

JOB DESCRIPTION

Job Title	Team Manager: Adults - Occupational Therapy and Sensory Team
Department	Health Partnerships
Section or Service	Adult Social Care and Public Health
Grade	H

DESIGNATION:

Responsible to:	Head of Service Community Independence Service
Employees directly supervised (if applicable):	Up to 10
Family Tree	

1. JOB PURPOSE:

To lead and manage a team of Occupational Therapists, covering the entire Royal Borough of Kensington and Chelsea, ensuring the systematic provision of a high-quality specialist integrated occupational therapy service to its service users.

Working as part of the centralised complex OT team providing interventions e.g. major adaptations to complex cases. The overall aim of the team is to maximise independence, safeguard people from harm, reduce risks and offer choice for clients. Providing a high-quality Occupational Therapy Service.

2. DESCRIPTION OF DUTIES:

- Support the Head of Service in the development the functions and operational management of a community service that are at different stages of planning for/ or achieving integration with health.
- Operationally manage a portfolio of health and social care services ensuring high quality, value for money services are delivered in accordance with key performance standards and contractual requirements.
- Ensure that the team provides an excellent service to residents and meets the Local Authorities and Central London Community Healthcare NHS trusts performance targets and legislative and policy requirements including Safeguarding and the Mental Capacity Act and effective risk management.
- Work autonomously within professional guidelines and exercise responsibility for the systematic governance of Occupational Therapy (OT) practice. The post holder will be required to work closely with the short-term OT Manager and the wider Complex service.
- Ensure that systems are in place and working effectively for the clinical and professional supervision and support of all other occupational therapists in the service for which the post holder has designated professional responsibility, including clear systems for effective recruitment, professional appraisal, and the identification of CPD needs across the service.
- Propose and implement policy and service development changes within the area served by the team/service.
- Support the Head of Service in the development of an innovative and creative service through personalisation which delivers choice and independence to residents.
- Work in partnership with colleagues and other service providers e.g. the Community Independence Service, GP's, Acute Trusts, Mental Health Services and voluntary and other external agencies to deliver the Out of Hospital Strategy and to deliver both health and social care priorities.
- The team manager is also responsible for managing the sensory Impairment team, providing clinical supervision, performance, service development for both OT and Sensory teams.

Leadership

- Manage in accordance with the principles of Care Act 2014 and personalisation, case

management to ensure staff follow all relevant Occupational Therapy (OT) policies and procedures.

- Provide a clear and strong leadership approach, ensuring that staff both understand and contribute to challenges and opportunities.
- Provide regular supervision and appraisals, in line with the Departmental Supervision Policy.
- Accountable for the quality of their work and taking responsibility for maintaining and developing their professional knowledge and skills and contributing to the learning and development of others in accordance with their relevant professional body's Code of Practice and maintaining their own HCPC registration and regular DBS checks.
- The post holder reports directly to and will be supervised by the Head of Service and will deputise for the Head of Service as and when required.
- Take the Occupational Therapy lead, in planning and implementing systems for the evaluation, monitoring and development of the service, through the deployment of professional skills in research, service evaluation and audit and ensuring incorporation of frameworks for understanding and provision of high-quality care.

Operational Management

- Support the Head of Service in managing the Integrated Community Service within organisational standards and policies and working closely with clinical/professional leads and Quality Assurance to ensure services are delivered in accordance with statutory and regulatory requirements and meets both departmental and external standards.
- Provide line management and supervision to senior OT staff and other directly managed staff and for overall management responsibility for all other team members in line with each organisations policies and procedures, including access and user involvement requirements.
- Manage safeguarding through the Safeguarding Adult processes. This will involve working in partnership with the Adult's Safeguarding Team. The role may also include undertaking the Safeguarding Adult Manager role and undertaking the co-ordination of section 42 Safeguarding Adult enquiries and promoting outcome-focused practice and decision making.
- Ensure that practice and decision making within the team is always implemented, in accordance with the Care Act (2014). That decisions are underpinned an excellent understanding of the Mental Capacity Act (2004) and reflects best practice in applying Deprivation of Liberty Safeguards.
- Responsible for responding to complaints, Freedom of Information requests and Data Protection enquiries from members of the public, as well as requests for Information from councillors and MP's in line with each organisations policies and procedures. To provide expertise and advice to facilitate the effective and appropriate provision of OT services to all members of the team.
- Support the Head of Service in the management of the allocated budget within the financial limits agreed with the Director of Integrated Care.
- Review the key performance indicators on a monthly basis and taking appropriate action

to manage areas of concern in a proactive and timely way, monitoring the performance of the team, the service and the Department regularly to ensure that performance indicators are being met and any concerns are proactively managed.

