Monitor, evaluate and review individual and team performance targets, identify poor performance and take necessary
5. To ensure compliance with all IT system requirements and use of departmental adult's information record. (Mosaic)
6. Identify training needs and develop plans for individual members of staff and the team.
7. To ensure the Council responds to its statutory duties with regard adults with care and support needs utilising a strengths-based approach to assessment and support planning.
8. Deputise for the Service Manager and represent/manage the reputation/ promote the team and service in ongoing development work with partners.
9. Manage delegated budgets; identify any projected variances and implement realistic solutions in partnership with the service management team.

## **PROFESSIONALISM**

1. Identify and behave as a professional Social Worker, committed to your own professional development and accountable to people using services, the public, the Council and the regulator (HCPC/ Social Work England)
2. Maintain the expected standards of the Social Work profession within your role, including maintaining appropriate personal and professional boundaries in complex circumstances
3. Model the social work role, promote social work and decision making within and outside of the organisation.
4. Model and demonstrate critical reflective skills in leadership, management and practice and support an environment that promotes learning and practice development.
5. Identify and collaborate to resolve concerns about practice, following internal and regulator procedures where appropriate.
6. Develop and maintain a network of internal and external colleagues, with whom to seek and share advice, expertise and new developments in social work and within the wider sector.
7. Take responsibility for seeking, planning and undertaking ongoing professional development and use diverse platforms and opportunities within and outside of the Council.
8. Model and take responsibility for the positive use of workload tools, using workload data to inform the organisation's workload management and risk management approaches
9. Contribute to the development and implementations of processes and procedures that are fit for purpose, enhance best practice and contribute to better outcomes for adults with care and support needs and the organisation.

## **VALUES AND ETHICS**

1. Apply social work ethical principles and values to guide professional practices.
2. Provide support and leadership with regard to confidentiality, information sharing and data protection regulations within complex or risky situations.
3. Promote and support practice within a strengths-based framework.
4. Ensure practice is underpinned by national and local policy, procedure and professional standards
5. Demonstrate confident leadership to support the safeguarding of vulnerable adults and children.
6. Demonstrate confident leadership, management and arbitration of ethical and practice dilemmas – providing guidance and opportunities for the professional development of others
7. Develop a team culture where you provide and engage with supervision to critically reflect upon the influence and impact of values on professional practice.

### **DIVERSITY AND EQUALITY**

1. Recognise diversity and apply anti-discriminatory and anti-oppressive principles in practice
2. Create and sustain an environment which recognises the complexity and diversity of experience and the use of a strength-based framework when applying this in practice.
3. Support others to recognise and challenge discrimination of all forms to comply with the law and social work principles.
4. Model and contribute to the development of best practice in use of power and authority within the team.
5. Contribute to the development of and implementation within the team, relevant organisational and professional practices and procedures.

### **RIGHTS, JUSTICE AND ECONOMIC WELLBEING**

1. Advance human rights and promote social justice and economic wellbeing.
2. Ensure practice is compliant with the law through the provision of or access to expert professional social work advice; challenging situations where the interpretations or application of the law is unjust/ unethical or disproportionate.
3. Support best practice to integrate the principles of social inclusion, social justice and economic wellbeing within practice.
4. Support practitioners to make appropriate challenge, when advocating for necessary resources or access to services (within or outside of the Council).
5. Promote and support access to independent advocacy or representation, in line with the Care Act.

### **KNOWLEDGE**

1. Develop and apply relevant knowledge from social work practice and research, social sciences, law, other professional and relevant fields and from the experience of people who use services.
2. Pursue and encourage a culture of professional curiosity and continuous learning
3. Demonstrate a comprehensive understanding and knowledge of social work theory and legislation and support others with the application of this to practice
4. Continue to develop and consolidate knowledge in one or more specialist areas of practice, understanding the connections between this and other fields of knowledge and practice.
5. Use knowledge to hypothesise and make complex judgments in uncertain and ambiguous situations, supporting and challenging others to do the same
6. Critically reflect upon and integrate the expertise and knowledge of service users, carers and professionals and of evidence-based practice into the culture and practice of the team.
7. Demonstrate an understanding and application of the organisational context and resources and team dynamics.

