

## JOB DESCRIPTION

<b>Job Title:</b>	Emergency Duty Service Team Manager		
<b>Directorate:</b>	People	<b>Salary:</b>	£57,753 - £59,838 Plus 10% Responsibility Allowance + LWA £689
<b>Section:</b>	Berkshire Emergency Duty Service	<b>Grade:</b>	BG-C SCP 49 - 51
<b>Location:</b>	Waterside Park	<b>Work Style:</b>	Flexible

### Key Objectives of the role

Berkshire Emergency Duty Service is the primary contact for members of the public and professionals who have concerns about a child or vulnerable adult's welfare and safety outside of normal business hours and providing an out of hours Appropriate Adult Service as a response to vulnerable Adults/Children and Young People who find themselves in police custody.

The Service provides emergency social care for all the six Unitary Authorities of Berkshire, i.e. Bracknell, Royal Borough of Windsor & Maidenhead, Slough, Wokingham, West Berkshire and Reading, with Bracknell being the host authority.

The operational element of the service provides emergency cover 365 days per year, including evenings, overnights, weekends, and all Bank Holidays.

The Team manager will act in the capacity of the Operational Lead for all six unitary authorities in Berkshire in overseeing the operational delivery and coordination of all aspects of social services emergencies and statutory duties, which arise outside normal office hours for all clients.

The Team Manager will report to the Head of Service and will be responsible for developing and implementing operational plans in collaboration with service colleagues, operational managers in all the six unitary authorities of Berkshire and partners in health, police and voluntary agencies within the wider context of social care and housing provision.

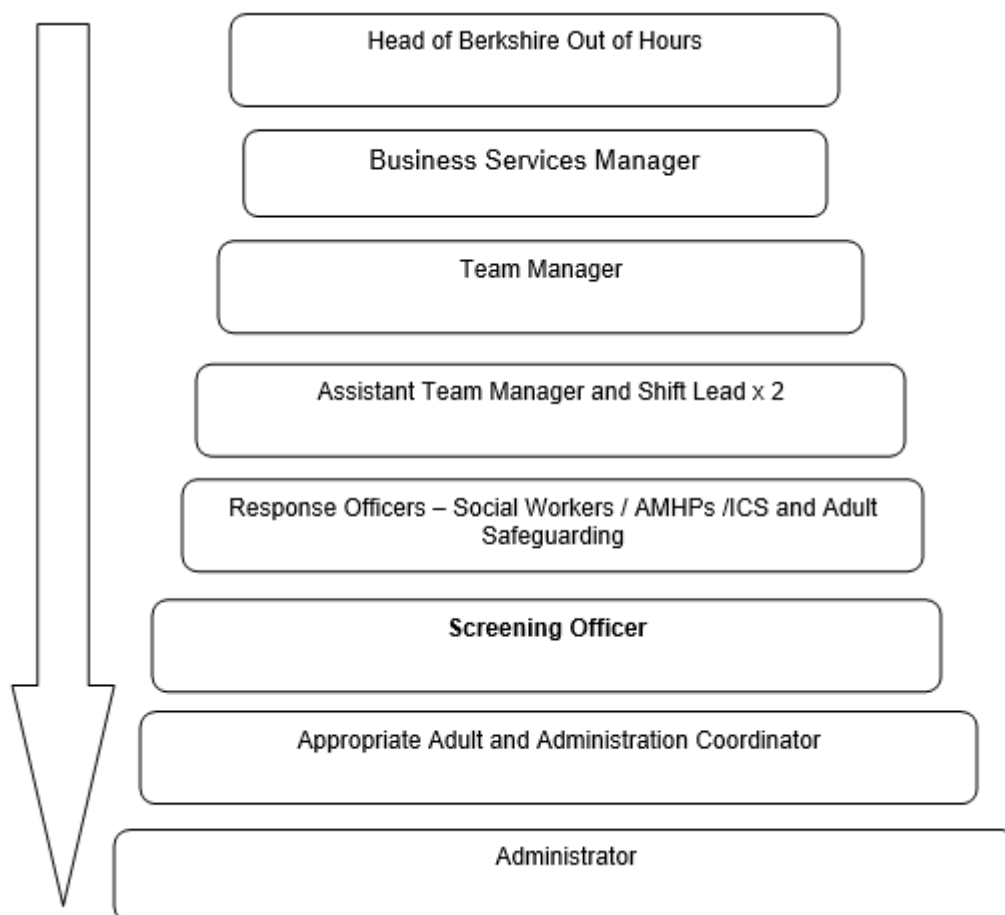
The post holder will lead a highly skilled and experienced team who deal predominantly with crisis and high-risk situations, managing and having overall responsibility for a team of professionally qualified Social Workers, Approved Mental Health Professionals and other social care staff from different disciplines of social care and a Business Team who maintain the day to day running of the non-operational side.