- Participate as a senior professional advisor in the development of a high quality, responsive and accessible service for clients, their careers and families in the service, including advising both service and professional management on those aspects of the service where OT and/or organisational matters need addressing.
- Accountable for authorising care packages and OT equipment up to agreed limits and screening for suitability of residential/nursing home placements where necessary, and for ensuring that all support plans meet assessed support needs and make best use of available resources to achieve agreed outcomes.
- Selecting/recruit and provide inductions for all new team members, managing all personnel and performance issues including health and safety/disciplinary/sickness monitoring matters for all team members, and liaising with HR and occupational health staff, whilst embracing and taking forward the Council's commitment to Valuing Diversity through the recruitment and process and training of staff, and the commissioning and monitoring of service provision.
- Site management responsibilities when necessary including health and safety risk assessments.

Quality

- Responsible for ensuring relevant learning from complaints and other incidents is shared with operational teams and that changes to policy and practice are implemented as required.
- To understand the professional development (CPD) requirements of OT. Supporting the OT staff with training and development activities.
- To continue to keep abreast of current research and clinical practice and to apply this in work with staff and trainees. To be responsible and to ensure the development, maintenance and dissemination of the highest professional standards of practice, through active participation in internal and external CPD training and development programs
- Ensure systems are in place to monitor service delivery, ensuring quality and financial standards are met, and working within the designated Clinical Governance and Quality Assurance Systems.
- Responsible for the overall operational performance of the team. To participate as a senior OT professional advisor in the development of a high quality, responsive and accessible service for clients, their careers and families in the service, including advising both service and professional management on those aspects of the service where OT and/or organisational matters need addressing.

Financial Management

- Responsible for contributing high quality information to inform the annual budget setting process and participating in reviews of services as required by the Finance department.
- Manage the budget for the portfolio of services, working closely with Finance colleagues to monitor expenditure and taking appropriate action to deal with variances, escalating

significant issues to the Head of Service at an early stage, and complying with standing financial instructions for LCH and the Tri-borough organisations.

Business Planning

- Contribute to the development of an effective annual business plan with the Head of Service for the portfolio of services managed to meet the timetable set by the Business Development team.
- Support the Head of Service to identify, co-ordinate and deliver cash releasing efficiency savings and cost improvement plans for the services within the Locality.
- Responsible for developing business cases as required.

Service Development

- Contribute to the specific Community Service Plan for the service which reflects the organisational plan and the needs of the residents,

Other responsibilities

- Participate in any other tasks as requested by the Director Integrated Care in the delivery of the Local Authorities Health and Social Services responsibilities.
- Participate in out of hours On Call arrangements established to support delivery of services outside of normal working hours as required
- All staff are expected to carry out their job in compliance with the Councils Constitution and NHS requirements. This means being familiar with the policies and procedures relevant to the job and asking for information and advice if you are unsure of the correct course of action.

3. DIMENSIONS:

- The post holder will hold will have a delegated budget annual budget of up to two million for home care and community equipment.
- All high cost spending care packages will be subject to approval by the Head of Service.

SELECTION CRITERIA/PERSON SPECIFICATION

Job Title:	Team Manager Occupational Therapy and Sensory
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Conditions to Note:

Candidates:

When completing your application form, please address your answers directly to each of the selection criteria below. This enables the panel to assess your ability to meet each criterion. It is essential that you give at least one example of your ability to meet each of the four Values and Behaviours: Putting Communities First, Respect, Integrity and Working Together.

Recruiting Managers:

The following values and behaviours are essential criteria in each post and must be addressed directly by candidates. The Guidance Notes on values and behaviours for managers give example questions to probe candidates in the interview and application stages of the recruitment process.

Values & Behaviours

The Royal Borough of Kensington and Chelsea has identified four key behaviours and values that should be demonstrated by all council employees. Successful candidates will show the ability to meet these behaviours.

A	<p>Equal Opportunities</p> <ul style="list-style-type: none"> • Demonstrate an understanding of and commitment to Council policies in relation to Equal Opportunity, Customer Care and service delivery, and the ability to implement these policies in the workplace.
B	<p>Qualifications</p> <p>Essential:</p> <ul style="list-style-type: none"> • Registered professional qualification in OT or equivalent qualification in Health/Education professional • HCPC Registered
C	<p>Skills; Experience and Attitude</p> <p>Essential:</p> <ul style="list-style-type: none"> • Proven management experience and skills of working at a senior level in a professional lead role across complex environments. • Demonstrate experience of leading and managing multi-agency teams and ensuring effective service deliver, according to organisational values. • Knowledge of legislation, statutory guidance and best practice that underpins for Adults and Health.

