



Job Description

Job Title:	Service Manager
POSCODE:	2085
Grade:	SM1

Overall purpose of the job

To direct, monitor and co-ordinate the work within a designated portfolio or area to provide the required services which promote the health and wellbeing of vulnerable adults in Northamptonshire. To provide the professional lead in area in which they manage.

To develop an operational delivery plan for the portfolio or area, set targets and manage performance in order that services are continuously improved and Council objectives are met.

To ensure that budgets and other resources are used in accordance with the Council's priorities and financial regulations, and that expenditure is accurately monitored and reported, and does not exceed budget.

Adult Services provides adult social care in West Northants, working alongside the NHS to keep people's lives as independent, and healthy as possible. Services provided by adult social care support vulnerable adults in West Northants who are eligible for support from Adult Social Care or who are at risk of harm or abuse.

The area of Social Work and Assessment Services covers services to older people and adults with physical or learning disabilities and those with mental health problems. It works with customers and their carers to promote independence, assess what support they need and are entitled to in order to live independent lives; supports people to arrange services to meet their needs; ensures the services people need are available by planning and developing the right range of services of a good quality with independent providers, voluntary organisations, health and housing; arranges a range of care services directly, known as locality commissioning.

Assessment Services provide short term, re-ablement services in order to assist people to regain their independence, personal budgets, and long term support to people who have continuing need. The Service can be provided either directly by staff of the Council or in partnership or by contract with the independent sector and voluntary organisations.

There are a number of statutory and government led initiatives that impact on the service area such as the Care Act 2014 and the Mental Capacity Act 2005.

The Service Managers will manage a number of teams in a locality or specialist area. Each team will comprise of a Team Manager, Principal Care Managers/Social Worker, Social Workers, Senior Assessment and Enablement Workers, Assessment and Enablement Workers and other specialist roles.

Main accountabilities

Please list the accountabilities in descending order of priority. Please include 6-9 accountabilities.

Main accountabilities	
1.	To manage a group of service areas/teams, developing a service plan for the Portfolio or area, and leading the production of team and service plans, in accordance with Council objectives. Systematically reviewing progress against these plans to ensure a consistently high standard of service which is in accordance with Council objectives.
2.	To manage, allocate and monitor budgets and contracts with providers in accordance with the Council Constitution, financial regulations and relevant codes of practice.
3.	To take a lead role in developing effective partnership arrangements with all other statutory, independent and voluntary sector partners exploring and developing opportunities for the integration of services.
4.	To ensure the agreed safeguarding adults arrangements are working effectively to all adults in vulnerable situations and that staff receive appropriate training, support and guidance.
5.	To recruit, select, lead and motivate staff, appraise their work and ensure the preparation of staff development plans and workforce plans that will contribute to achieving a high standard of performance.
6.	To lead on projects and ensure that project management principles are adhered to and adopted.
7.	To introduce and sustain a performance culture in the post holder's area of responsibility, taking account of national and local requirements and taking specific responsibility for performance targets for agreed indicators.
8.	To ensure the values of outcome focussed/strength based ethos are embedded within service areas, and take a lead role in ensuring that views of service users, carers and representatives of minority communities are represented in service planning and service delivery activity.
9.	To demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.
10.	To ensure that access to services is promoted through the preparation and maintenance of information about services available, eligibility criteria, referral and assessment processes.
11.	To ensure that legislative frameworks are adhered to and policies are kept up to date with changes and national initiatives are implemented.
12.	To participate in the Senior management on call arrangements to ensure management support is provide out of hours.
13.	To carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post

Safeguarding commitment *(Include for roles involving work with children/vulnerable adults)*

We are committed to safeguarding and promoting the welfare of children and young people/vulnerable adults. We require you to understand and demonstrate this commitment.

Person Specification

Qualifications, knowledge, skills and experience

Minimum level of qualifications required for this job

Qualifications Required	Subject	Essential/ Desirable
Either a professional qualification in Social Care or Health (Dip.SW, RMN. OT, Psychology) or a relevant management qualification (MBA, DMS)		Essential

Minimum levels of knowledge, skills and experience required for this job

Identify	Describe	Essential/ Desirable
Knowledge	An excellent understanding of performance indicators and their impact on service delivery.	Essential
	Experience of managing activity to meet performance targets set.	Essential
	Demonstrate a sound understanding of the issues in providing appropriate services to customers and carers.	Essential
	A sound understanding of assessment and resource allocation processes and how they meet statutory requirements.	Essential
	Good understanding and experience of using electronic data systems.	Essential
	Understanding of corporate aims and commitment and enthusiasm to promote these to others.	Essential
	Detailed knowledge of the legislation that underpins the delivery of relevant adult social care services and the wider public sector	Essential
Skills	Workload management and leadership with other professionals, and ensure their access to professional supervision.	Essential
	Ability to forward plan and allocate workloads and manage own.	Essential
	Excellent problem solving and organisation skills.	Essential
	Clear and articulate in both written and oral presentation.	Essential
	Good leadership and interpersonal skills sufficient to motivate and lead a team.	Essential
	Able to proactively monitor budgetary spend and implement appropriate action to ensure budgets are maintained within target.	Essential
	Able to work under pressure and to consistently work to achieve deadlines.	Essential

Experience	Broad management experience over a range of professional roles with significant experience in managing functions in a number of specialisms, e.g. older people, adults with specific needs, etc	Essential
	Experience in developing a business strategy and implementing innovative operational plans to met the vision and build the new teams	Essential
	Achievement and maintenance of financial information including achieving balance	Essential
	Experience in providing professional supervision to own profession, and develop team and individual plans.	Essential
	Experience in strong working relationships with partners and stakeholders including district and borough councils, libraries staff, general practises and so on	Essential
	Experience of managing activity to meet performance targets set.	Essential
Equal opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs	Essential
Safeguarding	Demonstrate an understanding of the safe working practices that apply to this role.	Essential
	Ability to work in a way that promotes the safety and well-being of children and young people/vulnerable adults.	Essential

Disclosure level

What disclosure level is required for this post?	None	Standard
	Enhanced	Enhanced with barred list checks

Work type

What work type does this role fit into?	Fixed	Flexible	Field	Home
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