

## Job Description

Job Title Service Manager Adult Social Care

Job number CCC0985

Grade P4

### Overall purpose of the job

Please write one or two sentences about why the job exists. Focus on the achievement of the key end results of the job.

The purpose of the role is to lead, develop and manage the performance and delivery of high quality, effective and efficient services that respond to the needs of adults with emerging needs as well as those who are assessed as requiring a statutory assessment and provision of support in line with The Care Act 2014, local and national policy and guidance. Where appropriate to the role this includes responsibilities in relation to the assessment and provision of specialist health services.

The Service Manager holds the key responsibility for managing the delivery of high quality professional practice in line with legislative frameworks, policies and standards ensuring that performance targets are met.

The Service Manager is responsible for the management of risk; this includes management of individual risk through safeguarding of vulnerable adults and organisational risk in terms of the standard of service delivery.

On a daily basis they are required to provide management advice and leadership which includes making service and casework decisions.

The Service Manager 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.

### Main accountabilities

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

	<b>Main accountabilities</b>
1.	<b>Service Delivery</b> <ul style="list-style-type: none"><li>• Lead and oversee the Management, planning, allocation and review of workloads for teams 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.</li><li>• Manage and actively promote professional relationships with customers, partners and the third sector in order 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,</li></ul>

	<p>legislation and targets.</p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• Collaborate with colleagues, partners and service users to devise proposals and seek approval for the continuous development of the Team’s 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.</li> <li>• 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 Team resource to ensure effective and efficient service delivery.</li> <li>• Provide clear management direction, offering support and challenge both to the team and individually, as appropriate and respond to development needs as they are identified ensuring a confident professional team.</li> </ul>
2.	<p><b>Safeguarding and risk management</b></p> <ul style="list-style-type: none"> <li>• Being a confident and consistent leader and manager in the management of risk, advising others when required</li> <li>• 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)</li> <li>• Ensure that organisational risks are managed by providing assurance that practice in services complies with legislation, national and local policies, standards and guidance and the performance targets are met.</li> <li>• Ensure incidents relating to risk are reported, investigated and responded to appropriately and in line with policy and procedures.</li> <li>• Ensure complaints are addressed positively and sensitively and policies and procedures are followed. This includes providing leadership and management around responses to organisations such as the Local Government Ombudsman and professional registration bodies as well as leading on responses to legal challenge.</li> </ul>
3.	<p><b>Performance and Project Management</b></p> <ul style="list-style-type: none"> <li>• Demonstrate an exceptional ability to provide leadership across functions as necessary to ensure the provision of high quality services, sharing expertise and specialism.</li> </ul>

	<ul style="list-style-type: none"> <li>• Use management information proactively and effectively to inform business decisions, forecast and plan and monitor team performance against key performance indicators ensuring these are met and / or action is taken to mitigate risk of performance indicators not being met.</li> <li>• 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.</li> <li>• Maintain operational systems and ensure compliance with the case file management process in accordance with organisational / departmental policy (including for health records where appropriate). 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.</li> <li>• 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.</li> </ul>
4.	<p><b>Leadership and Change Management</b></p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• Ensure systems are in place to capture and evidence the service information needed to facilitate and drive future planning and commissioning requirements.</li> <li>• 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.</li> </ul>
5.	<p><b>Financial &amp; Resource Management</b></p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• Proactively contribute to business planning including identifying efficiency savings and taking appropriate action to realise these.</li> <li>• 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.</li> <li>• Provide cover for Head of Service and carry out delegated duties when required.</li> </ul>

6.	<p><b>Partnership Working</b></p> <ul style="list-style-type: none"> <li>• Actively establish, develop and maintain professional relationships with key partner agencies including health and voluntary organisations to ensure effective partnership working arrangements and promote positive outcomes for adults and families</li> <li>• Commission services from other agencies and provide effective monitoring and evaluation of any contracts which exist or develop from commissioning activity</li> <li>• Represent the Council at county and national events as necessary.</li> </ul>
7.	<p><b>Sole decision maker – out of hours</b></p> <ul style="list-style-type: none"> <li>• Respond to service related queries out of hours and provide management advice and direction.</li> </ul>

**Service Specific:**

Learning Disability Partnership:

- To lead and manage the delivery of a high quality effective integrated specialist health and social care service meeting the needs of adults with a learning disability in a responsive way.
- Proactively work with partners to ensure that the relevant policies procedures and guidance relating to both service delivery and employment are in place and are effectively implemented including the requirements around clinical governance.
- To have a thorough understanding of the management agreement and section 75 arrangements relating to the pooled budget and provision of a specialist health service. This includes responsibility to manage the pooled budget.
- 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.

