



Job Description

Department:	
Division/Section:	Adult Social Care
Job Title:	Service Manager Adult Social Care 0-25 Service
Post No:	
Grade:	
Reports to:	Head of Service
Organisation Chart: Show immediate manager and any jobs reporting to this post.	<pre> graph TD A[Head of 0-25 Disability Social Care] --> B[Service Manager 0-25] A --> C[Team Manager Transitions 16-25] A --> D[Short Breaks Service Manager and Registered Manager] A --> E[Short Break and Direct Payment Coordinator] B --> F[Short Breaks & Early Intervention Team] B --> G[Team Manager 0-18] B --> H[2 Senior Practitioners] C --> I[See Structure Charts] D --> J[See Structure Charts] </pre> <p><i>Please note this is a proposed structure and is subject to change.</i></p>
DBS Check applicable?	Basic <input type="checkbox"/> Standard <input type="checkbox"/> Enhanced V <input checked="" type="checkbox"/> None <input type="checkbox"/>
	Is post exempt under the Rehabilitation of Offenders Act 1974 in respect of declaration of spent convictions? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Line Management	No. of direct reports: 3

responsibility for:	No. of indirect reports: 18
Size of budget:	<p><u>DIRECT</u></p> <p>Monitoring budget holder.</p>
Job Purpose:	<p>To be accountable and provide effective leadership, development and management of the 0-25 Disability Social Care Service within Adult Social Care, ensuring the highest possible quality of service is delivered within the resources available to Children in Need, Children in Care, Children in Need of Protection, Children in Need of Early Intervention and Short Breaks, Vulnerable Adults and Carers. To ensure that all services support the principles of Working Together, protecting vulnerable children and adults, Personalisation and Self-Directed support ensuring the health, safety and well-being of vulnerable children, young people and young adults, whilst enabling families and young people to retain their independence, control, and dignity in line with national requirements and local needs.</p> <p>To hold the lead responsibility for staff, teams and services, within Adult Social Care operational activity, which includes social work teams, working in close partnership with Education, Health, Commissioning and community services.</p> <p>The purpose of the role is to lead, develop and directly manage the performance and delivery of high quality, effective and efficient Children’s and Adult Social Care teams that respond to the needs of disabled children, young people and young adults and carers with emerging needs, as well as those who are assessed as requiring a statutory assessment and provision of support in line with Children Act 1989, The Chronically Sick and Disabled Person’s Act 1971, The Care Act 2014, Mental Capacity Act (2005), Deprivation of Liberty Safeguards, local and national, policy and guidance.</p> <p>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 statutory, national and local performance targets are met.</p> <p>The Service Manager is responsible for the management of risk; this includes management of individual risk through child protection, safeguarding of vulnerable adults and organisational risk in terms of the standard of service delivery.</p> <p>Daily the role is required to provide management advice and leadership which includes casework decisions and decisions across services to ensure capacity is utilised to meet needs equitably across the locality. This will require Chairing complex meetings.</p> <p>The Service Manager will lead using data to understand individual, team and service performance and utilise the data to improve the timeliness and responsiveness of individuals, teams and services, always striving to improve the customer experience and journey.</p> <p>The Service Manager will lead locally working in partnership with Children’s Social Care, Commissioning, CQC, Ofsted and the ICB to support and manage provider concerns, working directly with partners and providers to support service quality improvements.</p> <p>The Service Manager role includes active participation in the development of service and organisational standard operating procedures and strategies, as well as accountability for the</p>

	<p>implementation of these in their area of responsibility.</p> <p>To be responsible for the budget, ensuring budget managers remain compliant with all relevant policies and that budget spend remains on target.</p>
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Main Duties and Responsibilities:

<p>Service Delivery:</p> <ul style="list-style-type: none"> • Lead and oversee the Management, planning, allocation and review of workloads for teams and workers 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, partners and the third sector in order to ensure the delivery of quality, responsive and cost-effective services that can continually improve in line with agreed needs, customer care standards, budgets, policies, legislation and targets. • 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 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. • 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. • 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. • Direct Line Management of Team Managers and Senior Practitioners or others as required. <p>Safeguarding & 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. Being a confident Corporate Parent. • Ensure safeguarding and risk is prioritised throughout the service. Manage risk within the service with regards to children and 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 practice in services complies with legislation, national and local policies, standards and guidance and the performance targets are met. • Ensure incidents relating to risk are reported, investigated and responded to appropriately and in line with policy and procedures. • 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. <p>Performance & 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
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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.

