

**DURHAM COUNTY COUNCIL  
 ADULT AND COMMUNITY SERVICES**

**1. THE JOB**

**1.1 POST TITLE:** Community Team Manager

**1.2 GRADE:** PO6

**1.3 LOCATION:** Learning Disabilities

**1.4 ORGANISATIONAL RELATIONSHIPS:**  
 Responsible for managing the Integrated Learning Disability Community Provider Team delivering a community based service in Derwentside.

**1.5 DESCRIPTION OF ROLE**  
 To provide effective community based service in the Derwentside community that will meet or surpass the aspirations of service users and their carers and deliver person centred approaches and individualised care and support.

**1.6 CONTEXT OF THE POST**  
 The post holder will be accountable to the Project Manager Day Services Improvement..

**1.7.1** To effectively lead a team of senior community coaches and community coaches in the delivery of a community based service, focused on “Care and Support”

**1.7.2** To directly supervise all senior community coaches and undertake supervision and appraisals inline with Service policies and procedures.

**1.7.3** To be responsibility for budget control for the Community Services in Derwentside.

**1.7.4** Effectively manage the Care delivery and facilities within Derwentside, located in Leisure Centres.

**1.7.5** To be responsible for all aspects of performance management for the Community Services and report Derwentside community performance on a regular basis, as required to senior management.

**1.7.6** Develop and introduce a “Community Development plan” and be responsible for its delivery.

**1.7.7** Introduce and maintain effective communication processes with all stakeholders inline with the departmental policies and procedure.

- 1.7.8** Develop and introduce an effective staff development programmes to enable staff to take onboard new ways of working in the community.
- 1.7.9** Maintain a philosophy of Person Centredness in all aspects of the service and introduce effective systems to focus on the achievement of “outcomes for people” in an environment of continuous development for people with a learning disability.
- 1.7.10** Develop and maintain successful community Partnerships that will deliver service users expectations, beyond care and support.
- 1.7.11** To promote the principles of Rights, Independence, Choice and Inclusion as outlined in the Government White Paper ‘Valuing People’.
- 1.7.12** Develop safe working practices that support the principles of choice, rights, independence and inclusion in a community setting.
- 1.7.13** Develop and Maintain relationships with other professionals involved in the delivery of services for people with a learning disability.
- 1.7.14** Work with the Community Project Worker Team manager to effectively introduce a community team capable of delivering care and support in a community setting.
- 1.7.15** Ensure all staff adhere to and follow Service Policies and procedures and contribute the continuous improvement of such policies and procedures.
- 1.7.16** Develop, introduce and maintain an effective reporting regime that recognises Community involvement and support.
- 1.7.17** Establishing effective links with parents, voluntary organisations and other agency personnel.
- 1.7.18** Work with senior managers within the service to deliver a range of services, in partnership with others that will meet the hopes and aspiration of services users, while ensuring care and support is delivered inline with care assessments.
- 1.7.19** To report to the Day Services Improvement manager in the delivery of the new service within Derwentside.
- 1.7.20** To provide effective robust management of the day to day activity within the unit during this difficult period of change.
- 1.7.21** To maintain such records and registers as may be required in accordance with financial regulations and procedures of Durham County Council Adult & Community Services.
- 1.7.22** At all times, to be concerned with the welfare of day service users, to encourage the development of advocacy schemes and resolve conflicts.
- 1.7.23** To undertake such other duties commensurate with the grade of post and to work occasional evenings that may be required to ensure the service continues to meet or surpass the needs of people as they take control of their lives, in the communities where they live.

**1.7.24** A willingness to achieve NVQ Level 4 or an equivalent management qualification within 3 years of appointment and a commitment to continuous professional development.

## **1.8 COMMON DUTIES AND RESPONSIBILITIES**

### **1.8.1 Quality Assurance**

To set, monitor and evaluate standards at individual, team performance and service quality so that the user and the Service's requirements are met and that the highest standards are maintained.

### **1.8.2 Communication**

To establish and manage the team communications systems ensuring that the Service's procedures, policies, strategies and objectives are effectively communicated to all team members.

### **1.8.3 Professional Practice**

To ensure that professional practice in the team is carried out to the highest standards and developed in line with the Service's stated objectives of continual improvement in quality of its service to internal and external customers.

### **1.8.4 Health and Safety**

To ensure that the Health and Safety policy, organisation arrangements and procedures as they related to areas, activities and personnel under your control are understood, implemented and monitored.

### **1.8.5 General Management**

To provide vision and leadership to staff within a specialist team, ensuring that effective systems are in place for workload allocation and management, the application of the Authority's and the Service's policies and procedures, including those relating to equality, supervision and appraisal and all aspects of their performance, personal development, health and welfare.

### **1.8.6 Financial Management**

To manage a designated budget (as required) ensuring that the Service achieves value for money in all circumstances through the monitoring and control of expenditure and the early identification of any financial irregularity.

