

Job Description

Job Title Operational Lead Provider Services

Job number

Grade P4

Overall purpose of the job

The purpose of the role is to lead, develop and manage the performance and delivery of high quality, effective and efficient in house provider services in response to the requirements of individual assessed needs and in line with relevant strategic commissioning plans and regulatory standards.

The range of services includes day care for adults with a Learning Disability and Older People, respite services, shared lives, supported living and residential services which are located across the County.

To lead on ensuring that services are delivered within agreed quality time and cost parameters and that the services meet the required regulatory standards. This will include regular liaison with the Care Quality Commission and providing reports and information to the County Councils Responsible individual.

To provide management advice and leadership which will include making service decisions relating to staff and individuals who use services. This will include leading on investigations and involvement in Safeguarding.

The role includes active participation in the development of service and organisational strategy and policy as well as the responsibility for the implementation of these in their area of responsibility.

The role will be key in ensuring the transformation of services in response to local demands and in line with the transforming lives model of social care and personalisation.

The post holder will provide advice and support to the Head of Service on all matters relating to provider services and will be responsible for representing the service at relevant meetings and forums including as a deputy for the Head of service when required.

Main accountabilities

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1.	Service Delivery <ul style="list-style-type: none">Oversee the Management, planning, and demand on services so priorities are managed, resources are deployed effectively, shortfalls are identified and services delivered within capacity and within legislation, standard, departmental and partnership policies, procedures and timescales.Manage and actively promote professional relationships with customers and partners to ensure the delivery of quality, responsive and cost effective services that have the ability to continually improve in line with agreed needs, customer care standards, budgets, policies, legislation and targets.

	<ul style="list-style-type: none"> • Participate in service planning and governance meetings helping to shape service direction and structure and providing management information and assurance around the services being delivered. • Collaborate with colleagues, partners and service users to devise proposals and seek approval for the continuous development of services in order to ensure that they meet the needs specified through the relevant Strategic Commissioning, Modernisation and Transformation Plans through high performing, sustainable and cost effective service provision. • Ensure systems are in place that ensure timely and effective recruitment, development and retention of appropriately qualified and trained staff and effectively manage and deploy the service resource to ensure effective and efficient service delivery. • Provide clear management direction, offering support and challenge both to the services and individually, as appropriate and respond to development needs as they are identified ensuring a confident professional team.
2.	<p>Safeguarding and risk management</p> <ul style="list-style-type: none"> • Being a confident and consistent leader and manager in the management of risk, advising others when required • Ensure safeguarding and risk is prioritised throughout the service. Manage risk within the service with regards to adults at risk of significant harm or in need of protection, providing advice and support to others when required (both internal and partner agencies) • Ensure that organisational risks are managed by providing assurance that where appropriate services comply with regulatory standards, national and local policies and guidance and that any performance targets are met. • Ensure incidents relating to risk are reported, investigated and responded to appropriately and in line with policy and procedures. • Ensure robust and safe practices are in place to manage individual service users money in line with organisational policy and audit recommendations. • Ensure complaints are addressed positively and sensitively and policies and procedures are followed. This includes providing leadership and management around responses to individuals who use services and their families as well as working in partnership with other teams to respond to organisations such as the Local Government Ombudsman and professional registration bodies as well as leading on responses to legal challenge and MP or member enquiries.
3.	<p>Performance and Project Management</p> <ul style="list-style-type: none"> • Demonstrate an exceptional ability to provide leadership across functions as necessary to ensure the provision of high quality services, sharing expertise and specialism. • Use management information proactively and effectively to inform business decisions, forecast and plan and monitor service performance against set targets

	<p>ensuring these are met and / or action is taken to mitigate risk of performance targets not being met.</p> <ul style="list-style-type: none"> • Ensure systems or forums are in place to gather service user / carer / stakeholder feedback on services and that feedback is responded to and action taken as required. • Maintain operational systems and ensure compliance with the case file management process in accordance with organisational / departmental policy. Ensure services are delivered on the basis of risk for the protection of clients and the public and safe working practices are maintained for staff. • To ensure that systems and processes are in place to evidence the requirement that CQC standards are being met and registered managers are appropriately fulfilling their responsibilities. Ensure that all notifications required by CQC in relation to staff and service delivery are adhered to. • Lead, design and support the management of, and reporting on, allocated projects including the management of staff, consultants, contractors and service providers. Prepare reports for staff, managers of all levels and steering groups or other bodies as required. Monitor and review progress to ensure that specified projects deliver the required outcomes within agreed timescales, budget and quality standards.
4.	<p>Leadership and Change Management</p> <ul style="list-style-type: none"> • Support the Service Director and Head of Service in identifying future requirements, forward plan and bid for funding by providing timely advice on services and developments in relation to the best professional and corporate standards. • Ensure systems are in place to capture and evidence the service information needed to facilitate and drive future planning. • As directed by Head of Service work with Service Directors(s), Heads of Service and Management colleagues both within the Directorate and wider organisation, partners, colleagues, service users and informal carers to support the implementation of change programmes by providing leadership and ensuring the consistent availability of an effective operational service capable of adapting to and supporting the changing needs of service users.
5.	<p>Financial & Resource Management</p> <ul style="list-style-type: none"> • Plan, monitor and review budgets in order to be able to demonstrate financial control and report performance to the Head of Service and so enable effective and timely management of the overall budget for the whole Service. • Proactively contribute to business planning including identifying efficiency savings and taking appropriate action to realise these. • Ensure that in the area of responsibility plans are in place to implement the requirements of the business plan and associated strategies. Ensure that plans are actively monitored, risks escalated and mitigating actions taken to manage the risks.

