



## Job Profile



**Job Title:** TEAM MANAGER

**Location:** Various

**Responsible to:** Service Manager

### Principal Working Contacts

Executive and Senior Management Teams

Care Inspectorate Inspectors & Strategic Inspectors

Care Inspectorate Business Support colleagues

Team Manager Colleagues

Officers in the local authorities and health and social care partnerships, including chief social work officers and HSCP chief operating officers.

Members of the public and stakeholders in the service area including large provider groups

### Job Purpose

Lead and manage a multi-professional team to ensure that the registration/inspection/complaints/enforcement work of the Care Inspectorate is carried out across the range of services for early learning and childcare, children and young people and adults services.

To support strategic inspections, national policy work, internal & external development initiatives to ensure that the Care Inspectorate performs effectively and efficiently as an independent, scrutiny and improvement body.

Ensure consistency and quality in all aspects of inspection, regulation and complaints.

Support the Service Managers, in ensuring that the Care Inspectorate meets its responsibilities, as defined by the Public Services Reform (Scotland) Act 2010 and other relevant legislation, in delivering its scrutiny and improvement activities and corporate plan by leading internal development work, network building and joint strategy developments at provider, Local Authority, Health Board and community levels.

### Key Responsibilities

#### Contribution to Strategic Leadership and Direction

- In conjunction with the Service Managers, contribute to the strategic direction of the specialist area, building the diverse strands of activity into a cohesive, integrated and productive team, aligned to the achievement of the Care Inspectorate's aims and objectives, focusing energy and resources on agreed outcomes;
- In conjunction with the Service Managers formulate objectives, strategies, action plans and targets for activity within the specialist area and ensure that these are achieved;
- In conjunction with the Service Managers, contribute to the continuous improvement and quality systems development of the Care Inspectorate;

- Use professional knowledge to highlight issues that could impact on the corporate and strategic management of the Care Inspectorate and the development of consistent practice;
- In conjunction with the Service Managers, lead in facilitating and delivering business and cultural change within the Care Inspectorate, ensuring all staff embrace the evolving culture;
- In conjunction with the Head of Quality and Improvement, facilitate implementation of improvement and quality assurance activities internally and externally;
- Support the Care Inspectorate's contribution to national policy initiatives and developments;
- Contribute to the joint strategic inspection process including its evaluation and the implementation of learning;
- As part of the management team develop and deliver training to staff and external stakeholders including dissemination of best practice;
- Lead practice development strategies and events for providers and the relevant sector.

### **Operational Management**

- Manage and be accountable for the registration/inspection/complaints/ enforcement work of the team, including making visits to resolve outstanding issues;
- Ensure codes of practice and operational standards are met in respect of the team's service responsibility;
- Support and engage in the planning of work to meet the requirements of the Public Services Reform (Scotland) Act 2010, other relevant legislation, Codes of Practice and operational standards;
- Planning and managing the capacity of the team effectively and efficiently, making best use of their skills and experience to achieve targets and objectives;
- Allocate, monitor and review workloads and manage effectively the performance of employees to ensure the team's targets and quality assurance standards are met;
- Support the Service Managers in the budgeting process and contribute to revenue generation in line with best practice;
- Monitor the budgets to ensure cost effective expenditure within the team;
- Produce an annual report on the work and standards of provision within the team;
- Use professional knowledge and judgment to make decisions to resolve issues and conflict;
- Investigate complaints against the Care Inspectorate and review complaints investigated by the Care Inspectorate;
- Deputise for the Service Manager when required and undertake such other duties as may be required by the Service Manager (Complaints and Inspection) and Service Manager (Registration and Inspection);
- Gather and analyse information, including statistical data, from a wide range of sources to plan and support a wide range of scrutiny and improvement activities undertaken by the Care Inspectorate or in co-operation with partner scrutiny bodies;
- Research evidence based, balance and sound judgement about the quality, effectiveness and impact of services provided within the range of services for children, adults and criminal justice social work as required;
- Support improvement in outcome focused, evidence based joint self-evaluation in local authorities and community planning partnerships;

- Develop, publish and report good practice guides, quality frameworks and other publications as required which support improvement and innovation and share good practice;
- Contribute to developing innovative approaches to inspection delivery and support continuous improvement and quality systems development.