## Person Specification

### Qualifications, knowledge, skills and experience

Minimum level of qualifications required for this job

Qualifications Required	Subject	Essential/ Desirable
Recognised degree level qualification in Social Work or equivalent Health subject dependent on team.		Essential
SWE Registration		Essential
Relevant post graduate qualification  Level 5 diploma in management or equivalent.		Desirable  Desirable

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

Identify	Describe	Essential/ Desirable
<b>Knowledge</b>		
Strategic	<ul style="list-style-type: none"> <li>• Extensive 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.</li> </ul>	Essential
Operational Management	<ul style="list-style-type: none"> <li>• Extensive demonstrable knowledge and application of Adult Social Care / health legislation, statutory guidance, Safeguarding and Protection Procedures and understanding of complex case arrangements and a range of systemic interventions and methodologies.</li> <li>• Extensive demonstrable knowledge and understanding of systems and processes to manage case work and budgets in order to provide effective service delivery</li> <li>• 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.</li> <li>• Extensive demonstrable knowledge and experience of handling of technical and business risk and knowing when to</li> </ul>	Essential

	<p>escalate to obtain resolution.</p> <ul style="list-style-type: none"> <li>• Extensive and demonstrable knowledge of safeguarding and risk management.</li> <li>• Extensive and demonstrable knowledge and experience of organisational change and development. Knowledge of how to effect cultural and behavioural change. Business and Service planning knowledge.</li> </ul>	
Performance Management	<ul style="list-style-type: none"> <li>• Extensive demonstrable knowledge and understanding of Government and Council/ health performance indicators and targets and successfully managing performance to achieve best outcomes for service users.</li> <li>• Extensive demonstrable project management experience of delivering successful service change and development projects in line with agreed quality, time and cost targets.</li> </ul>	Essential
Partnership Working	<ul style="list-style-type: none"> <li>• Extensive demonstrable successful Partnership working and management of third party service suppliers.</li> <li>• Extensive and demonstrable knowledge of customer care and relationship / business management including the effective, evidenced and timely responses to complaints, investigations and legal challenges.</li> </ul>	Essential
Equal Opportunities	<ul style="list-style-type: none"> <li>• 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.</li> </ul>	Essential
Resilience	<ul style="list-style-type: none"> <li>• Extensive demonstrable experience of, and ability to, thrive in a complex environment and demonstrate resilience</li> </ul>	Essential
<b>Experience</b>		
	<ul style="list-style-type: none"> <li>• Extensive demonstrable experience of developing and sustaining systems and processes to effect high quality service delivery and maintain performance standards.</li> <li>• Extensive demonstrable experience of defining expectations of staff, managing individual performance, promoting professional development and leading, developing and motivating a multi team</li> </ul>	Essential

	<p>service.</p> <ul style="list-style-type: none"> <li>• Extensive demonstrable experience of thinking strategically across functional and unit boundaries</li> <li>• Extensive demonstrable experience of taking personal responsibility for making things happen and achieving desired results</li> <li>• Extensive demonstrable experience of planning, prioritising and overseeing the management of the service</li> <li>• Extensive demonstrable experience of making cost-effective use of available resources</li> <li>• Extensive demonstrable experience of analysing complex issues and offer sound professional and managerial advice.</li> <li>• Extensive demonstrable experience of encouraging and engendering collaborative working between agencies and with partners.</li> <li>• Extensive demonstrable experience of creating accessible ways of working that effectively engage and involve service users.</li> <li>• Committed to a systemic approach and social learning theory interventions</li> <li>• Extensive and demonstrable experience of delivering high quality professional services in line with service standards.</li> </ul>	
<b>Skills</b>		
	<ul style="list-style-type: none"> <li>• Strong negotiation skills.</li> <li>• Ability to challenge others constructively and make informed decisions.</li> <li>• Ability to communicate effectively at all levels.</li> </ul>	Essential