The role is predominantly **09.00 – 17.00**, with out of hours on-call management responsibilities and with an expectation to work outside these hours when required in supporting the management cover for the operational shifts.

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## Designation of post and position within departmental structure

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## Daily and monthly responsibilities

- To take the operational lead in planning and the delivery services that improve outcomes for children, young people and their families and vulnerable adults as set out in legislation and guidance.
- The Team Manager will work with the Head of Service to ensure a robust service delivery, budget monitoring and will have overall responsibility of the operational, performance and delivery of a responsive, effective, safe and transparent out of hours service.
- Lead on policy and development of the out-of-hours response, as directed by the Head of Service. To ensure implementation of legislative and operational policy requirements in Adult and Children's Social Care and Mental Health Services.

Critically reviewing operational policies and procedures to ensure they are aligned to the needs of the service and remain fit for purpose and sustainable.

- To Lead the operational management team in the development of professional pathways and workforce development processes, recruitment of new staff, induction, training, supervision, staff performance, sickness absence and disciplinary within the service.
- To ensure the delivery of good standards of assessment, outcome planning, care support and personalised support and working with the Unitary Authorities and the health services to develop integrated approaches to service delivery.
- To lead a culture of strong partnership working across all disciplines in service.
- To lead the EDS quality assurance and performance framework ensuring that consistent, high-quality practice is embedded in all aspects of service provision and building a performance driven culture, that focusses on improved outcomes for service users, effective partnership working and use of resources.
- To be the operational lead on internal and external governance processes, as well as quality assurance framework requirements and reporting to operational management groups and other relevant key stakeholders on the overall activities of the service.
- To ensuring that any Key Performance Indicators agreed are measurable in developing an accountable and transparent service delivery.
- To work with the head of service in building strong working relationships and effective communication with operational and mainstream services across Berkshire and partner agencies to ensure a shared understanding of the importance of the service's contribution to day services.
- To represent the service at operational groups and specific internal and external project/task groups with partner agencies as identified by the Head of Service, networking with relevant departments both in the region and nationally to share examples of good practice and to disseminate/share information with other colleagues.
- To ensure appropriate responses to complaints and member enquiries within agreed timescales. Lead on required action and ensure analysis of complaints and enquiries contributes to service planning.
- To ensure that the service undertakes its work with due regard council's and Pan Berkshire policies on equality, fairness, customer care, information governance and the health, safety and welfare of staff and service users.
- To ensure that the team is compliant with IT systems supporting access to user data and casework, monitoring and auditing the use of Information Management Systems/databases by the team and that the specific needs of EDS are met across all Berkshire Local Authorities and relevant partner agencies.
- To be part of the on-shift management rolling rota and management on call rota providing crisis social work intervention in partnership with partner safeguarding agencies 365 days a year. This will involve working normal office hours and some nights, weekends, Bank Holidays when required.

- To deputise for the Head of Service as and when required, and to participate in the Directorate Leadership group meetings and Council Leadership group meetings.
- To undertake any other duties commensurate with the general level of responsibility of this post.

### Scope of role

The post holder is the operational lead officer of a division of the council commissioned by all six unitary authorities in Berkshire which operates 24 hours per day, 365 days of the year, with statutory responsibility of all social care disciplines during out of hours, as well as out of hours Housing and Homelessness enquiries and the appropriate adult service for both children and adults.

The post holder will be directly accountable to the Head of Berkshire Emergency Duty Service. Although the Post Holder is employed by Bracknell Forest Council the salary is paid by each of the Unitary Authorities in Berkshire equally. The roles & responsibilities are discharged equally amongst the six authorities of Berkshire.

