

Job Description

Job Title: Assistant Director Safeguarding, Quality and Practice (Adult Social Care),
Cambridgeshire County Council and Peterborough City Council

Grade: Director E

Overall purpose of the job

This is a key role providing professional leadership, practice guidance and direction on Adult Safeguarding and social care practice to all who are responsible for the delivery of Adult Social Care. To provide professional advice to the Executive Director, DASS and Portfolio Holders in PCC and CCC. The post holder will provide strategic leadership in the key areas of practice set out below. They will be responsible for managing the Principal Social Worker and ensuring professional leadership and translation of national and local guidance and legal advice into deliverable practice. The post holder will have a key role in managing complex complaints and advising on the management of risk in complex cases. The post holder will work closely with our Commissioning Directorate and supporting commissioned providers where there are concerns about quality, practice or Adult Safeguarding.

This is a joint post across 2 Councils and these functions will all be carried out across Cambridgeshire County Council and Peterborough City Council bringing together the best practice from each Council and building on and transforming practice to improve outcomes for all our residents. The post holder will, with the Principal Social Worker, inspire and support front line staff to deliver best practice and support them when cases are complex and challenging. They will work closely with the Safeguarding Adults Board and key partners such as the CCG, Police, Probation and NHS providers on all matters related to Safeguarding, quality and social care practice.

- Strategic oversight and implementation of Mental Capacity Act (MCA) and Deprivation of Liberty Safeguards (DOLS)
- Strategic oversight of safeguarding adults from abuse or neglect in all settings and management of the Multi Agency Safeguarding Hub (MASH) Team
- Social work and social care practice and practice standards and guidance for all social care staff in PCC and CCC
- Social work and social care practice for all staff with a social care function or seconded through a Section 75 agreement in Cambridgeshire and Peterborough Foundation Trust (CPFT)
- Professional leadership and advice regarding Adult Safeguarding and the Care Act to commissioned social care providers, directly and through working with the Commissioning Directorate
- Customer Care and Complaints- managing the team and strategic management of complaints, MP enquiries, representations and compliments – CCC only
- Quality improvement and development and implementation of an audit programme including ensuring a response to any practice issues that are identified through the audit process
- Care Home Support Team- providing leadership and management to a team of Social Workers that work directly with Care Homes to drive up quality and practice in care settings
- Leadership and development of our approach to supporting family/ informal carers working closely with our Commissioning Directorate and carers support provider

In addition, this job will directly manage the Adult Principal Social Worker (PSW) and ensure that the PSW is empowered and supported to represent the voice of the social work/social care workforce, inform and influence practice across CCC and PCC and influence and inform senior managers in their strategic decision making and risk management. This includes the work of Mental Health Social Workers who work as part of an integrated team within our local community health trust as part of a Section 75 arrangement.

Main accountabilities

Main accountabilities	
1	<p>Safeguarding</p> <p>Lead and direct the development and implementation of social care practice that will improve prevention and early identification and management of safeguarding concerns supported by clear procedures that embody the principles of Making Safeguarding Personal. This includes managing the Multi Agency Safeguarding Hub (MASH) for PCC and CCC and strategic partnership working with all partners in the independent, statutory and voluntary sector, including the Safeguarding Adults Board and the Safeguarding Executive.</p>
2	<p>Social Care Practice Standards</p> <p>Ensure the highest standards of social work practice are embedded across Adult Social Care in PCC and CCC by providing skilled and experienced leadership and practice knowledge to elected members, senior managers, social workers and related staff and partners. This includes providing professional advice and support to partner organisations that employ staff with a social care function, in particular those that we have a formal arrangement with through a Section 75 agreement such as CPFT.</p>
3	<p>Legal framework and practice</p> <p>Ensure Adult Social Care is working within the requirements of legislative framework (Care Act 2014, Mental Capacity Act 2007, Deprivation of Liberty Protection Safeguards 2014, Health and Social Care Act 2008, Human Rights Act) and any other legislation or guidance as may be relevant, ensuring staff are equipped with the competencies required and supported to make changes where needed.</p> <p>Support the PSW to lead on advice and guidance to the Executive Director People and Communities, DASS, Service Directors, management teams and social care practitioners through the major changes required by national and local guidance and policy change. Lead work to drive up practice, respond to changing national legislation and ensure resourcing levels are appropriate and any risks quantified and escalated. Act as a lead point of contact with the legal teams for PCC and CCC.</p>
4	<p>Partnership working and innovation</p> <p>Establish and maintain effective and constructive partnerships with all internal and external partners to ensure effective and consistent practice standards and practice in relation to Adult Safeguarding and Adult Social Care more broadly. Seek opportunities to develop innovative and integrated practice that is transformational and also ensures the best possible use of resources, reduction of demand on more specialist services and improved outcomes for adults and their carers.</p>
5	<p>Commissioning and commissioned providers</p> <p>Ensure through effective partnership working with the Contracts and Commissioning Teams, CQC and the CCG that all Organisational Safeguarding Concerns are fully investigated and appropriate enforcement action is taken, ensuring providers are supported to deliver the best possible care to adults within their care and all adults at risk are safeguarded.</p>
6	<p>Quality</p> <p>Lead the development of an audit programme in collaboration with the Principal Social Worker, ensuring it is responsive to the changing context, it drives change and improvement and is embedded in operational management</p>
7	<p>Complaints</p> <p>Lead on the provision and delivery of a responsive Customer Care Service across CCC that manages complaints, MP or Ombudsman enquiries and representations in a way that focuses on the person involved whilst managing risk and reinforcing local policy and practice, and that drives improvements in practice where required.</p>
8	<p>Care Home Support Team</p>