- 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 (including for health records where appropriate). Ensure services are delivered based on risk for the protection of clients and the public and safe working practices are maintained for staff.
- 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.

Leadership & Change Management:

- Support the Head of Service and directors 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 and commissioning requirements.
- As directed by Head of Service work with 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

Financial & Resource Management

- 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.
- Provide cover for Head of Service and carry out delegated duties when required across children's and adults services.

Partnership Working:

- Actively establish, develop and maintain professional relationships with key partner agencies including health, education, commissioning and voluntary organisations to ensure effective partnership working arrangements and promote positive outcomes for children, young people, young adults and families
- Commission services from other agencies and provide effective monitoring and evaluation of any contracts which exist or develop from commissioning activity
- Represent the Council at county and national events as necessary.

Equality, Diversity and Inclusion (EDI).

- Visibly lead on ensuring that the organisations EDI priorities are embedded in all areas of safeguarding practice, both inward and outward facing.
- Have tangible outcomes relating to EDI set out in own and team Our Conversations.
- Ensure the services has oversight or have a workforce representative of the population we serve, or a plan working towards this.

Sole decision maker – out of hours

If delegated by the Head of Service respond to service-related queries out of hours and provide management advice and direction.

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.

Generic Responsibilities:	<p>To carry out all responsibilities regarding the Council's Equalities Policy and Procedures and Customer Care Policy.</p> <p>To comply with all Health & Safety at work requirements as laid down by the employer.</p> <p>The council is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.</p>
Flexibility Clause:	<p>Other duties and responsibilities express and implied which arise from the nature and character of the post within the department (or section) mentioned above or in a comparable post in any of the Organisation's other sections or departments.</p>
Variation Clause:	<p>This is a description of the job as it is constituted at the date shown. It is the practice of this Authority to periodically examine job descriptions, update them and ensure that they relate to the job performed, or to incorporate any proposed changes. This procedure will be conducted by the appropriate manager in consultation with the postholder.</p> <p>In these circumstances it will be the aim to reach agreement on reasonable changes, but if agreement is not possible the Head of Service reserves the right to make changes to your job description following consultation.</p>

DATE: 9.12.2022

COMPLETED BY:

Person Specification

JOB TITLE: Service
Manager ASC
Operational Teams.

POST NO:

GRADE:

DEPARTMENT:

HOURS

DIVISION: Adult
Social Care.

DIRECTOR:

DATE: 9.12.2022.

COMPLETED BY:

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
<p>KNOWLEDGE</p>	<ul style="list-style-type: none"> ● Extensive demonstrable knowledge and application of the Children Act, Chronically Sick and Disabled Person’s Act, Mental Capacity Act, Children/Adult Social Care / health/SEND legislation, statutory guidance, Safeguarding and Protection Procedures and understanding of complex case arrangements and a range of systemic interventions and methodologies. ● Extensive demonstrable knowledge and understanding of systems and processes to manage case work 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 knowledge and experience of organisational change and development. Knowledge of how to effect cultural and behavioural change. Business and Service planning knowledge. ● Extensive demonstrable successful Partnership working and management of third-party service suppliers. ● Extensive and demonstrable knowledge of 	

	<p>customer care and relationship / business management including the effective, evidenced and timely responses to complaints, investigations and legal challenges.</p> <ul style="list-style-type: none"> • 	
SKILLS & ABILITIES	<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. • Extensive demonstrable experience of, and ability to, thrive in a complex environment and demonstrate resilience. 	
EXPERIENCE	<ul style="list-style-type: none"> • Extensive experience of managing risk and making complex decisions. • Extensive experience of being a Corporate Parent. • 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, managing individual performance, promoting professional development and leading, developing and motivating a multi team service. • 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 professional and managerial advice. • Extensive demonstrable experience of encouraging and engendering collaborative working between agencies and with partners. • Extensive demonstrable experience of creating accessible ways of working that effectively engage and involve service users. • Committed to a systemic approach and social learning theory interventions • Extensive and demonstrable experience of delivering high quality professional services in line with service standards. 	
QUALIFICATIONS	<ul style="list-style-type: none"> • Recognised degree level qualification in Social Work. • Registration with Social Work England. 	<ul style="list-style-type: none"> • Management or Leadership.
	<ul style="list-style-type: none"> • 	

PERSONAL CIRCUMSTANCES		
EQUALITY	<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. 	
CUSTOMER CARE	<ul style="list-style-type: none"> • Knowledge and understanding of effective customer care (A & I) 	

[At the end of each criteria the following codes are used to indicate how the criteria will be assessed: (AI) Application / Interview, (P) Presentation, (W) Written Test.]