

## Job Description

<b>Job Title:</b>	Team Manager – Hospital Social Work Team
<b>Care Group:</b>	Hospital Operations – Access & Capacity Team
<b>Responsible to:</b>	Associate Director of Nursing – Operations
<b>Responsible for:</b>	Hospital Social Work Team

## Overview

The creation of Manx Care in 2021 has accelerated the development of integrated care pathways across health and social care and between statutory, independent and third sectors. Work is ongoing in Social Care to cement this integration, exploring culture and effective ways of working within the new structure of Manx Care, with the Department of Health and Social Care and with our stakeholders and partners.

As of 1<sup>st</sup> February 2023, the operational management of the Social Work Hospital Discharge Team transferred from Adult Social Care to the Hospital services, working closely alongside inpatient ward teams, and the Access and Capacity and Complex Discharge Teams.

It is widely known that the majority of patients recover better at home, both physically and mentally. Acknowledging this, Manx Care is working hard to change the balance of care from hospital to the community and streamline the discharge of patients from hospital as soon as is appropriate.

The teams across Nobles and Ramsey Hospitals share an enthusiasm to work in a more integrated way and we are planning to change and improve our systems and processes. We aim to develop an Hospital Social Work Team that works alongside ward based multidisciplinary team as well as our Complex Discharge and Access & Capacity Teams to streamline transfer of care and discharge pathways. This will also provide benefits to patients and their relatives or carers by improving the process of discharge. This integrated team will take charge of discharge planning for those patients with complex needs who need coordinated care and support to return home.

## CARE

Manx Care prides itself on being committed and passionate, accountable and reflective, respectful and inclusive, excellent and innovative. CARE represents what we are about, what we stand for and what we value. All our recruitment, performance management and development is based on our CARE ethos.

## Job Purpose

As Team Manager, you will manage the discharge of duties as required, and the operational elements of the Team. You will work primarily with colleagues across Nobles Hospital/Ramsey Cottage Hospital to ensure timely and efficient Hospital discharge planning patients who are referred to Statutory Social Work Team.

To provide a high quality service and to develop a positive working relationship with colleagues within Manx Care and other Government Departments and agencies in order to provide a good service to the public.

Maintain knowledge of changes and new initiatives in practice, including changes in legislation, Adult Social Care and Health Policies, and guidance from relevant national organisations to ensure that these are reflected in statutory social work practice, including areas of Adult Protection and Safeguarding.

### **Duties and Responsibilities**

**To**

- Ability to identify issues that could impact on service delivery and develop a number of options to mitigate these issues
- Able to ensure that staff are deployed as efficiently and effectively as possible, in line with customers' needs, changing priorities, national changes and performance levels.
- A flexible and responsive approach to work to manage in the context of the changing environment of Social Work practice.
- Effective verbal and written communication.
- Ability to provide regular supervision and develop Social Workers performance.
- To contribute to Multi-Disciplinary meetings and conferences as appropriate.
- To maintain accurate records within Manx Care's client information system and paper records, in line with recording policy.
- To mentor, guide and manage the all staff in the Team and provide high quality case work decisions and operational supervision of staff within the team to ensure that their work meets Social Work England professional standards.
- Contribute to the overall management of the Team in order to meet service objectives, key performance targets and statutory requirements of social service legislation.
- Have direct accountability for making decisions on adult cases referred and determine actions required and apply appropriate thresholds for statutory intervention to ensure that adults are responded to and safeguarded within agreed timescales.
- Deliver professional leadership for staff within a service team, organise and delegate the workload of all in Team, providing induction, line management, professional development and daily operational supervision of support staff, in situations of high complexity ensuring a high standard of service delivery. To ensure that equal opportunities and health and safety policies are fully integrated into the daily working of the team.
- Working within a multi-disciplinary/multi-agency context, to develop effective working partnerships with other agencies and services involved to ensure that positive outcomes are achieved in all key areas of service user's lives.
- Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.

- The post-holder will work as part of a dynamic multi-agency integrated team assessing notifications and referrals regarding adults.
- The management of Statutory Referral process includes searching for and collating information from a range of sources including databases and other professionals. With due regard for confidentiality, professionals are responsible for interpreting and sharing the information that is necessary to safeguard and promote the welfare of the adult.
- Maintain constructive relationships with a broad range of internal and external stakeholders and specifically with social care professionals from different teams and local authorities.
- Record, interpret and present social care information and issues that can impact on the risk or needs assessment of the adult. This may involve disclosing proportionate and relevant information related to the parents/carers/siblings.
- Explain clearly, and with sound rationale, highly complex safeguarding information to a wide range of professionals.
- Participate in the multi-agency risk assessment to inform case management, advising where necessary and challenging decisions where appropriate.
- Identify service gaps and issues relating to service pathways and/or cross boundary arrangements.
- Escalate evidence of ineffective safeguarding arrangements.
- Demonstrate through personal and professional example a commitment to equality of opportunity for all groups of staff and service users and challenge discrimination, racism, sexism and other forms of unjust behaviour.

