

Job Description

Department:	People & Communities
Division/Section:	Adults and Safeguarding/ Home Services
Job Title:	Team Manager - Care & Repair
Post No:	012057
Grade:	14
Reports to:	Head of Housing, Prevention & Wellbeing
Organisation Chart: Show immediate manager and any jobs reporting to this post.	<pre> graph TD A[Head of Housing Prevention and Wellbeing] --> B[Team Manager Care & Repair] B --> C[Care & Repair Surveyor X 4] </pre>
DBS Check applicable?	Basic <input type="checkbox"/> Standard <input type="checkbox"/> Enhanced <input checked="" type="checkbox"/> None <input type="checkbox"/>
	Is post exempt under the Rehabilitation of Offenders Act 1974 in respect of declaration of spent convictions? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Line Management responsibility for:	No. of direct reports: 4 No. of indirect reports: 0
Size of budget:	Responsible for annual income generation of £350,000

	Staffing budget £378k Overseeing delivery of projects worth @£3m
Job Purpose:	<p>To operationally manage the overall decision making, planning and delivery of Care and Repair services which deliver home improvement, early intervention and prevention programmes and services for disabled, vulnerable and elderly people within the Home Services Delivery Model.</p> <p>To manage the service and staff within the legislative framework ensuring high standards of customer service, quality, practice and performance in line with agreed expectations and targets.</p> <p>To manage the allocated budget of the service and team for which the manager is responsible.</p> <p>To manage the development of strategic policy and procedures within the Departmental Business planning process.</p> <p>To manage within a performance management framework that supports the priorities of the Service, Department and Council</p> <p>To administer, undertake contract/grant monitoring and conduct quality reviews of care and repair contracts and contractors to ensure quality of services to clients and contractors comply with contract process and policy.</p>

Main Duties and Responsibilities:

1. To be responsible for the operational day to day management, performance and continuous improvement of Care and Repair Services including budgets within the Home Services Delivery Model.
2. To be responsible for the allocation of work and implementation of service delivery in accordance with statutory/ regulatory and operational standards, policy and procedures for the service.
3. To review service delivery in relation to Care and Repair Services and make recommendations for service improvement and operational standards to support the approach to service, which is designed to improve or maintain independence.
4. To manage the supervision, annual Appraisal, personal development and career progression of individual team members including capability and disciplinary matters in accordance with PCC policies and procedures.
5. To lead on the commissioning and procurement of the Care and Repair contractors framework, high quality and cost effective Care and Repair contractors across the breadth of work of the Agency.
6. To ensure the contract management system and contract review programme operates across the Care and Repair contractors ensuring supply and quality.
7. To engage in regular supervision and annual appraisal with the Head of Service.

Version: 1	Date Issued: November 2017	Review Date: November 2018
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8. To be responsible and accountable for service compliance with and ensure adherence to relevant legal framework (e.g. Housing Act, Care Act), national regulations, standards and guidance and PCC policies and procedures.
9. To work in partnership with all relevant stakeholders in relation to the work of Care and Repair Services within the Home Services Delivery Model to ensure joined up capability and holistic support and interventions.
10. To manage workforce planning, recruitment and induction of staff specifically related to Care and Repair Services.
11. Maintain accurate and up to date records safely and confidentially in accordance with the Authority's policies and procedures.
12. To be responsible for the collection of performance management information and to manage this information effectively to achieve the service's required outcomes, and the Department's objectives, and targets for improvement.
13. To be responsible for effectively communicating strategic decisions to staff through team meetings and supervision.
14. To be responsible for identifying, assessing and managing risk to service users, employees and the organisation.
15. To supervise Care and Repair staff undertaking highly specialised and complex cases ensuring that the provision complies with Legislation.
16. Ensure that the service meets statutory requirements in the delivery of service including the full inclusion of the user in the development and review of individual care plans.
17. Contribute to and participate in senior management forums, deputising for service and senior managers as required.

