

Manager Role Profile

Role: Careline Deputy Manager

Area: Provider services

Reports to: Careline Manager

Responsible for: All employees within the service area on a rota basis

Grade: P02

Role Purpose

To play a key role in the management of a 24-hour rota to ensure that the Careline alarm monitoring and response service is available and adequately staffed for service provision 24/7, 365 days per year

To provide management cover across the service on an on – call rota basis, including responding to emergencies on an out of hours basis.

To ensure that the service provided by the Careline Team is of a consistently high standard, meets the needs of Hammersmith & Fulham's diverse communities, and the quality and standards of practice and performance in all areas of service delivery

To lead and directly manage delegated areas of responsibility as determined by the Careline manager.

To work collaboratively with residents, families/carers, professionals and the wider community to ensure residents receive an excellent person -centred service.

To assist the Careline Manager to ensure that the service is cost effective, provides value for money and that budgets are not overspent.

To engage in the wider development of the Careline service in LBHF with council colleagues and external partners.

Role Duties

To manage the Careline Service ensuring that it is customer focussed and meets the aims and objectives of the service's quality standards, targets and contractual commitments.

To form part of the duty management team that will provide an out of hour's management rota to ensure 24-hour management cover is available for emergencies.

To assist in the recruitment, management, training and development of the staff group, holding staff meetings during daytime and/or evenings as necessary

To ensure regular and effective supervision and appraisal of delegated staff
To ensure that all referrals for the Careline Service are processed within the set time limits, actioned and followed through appropriately.

To develop and maintain a wide variety of appropriate internal and external contacts to assist in ensuring a seamless service delivery.

To market the service and to liaise with other key providers in the field in ensuring that the service is recognised and that the needs of current and potential service users are met

To keep abreast of good practice, innovation and developments in relation to service delivery in respect of the area of activity, and to recommend and implement policy and procedural improvements.

To prepare management information on the Careline Service as required and take responsibility for day to day compliance in the absence of the Careline Manager, including statistical and data / resident records

To ensure key holding procedures are in place and are adhered to in line with council procedures.

To ensure that all services are provided in accordance with the Council's Equalities Policies and Procedures.

In conjunction with the Careline Manager to act as a Lead Officer for the Careline Service with regard to Adult Safeguarding issues when required.

To be aware of, and implement policies and procedures relating to Health and Safety and in conjunction with the Careline manager promote and maintain measures to ensure adequate information, instruction, training and supervision is provided for all Careline staff

To undertake specific relevant tasks commensurate with post, as requested by the Careline Manager.

General Requirements

To carry out all duties in accordance with relevant Council, departmental and local policies, procedures and standards.

To be aware of the Council's Health and Safety Policy and to work safely.

To attend and participate in a range of meetings as appropriate.

To participate in training and make constructive use of supervision and performance review to enhance opportunities for personal development, and to contribute improvements to the service.

To carry out the responsibilities of the post at all times with due regard to equal opportunities, the Data Protection Act and the maintenance of confidentiality and service user choice.

To develop good working relationships with all other teams across services, other directorates, business groups and partner agencies and other stakeholders

To undertake any other appropriate duties as directed by line managers.

All staff are expected to carry out their job in compliance with the Councils Constitution. This means being familiar with the policies and procedures relevant to the job and asking for information and advice if you are unsure of the correct course of action. The Council's Constitution is published on the Internet

Knowledge and Skills

Knowledge and experience of either leading or managing a 24 hour service
Excellent IT and administration skills, including statistical and data analysis
Budgeting skills
Excellent communication skills
Decision making and delegation

Civil and Other Emergencies

To support the Council's role in planning for and responding to civil and council emergencies using skills/expertise of the post holder and in accordance with council emergency procedures. To provide emergency contact details for the purposes of emergency and service continuity plans.

It is essential that you ensure up to date service continuity plans are in place for all the business units you manage that are reviewed, tested and updated regularly, at least annually. This should include an assessment of Suppliers' resilience, as applicable and the critical rating of the service, for various emergencies. The plans should be updated and adapted to enable you to deliver essential services following a business disruption and, where requested, ensure that your service is prepared to respond to the needs of the community following an emergency. Help to keep any corporate registers updated, with the relevant information.

I.T.

