

Context statement

To accompany job description and person specification when required

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Job title: Area Practice Manager
Directorate: People Directorate for Adults and Housing/Place
Service: Specialist Services/Customer Services

Organisation Structure

Reporting to: Specialist Manager – Adult Access Team

Context of Work

The Adult Access Team is a busy, customer focused team within Dorset Direct, Dorset Council's customer contact centre. Located within County Hall Dorchester, we provide a central point of contact for adult social care enquiries and using a strengths-based approach, we work with our customers to understand the outcomes they are looking to achieve, their strengths and assets and what support they may need to achieve their goals.

We aim to resolve customer enquiries as close to the point of contact as possible by linking people with their local communities, providing high quality information and advice, issuing small pieces of equipment and assistive technology to promote independence and where further assessment is required, we refer to our colleagues in the locality teams.

The Area Practice Manager will line manage a team of staff and providing day to day clinical advice and ongoing supervision to those within the Adult Access Team, ensuring that we deliver the right, high quality services to customers to meet their outcomes as quickly and effectively as possible.

The post holder will support and supervise staff with the implementation of the Care Act 2014, and other relevant legislation to deliver Local Authority responsibility, ensuring a high level of legal literacy which demonstrates compliance and accountability within our service. The Area Practice Manager is a critical role for ensuring the quality of practice and is required to undertake regular individual and team performance exercises, reviewing and analysing available data and implementing change as required.

The Area Practice Manager is responsible for ongoing individual and team development through good quality staff inductions, regular 1:1s, team meetings, learning forums and group supervisions. They will also be accountable for ensuring that their team's operational practice is well managed, that national and local performance targets are achieved and where required, mitigating actions are put in place to manage risks. They will help to drive and implement positive improvements actively engaging with operational staff, commissioners and other internal and external partners to develop our services.



What can you offer?

- ✓ A registered and experienced Health and Social Care professional.
- ✓ A self-motivated, enthusiastic, highly organised and dynamic leader who thrives in a team environment.
- ✓ Experience of working in a strengths-based way, achieving great outcomes for customers that promotes wellbeing and independence.
- ✓ An effective and confident communicator who can lead and implement change to meet both organisational and customer demand.
- ✓ An ability to prioritise both your own and the team's work, based on assessment of risk while ensuring important tasks are completed on time and to a high standard.
- ✓ Excellent knowledge of social care legislation and how this underpins decision making.
- ✓ Able to lead pieces of work and support key projects as appropriate, working with tenacity and getting good results.

Travel Requirement

This role does not have a significant travel requirement, however the postholder may occasionally be asked to attend some events away from the centre of duty. Therefore, occasional access to a vehicle, or to be prepared to use public transport or the willingness to travel with DC colleagues may be necessary.

Other information

The post is 37 hours per week (full time) and the hours will be typically worked Monday to Friday and the opportunity to work in a hybrid way will be available (a combination of working in the office and also at home).

The postholder will be expected to participate in the learning events for personal development and demonstrate/practice those skills in the workplace. This role provides a great opportunity for variety and growth.

The postholder will also be subject to a satisfactory Disclosure and Barring Service Basic Check.

Context statement prepared by:		Anthony Palumbo	
Designation:	Service Manager for Customer Services	Date:	08/12/2022