

# Team Manager – Role Profile



Ensuring quality and safe service delivery for the people we support whilst being responsible for managing day to day activities of a larger geographical hub or group of teams

## WHAT I AM ACCOUNTABLE FOR:

### Leadership:

- Providing visible leadership to my teams/hub providing a positive, supportive environment for my teams to thrive.

### People Management:

- Management of a number of direct reports including Team Leaders;
- Management of all HR related processes in line with HR policies.

### Financial Accountabilities:

- Ensuring expenses incurred within my teams are in line with organisational policy;
- Ensuring adherence to petty cash processes.

### Performance Management

- Ensuring high quality performance of staff within my teams and achievement of key performance indicators.

### Operational/Service Management

- Day-to-day operational oversight of a larger geographical area/hub or group of teams;
- Ensuring my team delivers interventions/services in line with commissioner expectations, meeting needs of People we Support;
- Management of incidents that occur in my team/hub escalated by Team Leaders and ensuring learning is shared;
- Acting as a point of escalation from Team Leaders to resolve concerns raised by People we Support and partner agencies;
- Ensuring all steps are taken to ensure the health and safety of staff within my team/hub and People we Support;
- Ensuring the delivery of a high quality, evidence based service within my team/hub including undertaking and overseeing quality assurance and audit activity;
- Oversight of safeguarding activity to ensure people we support and children/vulnerable adults are safeguarded;

### Partnerships

- Developing effective partnerships across Turning Point and with key local organisations to enhance service delivery;
- Representing Turning Point at internal and external meetings.

## HOW I OPERATE:

### Values Led Leadership

### I lead a group of teams:

- I create an inclusive and positive environment to enable my teams to thrive;
- I support and coach my teams to support their development;
- I provide constructive and balanced feedback, confidently challenging where appropriate;
- I am an advocate for change and support my teams through change;
- I listen to and support my teams and am person centred in my approach to colleagues and people we support;
- I support my teams to deliver positive outcomes, creating space for new ideas and thinking;
- I appropriately manage the resources of my teams in the budget available.

## WHAT I NEED:

### Skills \ Knowledge

### Essential:

- Demonstratable leadership skills and flexible and adaptable leadership style;
- In depth understanding and ability to operationally and performance manage the functions of the team I lead;
- Excellent communication skills (verbal/written). Ability to adapt to respond to staff, commissioners/partners and people we support;
- Strong organisational, time management and prioritisation skills;
- Ability to remain calm and resilient in high pressure environments;

### Desirable:

- Previous experience managing similar service/team
- Management qualification or equivalent

# Team Manager Role Expectations



## PEOPLE:

- Effective communication to individuals in my teams, the wider organisation and partner agencies;
- Organising and chairing team meetings and any other meetings relevant to my team/service (e.g. flash meetings partnership meetings, multi-disciplinary team meetings, complex case meetings, safeguarding meetings);
- Undertaking supervision with direct reports every 4-6 weeks to provide support, development and accountability;
- Engaging team members in Ongoing Personal Review (OPR) process, setting personal objectives to be reviewed throughout the OPR cycle;
- Supporting the personal development of team members including induction planning, probation review management, ensuring mandatory/role based training compliance and developing individual personal development plans;
- Coaching of team members to support their development;
- Conducting HR processes/investigations as required and chairing formal/informal meetings relevant to grade within and outside team (e.g. grievance, disciplinary, performance improvement);
- Identifying good practice and feeding back to staff within team;
- Addressing poor performance with individuals within team and identifying steps to improve performance;
- Updating People Point relating to any absences and authorisation of annual leave;
- Approval of staff expenses and variable pay claims in line with organisational policy;
- Developing rotas/working patterns to ensure safe staffing levels;
- Responding to concerns and complaints from people we support and partner agencies in line with the customer feedback policy;
- Conducting complaint investigations;

## PROCESS:

- Scheduling and timetabling of interventions within my teams;
- Overseeing allocation of workload within my teams;
- Organising and leading incident de-briefs;
- Ensuring incidents are recorded on datix; completing incident reviews and updating datix incidents with actions undertaken. Closing low datix and allocating medium and above to manager for further review;
- Conducting investigations into deaths and other serious untoward incidents;
- Authoring 72 hour reports, 60 day reports. Coroners Reports, Safeguarding reports and any other reports relevant to my role;
- Ensuring team Service Safety Management System is kept up to date, completing/delegating health and safety checks;
- Authoring and updating Business Continuity Plans and conducting tests/walk throughs;
- Ensuring all activities with service users is documented with high quality case notes;
- Undertaking audit activities relating to individual case notes and service audits as required by the service audit calendar;
- Reviewing performance data using relevant tools (e.g. Insight Visuals, Case Management Spreadsheets) and identifying steps to improve performance of team/individuals;
- Overseeing petty cash returns;