### **1.8.7 Supervision and Appraisal**

All members of staff will receive supervision and appraisal and it is the responsibility of each member of staff to follow Service procedure in respect of supervision and appraisal.

### **1.8.8 Equality and Diversity**

As an organisation we are committed to promoting a just society that gives everyone an equal chance to learn, work and live free from discrimination and prejudice. To ensure our commitment is put into practice we are developing policies, which will seek to remove any barriers to equality of opportunity and to eliminate unfair and unlawful discrimination.

These policies apply to all employees of Durham County Council.

### 1.8.9 Confidentiality

All members of staff are required to undertake that they will not divulge to anyone personal and/or confidential information to which they may have access during the course of their work.

### 1.8.10 Induction

The Service has in place an induction programme designed to help new employees to become effective in their roles and to find their way in the organisation.

### Conditions of Service

The terms and conditions of service are embodied in the National Agreement on Pay and Conditions of Service (commonly known as the Green Book) and supplemented by local collective agreements reached with Trade Unions recognised by the Council and by the regulations and policies of the Council:

1. The grade of the post is Scale PO6 and salary is paid monthly by bank credit transfer.
2. The appointment will be subject to:
  - i) Criminal Records Bureau Enhanced Disclosure check.
  - ii) Satisfactory medical clearance. The successful candidate will be required to satisfy the Occupational Physician as to his/her fitness to perform the duties of the post.
  - iii) Satisfactory references. References will be sought from your current or most recent employer and additional references may be requested.
- iv) Successful completion of a 6 month probationary period with the exception of staff transferring from another Authority.
3. The successful applicants may be entitled to relocation expenses in accordance with the Authority's relocation expenses scheme.
4. The post holder will be entitled to join the local government pension scheme and contributions are 6% of salary.
5. Leave entitlement is a minimum of 22 days rising to 27 days following the completion of 5 years continuous local government service. In addition the post holder is entitled to 8 bank holidays. The above entitlements are reduced proportionately for employees working fewer than 37 hours per week.
6. A Casual car user allowance is attached to this post.
7. Durham County Council operates a no smoking policy. Smoking is not allowed in Council offices or establishments.

8. This authority, as your employer, firmly supports the principles of collective bargaining in every way and believes in the principles of solving industrial relations problems by discussion and agreement. For practical purposes, this can only be conducted by representatives of the employers and of the employees. If collective bargaining of this kind is to continue and improve for the benefit of both it is essential that the employees' organisations should be fully representative. Your Authority is associated with other local authorities represented on the national and provincial councils dealing with local authorities services. It is equally sensible for you, too, to be in membership of a trade union representing you on the appropriate negotiating body, and you are strongly encouraged to do so.

You have the right to join a trade union and to take part in its activities. Details of the specified trade unions on the appropriate negotiating body are available for you to refer to.

9. The County Council is an Equal Opportunities employer and welcomes applications, irrespective of race, sex, marital status, disability, religion, age, sexual orientation or political belief.
10. The County Council requires two month's notice in writing to the post holder's intention to terminate employment.

#### **NOTES**

1. Candidates related to any member of the County Council or to the holder of any senior post must make a declaration to that effect.
2. Canvassing directly or indirectly will disqualify.
3. Please note that receipt of your completed application form will not be acknowledged, unless you provide a stamped addressed envelope for the purpose.
4. If you are not invited for interviews within 30 days of the closing date for receipt of applications, you may assume that you have been unsuccessful and that the post has been filled.
5. Please do not send testimonials or references as these will not be returned.

**PERSON SPECIFICATION**

**POST: COMMUNITY TEAM MANAGER – P06**

**LONGLISTING - PHASE ONE - Examination of application form and any required work**

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>METHOD OF ASSESSMENT</b>
<b>QUALIFICATIONS</b>	Relevant degree or NVQ Level 3 or 4 in Social Care or Management.	NVQ Level 4 in Management or equivalent NVQ, Work Based Assessor	Application form and informal interview
<b>EXPERIENCE</b>	3 year's experience of working with people/service users who have a learning disability. 2 years experience of implementing change in working practices within a social care setting.	Experience in supervising staff.	Application form and informal interview

**PHASE TWO - As previous plus inter-personal assessment**

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>METHOD OF ASSESSMENT</b>
<b>BEHAVIOURS</b>	Positive outlook Motivated and able to motivate others Confidence	Committed to development service and staff	Interview Exercises
<b>SKILLS AND ABILITIES</b>	Good communication skills Leadership Ability to develop teams and team working Good recording skills Effective use of resources Effective project management skills Excellent people management skills Access to a car or access to a means of mobility support (if driving, must have a current valid driving licence and appropriate insurance).	Skills to manage change Monitoring Evaluation and Evaluation skills	Interview Exercises References
<b>KNOWLEDGE AND UNDERSTANDING</b>	Practice experience of management of change promoting and developing services. People with learning disabilities. Customer Care. Willingness to achieve NVQ Level 4 in management or equivalent within 3 years of appointment.	NVQ Standards of Care	Interview Test Exercises