- The Head of Service and as such the Team Manager is accountable for expenditure under the Scheme of Financial Delegation for 6 Unitary Authorities. This entails close and regular liaison with the Council's Finance Officer.
- Ensuring that spend is kept within the agreed budget limits and taking appropriate action when budget pressures are identified.
- Accountable for supervisory and appraisal process, the management of which is used for the development and monitoring of staff performance for BFC.
- Accountable for the recruitment and selection of staff in this service and participate in formal HR processes regarding investigation of work performance issues for Social Care staff, using the different organisation policies and procedures.
- The post holder is responsible for promoting equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.

The post holder will ensure that where they are collecting, calculating, recording, analysing or reporting data, it is accurate, reliable and consistent to ensure that decision-making processes are based on the highest quality data in accordance with the Council's Data Quality Statement. The post holder will also ensure that sensitive and personal data is handled in accordance with GDPR legislation and Council policy.

Commitment to the Council's Equal Opportunities policy at all times

Commitment to working within the bounds of the Data Protection Act and GDPR legislation at all times.

Such other duties as may from time to time be necessary, compatible with the nature of the post. It should be noted that the above list of main duties and responsibilities is not necessarily a complete statement of the final duties of the post. It is intended to give an overall view of the position and should be taken as guidance only

## PERSON SPECIFICATION

KEY CRITERIA	ESSENTIAL	DESIRABLE
<b>Skills and qualifications</b>	<ul style="list-style-type: none"> <li>• CQSW or Diploma / Degree in Social Work.</li> <li>• Registered with the Social Work England as a Social Worker</li> <li>• Educated to degree level or equivalent.</li> <li>• Management experience either adult or child social care (or both).</li> <li>• Recognised managerial qualification, willingness to undertake training to acquire.</li> <li>• Evidence of extensive knowledge of relevant legislation and policy framework for Children, Adult Safeguarding and Mental Health.</li> </ul>	Warranted AMHP
<b>Competence Summary</b> (Knowledge, abilities, skills, experience)	<ul style="list-style-type: none"> <li>• Demonstrates significant professional social work confidence, underpinned by practice experience and learning.</li> <li>• Demonstrable ability to manage a large and varied staff team, team's performance, and significant budgets.</li> <li>• Ability to provide clear leadership and motivate staff to achieve their best.</li> <li>• Proven track record of successfully managing change and service/practice improvement.</li> <li>• Experience of delivering services through regulatory inspection process</li> <li>• Experience of providing supervision to social workers; creating a positive team environment; supporting performance</li> <li>• Proven record of establishing constructive interagency partnerships</li> <li>• Demonstrates effective risk management skills and decision making.</li> </ul>	

	<ul style="list-style-type: none"> <li>• Successful track record of delivering services to diverse communities.</li> <li>• Comprehensive knowledge of equal opportunities</li> <li>• Demonstrate the use of technology and techniques required to achieve the above.</li> <li>• Full range of general management skills including:</li> <li>• Analytical skills <ul style="list-style-type: none"> <li>○ Negotiation skills</li> <li>○ Conflict resolution skills</li> <li>○ Change management skills</li> <li>○ Ability to inspire and lead.</li> </ul> </li> </ul>
<b>Work-related Personal Requirements</b>	<p>Understanding of and commitment to the requirements of safeguarding children, young people, vulnerable adults and promoting their welfare.</p> <p>The post holder must hold a full UK driving licence (or valid equivalent). Non-UK licences must be converted to UK licences in the first six months of employment.</p>
<b>Other Work Requirements</b>	<p>A satisfactory enhanced Disclosure and Barring Service check.</p> <p>The ability to converse easily with members of the public and respond effectively to questions in spoken English.</p> <p>This post is exempt from the Rehabilitation of Offenders Act 1974</p>
<b>Role models and demonstrates the Council's values and behaviours</b>	<p>Our values define who we are. They outline what is important to us. They influence the way we work with each other – and the way we serve our residents and engage with our communities.</p> <p>We make our values real by demonstrating them in how we behave every day.</p>

**All staff should hold a duty and commitment to observing the Council's Equality & Dignity at Work policy at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and Council policies/procedures.**