### Competencies

All staff of Manx Care are expected to recognise that the everyday business of Manx Care requires the highest level of personal integrity. Each Officer has a personal responsibility to maintain the confidentiality of all business and to uphold such confidences both in administering the business of the office and outside of the office.

As a member of Manx Care, the role holder represents Manx Care in a wide range of business settings, forums, committees and officer level working groups. It is expected that they will be a committed ambassador of the Division and the work that it seeks to achieve.

The job holder reports to the Associate Director of Nursing – Operations.

The Reporting Officer, will ensure that in line with the timescale set out in the scheme, amongst other things, an annual:

- Personal Delivery Plan and a Personal Development Plan is agreed with the job holder;
- Review and assessment of the job holder's performance and competency/behaviours are made; and
- Performance and Development Review meetings are conducted.

## **Performance management and improvement**

All Civil Servants have a personal responsibility for performance management. The job holder will be expected to contribute to their annual performance and development review and all interim performance reviews.

The role holder is responsible for his/her own health and safety and the impact of his/her actions on others. The role holder will be responsible for identifying any possible risks or near misses to a responsible manager and or the Health & Safety Review Group.





**Isle of Man Civil Service  
Person Specification**

<b>Job Title:</b>	Team Manager Adult Social Work – Hospital Team
<b>Department:</b>	Manx Care
<b>Care Group:</b>	Hospital Operations

Attributes	Essential (E) or Desirable (D)	Method of Assessment
<b>Credibility:</b>		
<ul style="list-style-type: none"> <li>• Social Work Professional Qualification (e.g. BA/MA Post Graduate Diploma in Social Work, Dip. SW, CQSW)</li> </ul>	E	CV/Pre-employment checks
<ul style="list-style-type: none"> <li>• Management Qualification Award (or willing to work towards one)</li> </ul>	E	CV/Pre-employment checks
<ul style="list-style-type: none"> <li>• Be registered with Social Work England</li> </ul>	E	CV/Pre-employment checks
<ul style="list-style-type: none"> <li>• Awareness of current IOM/UK Legislative framework</li> </ul>	D	CV/Interview
<b>Capability:</b>		
<ul style="list-style-type: none"> <li>• Significant post qualification experience including, adult service or mental health</li> </ul>	E	CV/Interview
<ul style="list-style-type: none"> <li>• Experience of dealing with crisis situations/and working with emergency services</li> </ul>	E	CV/Interview
<ul style="list-style-type: none"> <li>• Experience of managing complex cases</li> </ul>	E	CV/Interview
<ul style="list-style-type: none"> <li>• Proven experience in inter-agency working</li> </ul>	E	CV/Interview
<ul style="list-style-type: none"> <li>• Involvement in Developments of Practice Policy</li> </ul>	D	CV/Interview
<ul style="list-style-type: none"> <li>• Knowledge/experience of staff supervision and managing staff</li> </ul>	D	CV/Interview
<ul style="list-style-type: none"> <li>• Knowledge/experience of team building</li> </ul>	E	CV/Interview
<ul style="list-style-type: none"> <li>• Ability to be adaptable, autonomous and operate under pressure</li> </ul>	E	CV/Interview
<ul style="list-style-type: none"> <li>• Knowledge and direct experience of working with computer based recording systems (RiO)</li> </ul>	D	CV/Interview
<ul style="list-style-type: none"> <li>• Knowledge/Experience of Care Planning and Care Management</li> </ul>	E	CV/Interview
<ul style="list-style-type: none"> <li>• Able to work on own initiative Responsive to deadlines</li> </ul>	E	CV/Interview
<ul style="list-style-type: none"> <li>• IT skills</li> </ul>	E	CV/Interview
<ul style="list-style-type: none"> <li>• Report writing and presentational skills</li> </ul>	E	CV/Interview
<ul style="list-style-type: none"> <li>• Evidence of management training.</li> </ul>	E	CV/Interview
<ul style="list-style-type: none"> <li>• Experience of social work with adults</li> </ul>	E	CV/Interview
<ul style="list-style-type: none"> <li>• Knowledge of statutory and multi-disciplinary frameworks</li> </ul>	E	CV/Interview
<ul style="list-style-type: none"> <li>• Experience of assessing vulnerability, risk and need for</li> </ul>	E	CV/Interview