Generic Responsibilities:	<p>To carry out all responsibilities with regard to the Council's Equalities Policy and Procedures and Customer Care Policy.</p> <p>To comply with all Health & Safety at work requirements as laid down by the employer.</p> <p>The council is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.</p>
Flexibility Clause:	Other duties and responsibilities express and implied which arise from the nature and character of the post within the department (or section) mentioned above or in a comparable post in any of the Organisation's other sections or departments.
Variation Clause:	<p>This is a description of the job as it is constituted at the date shown. It is the practice of this Authority to periodically examine job descriptions, update them and ensure that they relate to the job performed, or to incorporate any proposed changes. This procedure will be conducted by the appropriate manager in consultation with the postholder.</p> <p>In these circumstances it will be the aim to reach agreement on reasonable</p>

	changes, but if agreement is not possible the Head of Service reserves the right to make changes to your job description following consultation.
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DATE: July 2022

**COMPLETED
BY:Belinda Child**

Version: 1	Date Issued: November 2017	Review Date: November 2018
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Person Specification

JOB TITLE:Team
Manager - Care
and Repair

POST NO:012057

GRADE:14

DEPARTMENT:
Adults and
safeguarding

HOURS: 37

DIVISION:Home
Services Delivery

DIRECTOR:
Charlotte Black

DATE:November
2017

COMPLETED
BY:Belinda child

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
QUALIFICATIONS	<ul style="list-style-type: none"> Degree in a subject relevant to the role, or equivalent knowledge, skills and experience Management qualification Demonstrable evidence of Continuing Professional Development 	
EXPERIENCE	<ul style="list-style-type: none"> Experience of dealing with complex Care and Repair issues, including complex cases which require problem solving with multiple partners Proven experience of effective team leadership, motivation and commitment to multi-agency working Experience of effective budget management and using council financial systems Understanding of good practice in Care and Repair Service Delivery Experience of effective use of performance management in order to maintain and drive forward service performance Experience of initiating and maintaining service development. Experience of working in a fast paced and challenging environment 	

SKILLS & ABILITIES	<ul style="list-style-type: none"> • Excellent Interpersonal skills to communicate skillfully and effectively to a range of audiences – including service users, carers, staff, professional colleagues, senior managers and Cabinet members • Excellent verbal and non- verbal communication skills adjusted to take into account barriers to communication. • Ability to deal with conflict and aggression and problem solve • Ability to work with stressful situations/clients, which may be distressing or pressurised • Ability to transfer knowledge and skills to staff and colleagues through supervision, coaching, mentoring and co-working • Ability to demonstrate initiative • Ability to motivate self and others especially in times of change • Excellent analytical and reflection skills • Evidence of ability to manage change effectively • Ability to prioritise and manage changing priorities, meet deadlines under pressure. • Ability to plan and prioritise allocation of work to staff appropriate to their level of experience • Ability to build positive relationships with key stakeholders and partners • Ability to develop policy and procedures 	
KNOWLEDGE	<ul style="list-style-type: none"> • In depth knowledge and understanding of the current legislative framework procedural guidance and both local and national policy developments in relation to Adult Social Care, Health, Housing and Community Health Services for adults, as well as detailed specialist knowledge and understanding of legislative frameworks relating to housing improvement programmes, specifically for disabled and vulnerable adults including grants • Knowledge of performance management frameworks and management of information • Extensive and in depth knowledge of a Home Improvement Agency Services including Therapy Services functions and assessments • In depth understanding of the principles of effective financial management, budgetary processes and controls, including the Council's standing orders and financial Regulations • Knowledge of Health and Safety practices on construction projects 	

PERSONAL CIRCUMSTANCES	<ul style="list-style-type: none"> • Able to work outside of normal working hours to meet the needs of the service • Full driving licence and access to a vehicle for business use • <i>This post requires satisfactory clearance of a DBS disclosure</i> 	
EQUALITY	Candidates must demonstrate understanding of, acceptance and commitment to the principles underlying equal opportunities. (A & I)	
CUSTOMER CARE	Knowledge and understanding of effective customer care (A & I)	

[At the end of each criteria the following codes are used to indicate how the criteria will be assessed: (AI) Application / Interview, (P) Presentation, (W) Written Test.]