	Provide leadership and management to the Care Home Support Team in their role to work alongside and support Care Home Managers and staff to develop their practice and improve quality of care the outcomes for those they care for. Work in a collaborative and joined up way with key staff in the CCG and in the Contracts teams.
9	Carers Provide strategic leadership on the development of practice and support for informal or family carers, taking every opportunity to support them in their caring role. Jointly lead this work with the Head of Commissioning and ensure operational practice and the role of the commissioned provider are impacting on outcomes and reflect best practice.
10	Principal Social Worker Manage and support the Principal Social Worker (Adults) role to fulfil the role to its full potential, to include supporting creation of, leading and sustaining an ongoing dialogue between the social work/social care workforce and senior managers and elected members to inform and influence senior managers and elected members in their strategic decision making.
11	Professional Development Ensure through effective leadership of the PSW that the interface between Adult Social Care, the ASYE programme, Social Work Apprenticeships, CPD and Social Work England requirements are delivered and balanced with operational requirements and pressures.
12	Equality and Diversity Promote a culture that celebrates the strength of the cultural diversity of both city and county and of the workforce and challenges discriminatory behaviours
13	Caldicott Guardian Carry out the role of Caldicott Guardian for CCC and PCC to ensure that the confidentiality of a person's health and care information is protected and used appropriately and the necessary processes are followed by all staff withing Adult Social Care regarding information sharing.
14	Safeguarding commitment 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
Social Work qualification: CQSW; BA Hons	Social Work and registered with Social Work England	E
Masters Degree	Masters in Business or Social Administration or other related field	D

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

Identify	Describe	Essential/ Desirable
Knowledge		
National drivers	Knowledge and understanding of the key strategic issues facing local government and the impact on adult social care.	E
Professional knowledge of adult social care	Knowledge and understanding of the legal framework within which social care operates and current best practice in social work and social care for adults and ability to apply this in a local context.	E
Social care providers and working with commissioning	Knowledge of how to work with social care providers, the role of the commissioning directorate and the CCG in relation to the independent sector	D
Specific professional knowledge	Significant knowledge of best practice in all aspects of the Care Act, safeguarding adults and the application of MCA and DOLS.	E
Evidence based practice	Knowledge of evidence based and innovative practice and approaches relating to adult social care and prevention and experience of applying these in a local context	E
Managing Risk	Comprehensive understanding of how to handle individual and organisational risk and when to escalate	E
Transformation and Change Management	Knowledge of how to manage successful service transformation involving cultural and behavioural change and organisational development. Knowledge of strengths-based practice and how to apply this on a daily basis to all aspects of adult social care.	E
Involvement of service users and family	Knowledge of different approaches to	E

carers	participation and experience of involvement of service users and family carers in planning and developing services	
Organisation knowledge and political awareness	Thorough understanding of the workings of a Local Authority and key partners the role of members and officers and the key challenges for Adult Social Care that are likely to be raised in financial, legal and political arenas.	E
Health & Safety	Knowledge and appreciation of H & S legislation and how it relates to the work of the adult social care service. An understanding of strategies and approaches that promote wellbeing.	D
Equality and Diversity	A knowledge and understanding of the full range of equality and diversity issues in the context of Adult Social Care, and how to address them.	E
Skills		
Leadership	<p>Extensive experience and proven track record at senior management level of successful leadership of adult social care that leads to a demonstrable improvement in outcomes for vulnerable people and communities within a complex stakeholder environment;</p> <p>Proven track record of leading strategic service development, securing improvements in service quality resulting in improved outcomes for people</p> <p>Ability to challenge and influence peers, elected members and senior colleagues as well as front line staff in developing adult safeguarding and social work practice to change and improve outcomes for people.</p>	E
Analytical ability	Ability to analyse and use management information to develop strategies, plan and prioritise service improvements and monitor performance of service delivery	E
Influencing & negotiation	Strong influencing skills and ability to persuade and negotiate at different levels internally and across different organisations.	E
Effective communication	Strong and effective communication skills including report writing and presentation skills and interpersonal skills in groups, teams and on-to-one situations	E

Decision Making	Ability to challenge others constructively and to make informed decisions that if challenged can be substantiated. Ability to review decisions made and learn what to do differently in future.	E
Flexibility and adaptive leadership style	The ability to look at a problem from all perspectives and make a good judgement about the best way forward. The ability to change and adapt leadership style according to the situation.	E
Resilience	The ability to find a way through challenging situations and relationships to secure the right outcome. The ability to hold a position on an issue where others may not agree or recognise the issue	E
Innovation	Skills in innovation, generating new solutions and being able to demonstrate their impact	E
Experience	Give an idea of the type and level of experience required do not specify years of experience.	
Management	Experience of managing social work/social care fieldwork teams and delivering positive outcomes for service users through best practice.	E
	Experience of managing a team(s) responsible for strategic oversight of best practice in any aspect of adult social care.	D
Strategic leadership in respect of adult social care practice	Experience of developing strategies and best practice approaches to delivering adult social care services, supported by clear procedures and mechanisms to assure implementation.	E
Budget management	Experience of exercising effective financial control and accountability, business planning and budget management.	E
Partnership Working	Demonstrable track record in developing plans through effective and successful partnership working at a strategic level both internally and externally Demonstrate experience of listening and responding to the voice of those who use the services.	E
Teamwork	Strong team player, able to make a wider contribution to the work of the Adult Social Care Management Team and People and Communities Directorate	E

Disclosure level

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

Work type

What work type does this role fit into? (tick one box that reflects the main work type, the default workers type is flexible)	Fixed	Flexible X	Field	Home
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