

JOB DESCRIPTION

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| Job Title: | Area Manager |
| Directorate & Section/Unit: | Adult Social Care |
| Salary Grade: | PO4 |
| Reporting to: | Head of Service |
| Management Responsibility for: | Social Work |
| Team | |
| WCC Management Level | Level 1 |

Our People values:

To uphold and act in accordance with Worcestershire County Council's values;

- **Customer Focus** – Ensure delivery of a high-quality service which meet the needs of customers.
- **Can Do Culture** – Be proactive to achieve excellence, finding solutions and creative ways of working.
- **Freedom within Boundaries** - Make constructive change through cohesive decision making, ensuring services are responsive

Purpose of job:

Lead and manage the total activity of the team.

Main Activities & Responsibilities:

- Ensure the acceptance and achievement of challenging and realistic plans and objectives for the team. Support staff to achieve the required results.
- To manage an operational Social Work Team, coordinating new referrals, allocating cases and quality assuring professional standards
- Recruit and develop staff that are able to promote independence of adults consistent with strength-based models of social work practice. Identify clear priorities for staff particularly in relation to statutory procedures and standards. Manage poor performance robustly and recognize and promote good practice.
- Exercise delegated decision making so that adults are safeguarded and their independence promoted, consistent with the Care Act 2014, and staff have confidence in the decisions.
- Monitor data and information on team performance and take action to remedy any concerns about the quality or quantity of work undertaken.
- Promote and model proper relationships with people and carers so they have confidence in the services they receive.
- To support Commissioners in developing bespoke provision and in conjunction with the Commissioner maintaining Provider relationships.
- Sustain effective relationships with partner organisations to support the delivery of services and to in collaboration with health partners and the 3rd sector and Voluntary Sector organisations.
- Ensure budgets are used to meet the assessed needs of adults consistent with the scheme of delegation. Monitor and manage expenditure to ensure it delivers best value for the Council.

Generic Accountabilities:

- To maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and encourage and support staff in their development and training.
- To undertake other such duties, training and/or hours of work as may be reasonably required and which are consistent with the general level of responsibility of this job.
- To undertake health and safety duties commensurate with the job and/or as detailed in the Directorate's Health and Safety Policy.
- The duties described in this job description must be carried out in a manner which promotes equality of opportunity, dignity and due respect for all employees and service users and is consistent with the Council's Equal Opportunities Policy.
- Working with some vulnerable children, young people and adults can, at times, be emotionally challenging for which appropriate support will be provided through management supervision. The post holder must be able to deal with such mental demands.
- This post is exempt from the Rehabilitation of Offenders Act and / previously met the definition of Regulated Activity (as defined by the Safeguarding Vulnerable Groups Act 2006) and is therefore subject to an enhanced Criminal Records Bureau (CRB) check (as defined by the Police Act).
- This post meets Regulated Activity (as defined by the Safeguarding Vulnerable Groups Act 2006 as amended by the Protection of Freedoms Act 2012) and is subject to an enhanced Criminal Records Check (CRB) and the relevant children and/ adults barred list(s) checks.

Contacts:

In all contacts the post holder will be required to present a good image of the Directorate and the County Council as well as maintaining constructive relationships.

Internal: Elected Members, Directors, Heads of Service, Senior Managers, Management Teams, Managers & Staff across all directorates, Project Staff, Governors, Headteachers, Teachers, Support and other school based staff

External: District & County Councils, Government Agencies & Departments, Healthcare Professionals, PCT, Police, Fire, Probation Service, Educational Settings, Suppliers, Contractors, Service providers, Statutory and Voluntary Organisations, service users, clients, customers, parents & pupils, members of the public, volunteers

Additional Information:

- This post is politically restricted under the terms of the Local Government and Housing Act 1989.
- The Council reserves the right to alter the content of this job description, after consultation to reflect changes to the job or services provided, without altering the general character or level of responsibility.
- Reasonable adjustments will be considered as required by the Equality Act.