adults		
<ul style="list-style-type: none"> <li>• Knowledge and understanding of relevant legislation, national policies and procedures for Social Work</li> </ul>	E	CV/Interview
<ul style="list-style-type: none"> <li>• Knowledge of the impact of abuse to adults through research and what specific intervention is required to improve outcomes for adults</li> </ul>	E	CV/Interview
<ul style="list-style-type: none"> <li>• Excellent written and verbal communication skills including ability to use Word and Excel to produce reports, carry out correspondence and keep accurate records</li> </ul>	E	CV/Interview
<ul style="list-style-type: none"> <li>• Effective negotiating skills</li> </ul>	D	CV/Interview
<ul style="list-style-type: none"> <li>• Ability to prioritise work, responding to crisis situations and balancing risk to service users and staff</li> </ul>	E	CV/Interview
<ul style="list-style-type: none"> <li>• Experience of supervising and mentoring staff within Hospital Social Work services</li> </ul>	E	CV/Interview
<ul style="list-style-type: none"> <li>• Decision Makers must be highly experienced in order to ensure that the correct decisions are made within a short period of time to safeguard and protect vulnerable adults</li> </ul>	E	CV/Interview
<ul style="list-style-type: none"> <li>• Experience in managing positive working relationships</li> </ul>	E	CV/Interview
<ul style="list-style-type: none"> <li>• Experience of working within assessment processes and hospital social work environment</li> </ul>	E	CV/Interview
<ul style="list-style-type: none"> <li>• Experience of conflict resolution in casework delivery</li> </ul>	E	CV/Interview
<ul style="list-style-type: none"> <li>• Experience of identifying and managing risks to adults undergoing hospital discharge</li> </ul>	E	CV/Interview
<ul style="list-style-type: none"> <li>• Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs</li> </ul>	E	CV/Interview
<ul style="list-style-type: none"> <li>• Demonstrate an understanding of the safe working practices that apply to this role</li> </ul>	E	CV/Interview
<ul style="list-style-type: none"> <li>• Ability to develop and use a structured approach to gather and record information about the adult's contact with services and interpret that in the context of possible safeguarding need</li> </ul>	E	CV/Interview
<ul style="list-style-type: none"> <li>• Ability to analyse complex information where information is drawn from multiple sources and maybe conflicting or incomplete</li> </ul>	E	CV/Interview
<ul style="list-style-type: none"> <li>• Ability to work effectively under pressure and to prioritise own work and that of the Team in line with areas of highest risk</li> </ul>	E	CV/Interview
<ul style="list-style-type: none"> <li>• Ability to recognise patterns of concern at both individual and population levels</li> </ul>	E	CV/Interview
<ul style="list-style-type: none"> <li>• Ability to influence and contribute to an organisational climate that promotes open dialogue and supports reflection, critical thinking and constructive challenge</li> </ul>	E	CV/Interview

<p><b>Character:</b></p> <ul style="list-style-type: none"> <li>• Self-motivated</li> <li>• Be honest, flexible and reliable</li> <li>• Have a positive approach to change</li> <li>• Demonstrate a professional commitment to training</li> <li>• Professionalism and to maintain professional boundaries</li> <li>• Able to lead a team</li> <li>• Ability to remain calm and manage crisis situations</li> <li>• Good communication and interpersonal skills</li> </ul>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>CV/Interview</p> <p>CV/Interview</p> <p>CV/Interview</p> <p>CV/Interview</p> <p>CV/Interview</p> <p>CV/Interview</p> <p>CV/Interview</p> <p>CV/Interview</p>
<p><b>CARE:</b></p> <ul style="list-style-type: none"> <li>• Be highly motivated and person-centred</li> <li>• Demonstrate at all times an awareness and recognition of dignity, choice and respect</li> <li>• Have a good understanding of the individual needs of others</li> <li>• Demonstrate a responsible and professional attitude and approach to work and colleagues</li> <li>• Actively demonstrate and promote social work values, principles and ethics</li> </ul>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>CV/Interview</p> <p>CV/Interview</p> <p>CV/Interview</p> <p>CV/Interview</p> <p>CV/Interview</p>
<p><b>Circumstances and Interests:</b></p> <ul style="list-style-type: none"> <li>• Satisfactory enhanced disclosure and barring service check</li> <li>• Full, valid driving licence and access to own vehicle</li> <li>• Ability to work varied hours when necessary to meet the needs of the service and the community we serve</li> </ul>	<p>E</p> <p>E</p> <p>E</p>	<p>Pre-employment checks</p> <p>CV/Pre-employment checks</p> <p>CV/Interview</p>