	<ul style="list-style-type: none"> • Represent the service or deputise for the Head of Service as required at appropriate meetings / forums and carry out delegated duties when required.
6.	<p>Partnership Working</p> <ul style="list-style-type: none"> • Actively establish, develop and maintain professional relationships with key partner agencies including health and social care teams and voluntary organisations to ensure effective partnership working arrangements and promote positive outcomes for adults and families • Work with other service leads and managers to ensure that individuals who use services experience a co-ordinated, quality and seamless service. • Represent the Council at county and national events as necessary.
7.	<p>Sole decision maker – out of hours</p> <ul style="list-style-type: none"> • Respond to service related queries out of hours and provide management advice and direction.

Person Specification

Qualifications, knowledge, skills and experience

Minimum level of qualifications required for this job

Qualifications Required	Subject	Essential/ Desirable
Recognised degree level qualification relevant to role.	Appropriate health social care or housing degree	Essential
Relevant post graduate qualification		Desirable
Level 5 diploma in management or equivalent.		Desirable

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

Identify	Describe	Essential/ Desirable
Knowledge		
Strategic	<ul style="list-style-type: none"> • Demonstrable knowledge of, and commitment to, Government, national and Council priorities and policies and relevant Social Care and Health policy and practice in relation to the provision of services. 	Essential
Operational Management	<ul style="list-style-type: none"> • Demonstrable knowledge and application of Adult Social Care / health legislation, statutory guidance, Safeguarding and Protection Procedures and understanding of complex case arrangements. • Extensive demonstrable knowledge and understanding of systems and processes to manage service provision and budgets in order to provide effective service delivery • Extensive and demonstrable knowledge of business planning and budget management including being able to develop and implement appropriate team / service plans to ensure financial targets are met. • Extensive demonstrable knowledge and experience of handling of technical and business risk and knowing when to escalate to obtain resolution. • Extensive and demonstrable knowledge of safeguarding and risk management. • Extensive and demonstrable 	Essential

	knowledge and experience of organisational change and development. Knowledge of how to effect cultural and behavioural change. Business and Service planning knowledge.	
Performance Management	<ul style="list-style-type: none"> • Extensive demonstrable knowledge and understanding of successfully managing performance to achieve best outcomes for service users. • Extensive demonstrable project management experience of delivering successful service change and development projects in line with agreed quality, time and cost targets. 	Essential
Partnership Working	<ul style="list-style-type: none"> • Extensive demonstrable success in Partnership and collaborative working across functions and at all levels of the service / organisation. • Extensive and demonstrable knowledge of customer care and relationship / business management including the effective, evidenced and timely responses to complaints, investigations and legal challenges. 	Essential
Equal Opportunities	<ul style="list-style-type: none"> • Extensive demonstrable knowledge and commitment to actively supporting and promoting Equal Opportunities and proven commitment to equality of opportunity for all groups of staff and service users and to challenging discrimination, racism, sexism and other forms of unjust behaviour. 	Essential
Resilience	<ul style="list-style-type: none"> • Extensive demonstrable experience of, and ability to, thrive in a complex environment and demonstrate resilience 	Essential
Skills		
	<ul style="list-style-type: none"> • Strong negotiation skills. • Ability to challenge others constructively and make informed decisions. • Ability to communicate effectively at all levels. 	Essential
Experience	Give an idea of the type and level of experience required do not specify years of experience.	
	<ul style="list-style-type: none"> • Extensive demonstrable experience of developing and sustaining systems and processes to effect high quality service delivery and maintain performance standards. • Extensive demonstrable experience of defining expectations of staff, 	Essential

	<p>managing individual performance, promoting professional development and leading, developing and motivating a multi team service.</p> <ul style="list-style-type: none"> • Extensive demonstrable experience of thinking strategically across functional and unit boundaries • Extensive demonstrable experience of taking personal responsibility for making things happen and achieving desired results • Extensive demonstrable experience of planning, prioritising and overseeing the management of the service • Extensive demonstrable experience of making cost-effective use of available resources • Extensive demonstrable experience of analysing complex issues and offer sound leadership and managerial advice. • Extensive demonstrable experience of encouraging and engendering collaborative working between agencies and with partners and co-production with service users. • Extensive demonstrable experience of creating accessible ways of working that effectively engage and involve service users. • Extensive and demonstrable experience of delivering high quality professional services in line with service and regulatory standards. 	
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Disclosure level

What disclosure level is required for this post?	Enhanced x
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Work type

What work type does this role fit into?	Flexible
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