	<ul style="list-style-type: none"> • Experienced in successfully translating statute, etc. into excellent policy and practice. • Demonstrable experience of managing budgets in a complex, controlled environment where competing priorities frequently exist. • Highly experienced people manager, capable of leading a number of senior practitioners and staff according to and embedding organisational values and behaviours. • Skills and experience in implementing large scale change and reform that impacts on practice and procedures. • Proven experience of successful interaction and working diplomatically, preferably in a democratic environment at corporate, board level. • Skilled chair and constructive participant in a variety of meeting environments. • Experience in constructing measures, metrics, performance indicators etc. and using these to shape and drive performance. • Professional leadership that inspires and motivates quality service delivery • Have a "can do" attitude and respond to the needs of others quickly, positively and proactively.
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Our Values & Behaviours	
D	<div style="background-color: #00bcd4; color: white; padding: 5px; text-align: center; border-radius: 10px; margin-bottom: 10px;">PUTTING COMMUNITIES FIRST</div> <ul style="list-style-type: none"> • We put local people at the heart of decision making in everything we do. • We seek to include and involve: all voices matter. • We provide quality services that are responsive, effective and efficient. <p>The following examples are indicators of effective behaviour:</p> <ul style="list-style-type: none"> • I actively involve and include the communities that I serve in my work. • I shall reflect the views of the communities in my daily work. • I shall improve the service I provide through seeking feedback from others. <p>Our residents will feel that:</p> <ul style="list-style-type: none"> • I have been included • I can see how my views have been taken into account • I can see improvements and developments based on my input
E	<div style="background-color: #4caf50; color: white; padding: 5px; text-align: center; border-radius: 10px; margin-bottom: 10px;">RESPECT</div> <ul style="list-style-type: none"> • We listen to everyone and value the personal experiences of people in our communities and of each other. • We adopt a fair and involving approach regardless of any way in which an individual is different to us. <p>The following examples are indicators of effective behaviour:</p> <ul style="list-style-type: none"> • I adapt my approach to take account of all differences and cultures in the community and with colleagues. • I ensure I am equitable and fair by including those who are quiet or may not be able to represent themselves. • I communicate in a way that is respectful, encourages involvement and meets people's needs. <p>Our residents will feel that:</p> <ul style="list-style-type: none"> • I feel my culture and background are respected. • I have confidence that action is being taken.

	<ul style="list-style-type: none"> • I feel I am being treated fairly.
<p>F</p>	<div style="text-align: center; border: 1px solid black; background-color: #00aaff; border-radius: 10px; padding: 5px; width: fit-content; margin: 0 auto;"> <p>INTEGRITY</p> </div> <ul style="list-style-type: none"> • We act with openness, honesty, compassion, responsibility and humility. • We let people know what we are doing and communicate why and how decisions have been made. <p>The following examples are indicators of effective behaviour:</p> <ul style="list-style-type: none"> • I demonstrate empathy in my interactions with others. • I am honest and transparent about the decisions I take. • I follow through on the actions I say I will take and take ownership for communicating the outcome. <p>Our residents will feel that:</p> <ul style="list-style-type: none"> • I am told when something is not possible, and the reasons why are explained to me. • I feel my perspective is listened to and understood. • I feel my views are valued
<p>G</p>	<div style="text-align: center; border: 1px solid black; background-color: #008000; border-radius: 10px; padding: 5px; width: fit-content; margin: 0 auto;"> <p>WORKING TOGETHER</p> </div> <ul style="list-style-type: none"> • We work together and in partnership with everyone that has an impact on the lives of our residents. • We want to understand, learn from each other and continually adapt. <p>The following examples are indicators of effective behaviour:</p> <ul style="list-style-type: none"> • I work with others to provide an effective service for residents, local communities and other departments within the Council. • I seek ways to work with other departments to deliver a seamless service and find opportunities to improve. • I seek out opportunities to learn from my colleagues and build on good practice. <p>Our residents will feel that:</p> <ul style="list-style-type: none"> • I can get my issue resolved without being passed around departments. • I find it easy to access the services that I need. • I feel the Council is open to new ideas.