



Role Profile

Team Manager – Older People’s Resources

Reference No.	A4618	Type	Individual
Service	Older People’s Service (Residential/Day Services & Care at Home Services)		
Job Family	Team Manager 3	Grade	FC10

Purpose

The Team Manager is responsible for the operational management and leadership of the Service as delegated by the Service Manager to ensure the highest standards of support to service users in line with National Care Standards.

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:

Providing operational management for the Service.

Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility

E **D**

If this role requires SSSC registration, you must have a practice qualification and hold or be willing to achieve a manager qualification. The main qualifications are detailed below:

Practice

Must hold SVQ Social Services and Healthcare SCQF Level 9

Management

SVQ Care Services Leadership and Management SCQF Level 10

Any award in management that is certificated at or above SCQF Level 9* (min 60 credits) and mapped against the National Occupational Standards:

✓

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	Leadership and Management for Care Services SCQF 10 Educated to SCQF level 10, which includes an Honours Degree or equivalent in Social Work		✓
Focusing on service delivery that supports good outcomes for Service Users.	Previous resource management experience	✓	
Directly manage identified group of managers. Ensure that induction, supervision and training systems are in place for all grades of staff within the Service.	Leadership, motivational and management skills	✓	
Positively represent the Service at all levels within and out with the Council.	Ability to travel throughout Fife	✓	
Ensuring quality standards and grades required by the Care Inspectorate are met.	Experience of Care Inspectorate and SSSC requirements	✓	
Ensuring services are appropriately planned, co-ordinated and delivered.	Negotiation and problem-solving skills	✓	
Monitoring the performance of the Service and staffing resources to ensure the highest quality of service is being provided.	Ability to use initiative and to meet required timescales	✓	
Ensuring continuous improvement and review of standards and take appropriate actions to ensure these are met.	Ability to delegate appropriately	✓	
Monitoring Service staff training to ensure these meet the requirements of job roles within the Service and the needs of Service Users.	IT skills	✓	
Overseeing and managing quality assurance and auditing processes within the Service	Ability to develop and maintain effective working relationships with others	✓	
Managing and monitoring budgets to ensure best use of resources at all times.	Experience of HR matters (recruitment, conduct, attendance management, performance management etc)	✓	
Leading the Service through change where required to provide a Service fit for the future.	Ability to manage complex staffing situations	✓	

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Investigating and responding to complaints.	Report writing and presentation skills	✓	
Ensuring Health & Safety systems and processes are in place to safeguard service users and staff.	Experience of Health & Safety requirements	✓	
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

Additional tasks or responsibilities – this is a generic role, however this particular job may also require you to undertake the following:			
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Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required	
Before confirming appointment: You may be required to obtain PVG scheme membership or a Disclosure check. Please refer to the job advert for clarification of the specific requirement.	
Additional Information – the following information is available:	Expected Behaviours
<ul style="list-style-type: none"> Skills Framework (if applicable) How we work matters 	<p>Every council employee is expected to lead the way by making decisions and behaving in ways that uphold our community commitments and values.</p> <p>Please refer to How We Work Matters Guidance to learn more.</p>