### **CRITICAL REFLECTION AND ANALYSIS**

1. Apply critical reflection and analysis to inform and provide a rationale for professional decision making.
2. Maintain an environment where critical reflection and analysis is valued and supported through professional supervision.
3. Provide critical reflection, challenge and evidence an informed decision making in complex situation.
4. Make use of a range of opportunities to critically reflect and analyse your professional intervention with increasingly complex cases and situations. These will include supervision, team meetings and other inter-disciplinary forums.
5. Support and empower others to develop the confidence and skills to provide professional opinion and to be able to find their own solutions to practice issues.

### **SKILLS AND INTERVENTIONS**

1. Use judgement, knowledge and authority to intervene with individuals, families and communities to promote independence, provide support, prevent harm and enable progress.
2. Model and promote effective communication and engagement with a range of people in challenging situations and support others development and maintain effective engagement in situations of hostility and risk.
3. Communicate effectively in highly charged, complex or challenging circumstances and to a wide range of audiences.
4. Demonstrate an ability to gather, analyse and review complex and / or contradictory information quickly and effectively, using it to reach informed professional decisions. Identify when more strategic or expert advice or decision making is required.
5. Support and encourage professional decision making for assessment and intervention by practitioners.
6. Support and enable team members to have conversations with service users and others manage risk decision making themselves where possible; demonstrate an ability to work with and manage the anxiety of others in relation to risk, ensuring there is a positive balance between perceived and actual risk to others and to the organisation.
7. Ensure that work undertaken by the team will withstand scrutiny, both within internal quality assurance processes and external bodies, such as the Court of Protection
8. Advise, model and support others to share information appropriately and in timely ways, including in complex situations where there are competing or contradictory rights or demands involved.
9. Regularly oversee the assessment and planning for safeguarding and ensure interventions are proportionate to the risk and that service users are supported to manage their own risks where possible.

## **CONTEXT AND ORGANISATIONS**

1. Engage with, inform and adapt to changing organisational contexts and the social and policy environments that shape practice. Operate effectively within and contribute to the development of organisations and services including multi-agency and inter-professional settings.
2. Undertake all duties with full regard to the Council's corporate plan, corporate equality and diversity policy and health and safety policy
3. Contribute to and provide professional leadership of organisational change and development, including the identification of gaps in service and of using feedback from your areas of responsibility.
4. Address and oversee performance and practice issues that arise, supporting people to positively resolve difficulties where possible, taking actions within the organisation or regulator as necessary
5. Promote positive working relationships in and across teams and organisations, using strategies for collaborations and contribute to a supportive organisational culture.
6. Develop and contribute to liaison across agencies and at local and regional level.

## **PROFESSIONAL LEADERSHIP**

1. Promote professional, good social work practice, take responsibility for the professional learning of others. Develop personal influence and be part of the collective leadership and impact of the profession.
2. Promote and demonstrate professional leadership within your area of responsibility in line with WBC policy and the requirements of the standards for Employers of Social Workers
3. Contribute to the identification, planning and meeting of staff development needs within your area of responsibility
4. Through defined lines of management, provide (and ensure provision of) professional, reflective supervision and support in line with WBC and other relevant policy (eg KSS for Practice Supervisors)

## **ANY OTHER DUTIES COMMENSURATE WITH THIS POST :**

1. The nature of the post is not always predictable, and the post holder will be required to work flexibly, there may be occasions where you will be expected to work outside of normal working hours. An expectation is required to meet unplanned service requirements.
2. Ability to travel inside and outside of the Borough.
3. Satisfactory DBS disclosure at the enhanced level (and ongoing in line with the Council's local policy).
4. To maintain registration and compliance with the relevant professional regulator (e.g. SWE).

5. To comply with all Health and Safety requirements in the performance of all duties.
6. To carry out all duties with due regard to confidentiality and data protection.
7. To undertake any other duties as may be allocated from time to time, which are deemed to be commensurate with the designation and grading of the post.

### **Review Arrangements**

The details contained in this job description reflect the content of the job at the date it was prepared; however, it is inevitable that over time, the nature of the jobs may change.

Existing duties may no longer be required, and other duties may be gained without changing the general nature of the post or the level of responsibility entailed. Consequently, the Council will expect to revise this job description from time to time and will consult with the post holder at the appropriate time.

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| <b>Prepared / Revised By</b> | David Cooke |
| <b>Role</b>                  |             |
| <b>Date</b>                  | Aug 2025    |