

Team Manager Development Programme

Improving quality of practice in social care

Improvement in the quality of services is at the heart of social care reform, and it is front-line managers and senior practitioners who are responsible for delivering this improvement to citizens. The Team Manager Development Programme (TMDP) is designed specifically to help front-line managers and senior practitioners in Wales to improve the management of practice quality in their teams.

On completion of the programme you will have a better understanding of the key drivers influencing practice quality in social care and be better equipped to make good case-management decisions. It will also develop transferable personal skills such as project management, evaluation and critical thinking.

Programme information

The programme has three compulsory modules and is studied over a twelve month period. It starts with detailed set-up and engagement activities, including a pre-programme seminar and a 360 degree assessment – you, your line manager and a selection of colleagues will be asked to complete a 360 degree assessment before the programme begins.

Each module includes taught days, facilitated action learning sets and assessed work. Each module has a two-day taught session that combines theoretical input with case studies and practical application exercises. You will also attend a group support day for each module and have an individual support session with an Academic Adviser to ensure that you are able to apply your learning effectively in your workplace.

Assessed coursework includes an essay and two work-based projects, which can be individually tailored to meet the needs of your organisation. Participants are encouraged to complete assessments, and receive support, in the medium of Welsh.

The programme ends with an evaluation of the programme activities and your learning needs, including revisiting the 360 degree assessment and your personal development plan.

On successful completion of the programme, you will gain a **Postgraduate Certificate in Managing Practice Quality in Social Care** (60 CATS credits at postgraduate level 7) from Oxford Brookes University.

The three modules cover:

An Introduction to Managing Practice Quality

This module provides you with knowledge of the national agenda and key drivers relevant to practice quality within social care settings, and provides effective approaches to these challenges:

- An introduction to practice quality
- Managing practice quality in context
- People who use services at the centre of quality improvement
- Managing demand and capacity

Evidencing Performance and Quality

This module provides you with a sound knowledge–base and grounding in the importance of using effective evidence in practice, skills in critical appraisal and applying evidence to solving the challenges inherent in social care practice:

- Promoting and embedding evidence-informed practice
- Performance management
- Validating performance – the role of inspection and service review

Leading and Managing for Quality

This module considers the characteristics of management within teams, relationships and roles, and skills for implementation. It explores the principles of change and responses by individuals and teams and provides useful tools:

- Team leadership in social care
- Enhancing and managing the performance of teams and individuals
- Leading and supporting development and change

Further information

The [Institute of Public Care](#) works for better outcomes through well run evidence-based public care; offering evaluation and applied research, consultancy, skills development and informatics. IPC's clients include care and support providers, central and local government, and NHS organisations. Our purpose is to help make public care better run and more evidence-based. We do this through analysis, evaluation and redesign of services, help with implementing change, and skills development programmes. Since 1987 we have led the way in thinking and practice on service redesign and change, commissioning arrangements, performance management, workforce planning, managing practice quality and market facilitation in public care. The Institute also delivers the [Middle Manager Development Programme](#) for social care middle managers across Wales, along with the Strategic Manager Development Programme.

This national programme has been commissioned by Social Care Wales on behalf of the National Programmes Management Committee. The cost of the programme is £3,000 per person. For further information or to book a place please contact ipc_courses@brookes.ac.uk.