To use the Council's office-based and mobile IT services for the input, access and transmission of information using the appropriate level of information security and classification through the use of electronic mail, diaries, word-processing, spreadsheets and databases as well as any specific job-related applications as required to carry out the duties of the post.

Information Management

To ensure the Council's data quality and information rights compliance by managing the administration of information, application systems, technology and staff so that the business unit complies with the Council's Information Management related policies.

To ensure adequate guidance is available to business unit staff through the production and maintenance of documented procedures and processes supported by relevant training.

Promote a culture of openness and ensure all staff are trained and know their data protection and information management responsibilities and obligations.

During audits, to be able to demonstrate compliance with policies by the production of satisfactory supporting evidence.

Equal Opportunities

To know and adhere to the Council's equal opportunities policy and equalities legislation and implement in relation to job responsibilities in employment and service delivery.

Health and Safety

To be fully familiar with the Council's Safety Policy and Codes of Practice and guidance relating to their area of work and ensure that all duties and responsibilities are discharged in accordance with them.

To take reasonable care for his/her own health and safety and any other person(s) who may be affected by his/her acts or omissions at work in accordance with Health and Safety legislation.

To co-operate with the Council in so far as it is necessary to enable it to comply with its duties under relevant Health and Safety legislation.

To be responsible for, under the direction of the Executive Director, the risk assessment of officers' health and safety within their service area whilst at work and any other person's health and safety who may be affected by this undertaking for the purpose of identifying the measures they need to take to comply with the requirements and prohibitions imposed upon him/her by or under the relevant statutory provisions, regulations, approved code of practice and guidance.

Agile working

Work under the Council's Agile working policy and timesheet to assist in providing value for money to clients.

Safeguarding of Children, Young People and Adults (for all front line staff in Children's Services and Adult Social Care)

To be aware of and work in accordance with the Council's child and adult protection policies and procedures in order to safeguard and promote the welfare of children and adults and to raise any concerns relating to such procedures which may be noted during the course of duty.

For further information on whether a Standard or Enhanced Disclosure check is required, managers should refer to Disclosure and Barring Scheme guidance

Attitude Matters

Your skills and ability are important however, we recruit as much for attitude as we do experience.

We are looking for people who have the following attributes:

Complex problem-solving: The ability to work within a complex system and find simple solutions and outcomes that deliver real change.

Critical thinking: The ability to challenge the norms through evidence-based approaches using both numerical and critical reasoning and thinking. You can rationalise decision-making and form views quickly and soundly from a range of sources.

Creativity: You take approaches that demonstrate how doing things differently and creatively changes the dynamic in situations. You can apply creative solutions that deliver hard outcomes.

People management: You can get the best out of people. You have a coaching-style and drive through a commitment to personal and professional development. You are clear in your expectations and have exception feedback from your team about their working environment. You recognise and support people as individuals.

Coordinating with others: You have the knack of working well with others. You have an appreciation of your own presence and approach and can demonstrate how you have developed and continue to develop how you work with others. You will also can recognise how others work, think, and feel to get the most out of collaboration.

Emotional intelligence: You have a high degree of self-awareness and self-regulation in a wide range of situations from one-to-one conversations to team and group

dynamics. You can recognise motivating factors and demonstrate empathy appropriately applying a wide range of adaptive social skills.

Judgement and decision making: You can take rational and evidence-based decisions and take responsibility for your decisions and actions. Where there is ambiguity or a lack of evidence you can demonstrate the ability to understand the environment and show flexibility in applying your judgement.

Negotiation: You can demonstrate an understanding of the range of skills and techniques required to successfully negotiate with a range of other partners. This includes understanding how to structure and undertake successful negotiation on an organisational-wide level.

Service orientation: You must be unequivocal in your commitment and drive for outstanding service delivery. Both in terms of the quality of products and work delivered as well as the achievement of objectives. You and your team can demonstrate how your overall contribution to the organisation and service delivers to our organisational aims and objectives.

Cognitive flexibility: The ability to recognise the environment in which you work and adapt and shift to this environment to maximise your own personal achievement and lead others in the same approach. Applying cognitive flexibility to situation of significant change and transformation.

Who we are

How we act defines who we are. At the heart of our organisation is a common approach to defining 'who we are'. We are looking for people that can build this into everything they do.

