



Role Profile

Team Manager – Adult Services (Resources)

Reference No.	A4706	Type	Individual
Service	Adult Services Resources		
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**

- Must hold a relevant practice qualification from one of the following:
- SCQF Level 9/SVQ4 Social Services and Healthcare which includes a professional qualification in Social Work.
 - SCQF Level 9 Management qualification or equivalent to enable registration as the manager of the Service is this is specified for the role by the SSSC.

✓

✓

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Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D
			✓
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 (Take ownership - See 'How We Work Matters' Framework)	✓	
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 (Focus on customers)	✓	
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 (Embrace technology & information)	✓	
Overseeing and managing quality assurance and auditing processes within the Service	Ability to develop and maintain effective working relationships with others (Work together)	✓	
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	✓	
Investigating and responding to complaints.	Report writing and presentation skills (Deliver results)	✓	

E = Essential Criteria D = Desirable Criteria

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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.

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Additional Information – the following information is available:

- Skills Framework (if applicable)
- **How** we work matters

Expected Behaviours – It is essential that you display the following behaviours as they are expected of all our employees:

- Take Ownership
- Focus on Customers
- Work Together
- Embrace Technology & Information
- Deliver Results