### **People Management**

- Ensure the regulatory and scrutiny functions are carried out as specified in the scheme of delegation;
- Lead, manage and provide professional advice to a multi-professional team, ensuring that their work is carried out in an effective and consistent manner and meets the targets and requirements of the Care Inspectorate;
- Support, develop and coach team members through regular One-To-One Supervision, Performance Development Reviews and Personal Development Plans, to ensure the effective engagement of all staff and to build continuous improvement in service delivery;
- Promote consistent, high quality practice amongst team members, and manage the performance and monitor standards and consistency of practice of all team members;
- Promote the health, safety and welfare of employees, being responsible for the health and safety policies, procedures and practice for both employees and premises, in compliance with Care Inspectorate and legislative requirements;
- Contribute to targeted recruitment, including assessment centres, and development of all professional employees, and the implementation of HR policies, across the service, ensuring that Care Inspectorate objectives are translated into meaningful and realistic personal objectives for staff;
- Promote diversity and equality of opportunity, ensuring that these principles are upheld across all areas of service delivery;
- Provide advice, guidance and support to Senior Managers in the Care Inspectorate and externally to Scottish Government colleagues and partner scrutiny bodies to inform policy development.

### **Relationship Management**

- Develop an effective working relationship with all principal working contacts and administration and specialist professional colleagues to ensure smooth cross-service working;
- Develop and maintain productive and effective working relationships through the Contact Manager role with a range of appropriate external stakeholders and relevant key policy contacts within national bodies, Scottish Government, local authorities and health boards, service providers, together with relevant, designated regulatory and statutory agencies with responsibilities for service delivery and commissioning;
- Support the deployment, development and work of the Inspection Volunteers and monitor the effectiveness of their overall contribution to the delivery of the Care Inspectorate's scrutiny and improvement functions;
- Implement mechanisms to consult and include all relevant stakeholders concerned in the delivery and regulation of care;
- Support the development of, and promote, the identity, culture, values and Codes of Practice of the Care Inspectorate;
- Promote the principles of partnership working throughout the organisation and in all working practices;
- Contribute to the work of the National Inspection Planning Team in the development and delivery of the Care Inspectorate's inspection plans by ensuring that inspection

planning effectively takes into account local and national characteristics whilst ensuring that inspection targets are met;

- Represent the Care Inspectorate as required on a wide range of internal and external groups and at external conferences and events;
- Contribute to the continuous development of the Care Inspectorate and manage change effectively and creatively using adaptive leadership skills;
- At all interfaces be proactive in raising public awareness of the work of the Care Inspectorate in a positive manner, demonstrating a commitment to the Care Inspectorate's aims, vision and values and to the overall objective of improving care in Scotland;
- Lead the involving people strategy at local level and lead community engagement strategies with advocacy, service user and other interest groups;
- Share appropriate information with Care Inspectorate colleagues and partner scrutiny bodies to ensure that scrutiny and improvement activities are risk-based, targeted and proportionate;
- Represent the Care Inspectorate on the Local Authority Networks (LANs) as part of the Shared Risk Assessment (SRA) process and act as the Care Inspectorate link to particular Local Authorities/Community Planning Partnerships.

### **Other Duties**

This job requires some travel and may involve some overnight stays and unsocial hours.

This job description is a broad picture of the post at the date of preparation. It is not an exhaustive list of all possible duties and it is recognised that jobs change and evolve over time. Consequently the post holder will be required to carry out any other duties to the equivalent level that are necessary to fulfil the purpose of the job, and to respond positively to changing business needs.