



Assistant Team Manager - Adult Care and Support

Salary: Band: 11 - £47,181 to £51,356 per annum

37 hours per week

Office attendance is required minimum 50% of contractual working hours.

Location: Civic Office, Portsmouth

Contract type: Permanent

Portsmouth City Council is committed to safeguarding and promoting the welfare of 'adults at risk' and expects all staff and volunteers to share this commitment. Every post is subject to PCC and Portsmouth Safeguarding Adults Board safer recruitment procedures.

This role requires a Disclosure and Barring Service (DBS) check at enhanced level which will be required prior to any offer of employment and this post is exempt from the Rehabilitation of Offenders Act 1974.

The Service

Adults Care and Support (AC&S) is a business area within the Directorate of Adult Social Care (ASC). The primary purpose of ASC is to deliver its statutory duties as directed by legislation, including the Care Act 2014, Mental Health Act 1983, and Mental Capacity Act 2005. Through delivery of these duties' residents who have or are likely to develop Care and Support needs will be supported to 'live the lives, they want to lead'.

The primary aim of adult's care and support is to work with people to prevent, reduce or delay the onset of care and support needs, through the application of a strengths-based approach to practice. Where services are provided these can be preventative in nature such as reablement, community equipment, adaptations, and telecare. Or they can be in response to a statutory assessment of need and the requirement to meet peoples eligible social care needs. These services are often commissioned from the independent sector and can include domiciliary care, residential care, or nursing home care. However, this is not an exhaustive list of services, and all interventions are person centred and focused on supporting people to achieve their identified outcomes.

What is the role?

We are looking for an experienced Assistant Team Manager who is able operate with a high level of autonomy and authority using a wide range of evidence-based social work interventions and tools. You will provide a high degree of professional support to staff, leading on practice development to improve performance and quality of service delivery and ensure integrated, multi-agency working is at the heart of improving outcomes for adults with care and support needs. You will consistently demonstrate a high level of competence and confidence in the full range of social work tasks, particularly in relation to Adult Safeguarding, adults with complex care and support needs, mental capacity assessments, DoLS and partnership working.



You will be supporting the team manager and line managing a group of social workers and other professionals/practitioners, equipping them to make effective decisions and to be professionally resilient, enabling them to ensure safe and effective outcomes for our residents. This will include undertaking supervision, prioritising resources, monitoring and evaluating service delivery, disseminating best practice, managing individual performance, report writing and supporting practitioners to represent PCC in court when required.

In return we can offer you a supportive management team, learning and development opportunities and an opportunity to shape the way we deliver services.

Who is the person?

You need to:

1. Be passionate about putting the customer at the heart of what you do, understanding the needs of the client group, promoting, and supporting individuals' rights and choice.
2. Be a qualified social worker registered with Social Work England.
3. Be a highly skilled, experienced, and motivated social worker and supervisor, committed to learning and professional development.
4. Experience of providing highly skilled supervision and extensive experience of managing staff. Drive reflective thinking in others to prompt more effective discussions so that reasoned and timely decisions can take place.
5. Carry responsibility of agreeing funding and support the team to make informed and justifiable decisions regarding funding applications.
6. Responsible for the writing or supervising the writing of complex reports such as Independent Management Reviews for Safeguarding Adult Reviews, reports to Local Government Ombudsman, Mortality Reviews, and Independent Case Reviews and CHC appeals.
7. Be a strong and resilient leader, with the ability to motivate and drive a team, instilling confidence through a consistent approach.
8. Be able to support, educate, and develop practitioners to their full potential using a coaching approach to empower staff but taking the necessary steps to address performance issues when required.
9. Be fully conversant with the Care Act, the Mental Capacity Act, Adult Safeguarding legislation, and other applicable legislation.
10. Have a commitment to strength-based practice.
11. Have excellent interpersonal and reflection skills and be able to support practitioners to apply theory to practice - enabling practitioners to identify solutions.
12. Have the skills and tenacity to understand and act on the system, continuously improving how effectively it delivers our purpose.

13. Manage the team's caseload and the variety of individual needs. This requires complex decision making, including negotiating with team members, and reviewing decisions taking account of individuals service user's and carers needs, overall level of demand, priorities, team targets, team resources, individual team members skill sets and their capacity.
14. Be able to work in collaboration with and communicate effectively with service users, staff, peers, professionals, and more senior leaders to ensure we deliver a robust, accountable offer to those that access our service.
15. Have the skill, discipline, and confidence to constructively challenge the thinking of hierarchical management practice.
16. Manage complaint investigations including meeting with service users and carers to discuss their complaints or grievances.
17. Have the skill and discipline to make decisions and changes based on learning and evidence, rather than opinion, perception, 'best practice', or benchmarking.
18. Be a completer/finisher enabling you to meet deadlines and to follow up on required actions promptly.
19. Have robust recording and report writing skills (and which may be used in evidence in court cases)
20. Recognise the role of partner services and care suppliers in delivering our purpose and be able to build collaborative relationships with these organisations.
21. Be flexible and able to cover in the absence of the Team Manager/other Assistant Team Managers
22. Demonstrate an understanding and commitment to Equal Opportunities including user/carer involvement in service development.
23. Work flexibly with occasional work outside of standard office hours in order to meet the needs of people with care and support needs.
24. Have the ability to converse at ease with customers and provide advice in accurate spoken English.

You will need to demonstrate that you have the Right to Work in the UK. No post will be offered without it.

General Data Protection Regulation (GDPR)

Portsmouth City Council is the Data Controller of any personal information you provide when applying for a job. It will only be used in connection with the recruitment process and will not be kept for longer than necessary. For more detailed information you can access the Data Protection Privacy Notice on our [careers portal](#).