

Job Title	Range	Duties	Level A (Developing)	Level B (Practising)	Level C (Accomplished)
Social Worker	SW2	<p>Work directly with adults to establish their wishes and feelings, using a variety of techniques, as required. Demonstrate and model good practice that reflects a commitment to relationship and strengths-based practice, in collaboration with adults, their families, and carers.</p> <p>Work with service providers and other agencies to ensure appropriate services are delivered in a timely manner. Explain your role as a social worker to stakeholders, particularly health and community partners, and challenge partners constructively to effect multi-agency working. They should contribute to developing awareness of personalisation and outcome-based approaches to improving people's lives.</p> <p>Manage a workload within a framework of appropriate reflective supervision, undertaking strengths-based assessments that evidence the voice of the adult by developing plans that are person centred and outcome based.</p> <p>Participate in regular supervision with your manager to review casework and critically reflect on and identify any areas of learning. Keep up to date with research findings, theoretical models, and innovative practice within the social work field to maintain the highest professional standards.</p> <p>Know how and when to seek advice from a range of sources including named supervisors, senior social workers, and other professionals. Should be able to make effective use</p>	<p>Sector Specific framework: British Association of Social Workers</p> <p>Required for this level</p> <p>Qualifications</p> <ul style="list-style-type: none"> Degree in Social Work Completion of Assisted & Supported Year in Employment (ASYE) Demonstrated the requirements of the Professional Capabilities Framework (PCF) for Newly Qualified Social Workers (NQSW) and Social Work England (SWE) standards Registration with Social Work England <p>Knowledge</p> <ul style="list-style-type: none"> Knowledge of all relevant social care legislation, policy, statutory guidance and procedures. An understanding of the Equality Act 2020 and principles of anti-discriminatory practice. An understanding of General Data Protection Regulations. Understanding of the difference between theory, research, evidence and expertise and the role of professional judgement. <p>Experience</p> <ul style="list-style-type: none"> Experience in maintaining good partnerships with local community resources in order to work effectively with individuals in connecting them with appropriate resources and support. Experience of explaining their role to health and community 	<p>Sector Specific framework: British Association of Social Workers</p> <p>In addition to level A</p> <p>Qualifications</p> <ul style="list-style-type: none"> Evidence of ongoing continuous professional development in accordance with Social Work England (SWE) professional standards. <p>Knowledge</p> <ul style="list-style-type: none"> Knowledge and experience in applying relevant legislation, statutory guidance, policy and procedures relating to adult social care. Knowledge of the prevention and enablement agenda. Critical understanding of the difference between theory, research, evidence and expertise and the role of professional judgement. Knowledge of practice evidence and research to inform decision making. <p>Experience</p> <ul style="list-style-type: none"> Experienced in undertaking safeguarding investigations as the inquiry officer under the direction of a designated senior officer, in accordance with Making Safeguarding Personal (MSP) and Care Act responsibilities. Experienced in applying critical reflection and analysis to increasingly complex cases and situations. 	<p>Sector Specific framework: British Association of Social Workers</p> <p>In addition to levels A and B</p> <p>Qualifications</p> <p>Knowledge</p> <ul style="list-style-type: none"> Expert in the application of relevant theoretical frameworks, practice models, research findings and the application of psychological and human development theories. <p>Experience</p> <ul style="list-style-type: none"> Experience of undertaking assessment and planning for safeguarding in complex cases and help others to develop safeguarding skills. Experience of promoting and advancing, wherever possible, an individual's right to autonomy and self-determination.

		<p>of opportunities to discuss, reflect, and test multiple hypotheses, the role of intuition and logic in decision making, the difference between opinion and fact, the role of evidence, how to address common bias in situations of uncertainty and the reasoning of any conclusions reached and recommendations made, particularly in relation to mental capacity, mental health, and safeguarding situations.</p>	<p>partners, and challenge partners constructively to effect multi-agency working.</p> <ul style="list-style-type: none"> • Experience of the impact of trauma, loss and abuse, disability, mental ill health, substance misuse, aging, and end of life issues on physical, cognitive, emotional, and social development both for the individual and for the functioning of the family. 	<ul style="list-style-type: none"> • Experience of drawing on evidence sources to inform decision making, ensuring hypotheses and options are reviewed to inform judgement and decision making whilst providing professional opinion to others. 	<ul style="list-style-type: none"> • Experienced in providing guidance and challenge to others about applying the principles of social justice. • Experience of supporting others to reflect on the impact of own values on professional practice. • Experience of providing supervision to SCOs and shadowing opportunities for students.
			<p>Skills</p> <ul style="list-style-type: none"> • Can represent the local authority as part of the health & welfare support system, in clearly defining the role of social work and the duties and responsibilities. • Enable people to access the advice, support, and services to which they are entitled. • Ability to coordinate and facilitate a wide range of practical and emotional support, to complement people's own resources and networks, so that all individuals can exercise choice and control. • Ability to work co-productively and innovatively with people, local communities, other professionals, agencies, and services. • Ability to take an outcomes-focused approach to safeguarding practice, working with individuals to identify person centred solutions to risk and harm. • Ability to undertake a capacity assessment of a decision and time specific nature. • Able to identify potential deprivations of liberty and understand the process for assessing and authorising these in individuals' best interests. 	<p>Skills</p> <ul style="list-style-type: none"> • Ability to remain person centred and task focused when responding to complexity and risk in a multi-disciplinary environment. • Able to promote an individual's rights by taking an active lead and role through advocacy, to enhance individuals' social justice, equality, and human dignity. • Able to effectively mediate, negotiate, and navigate systems on behalf of and in collaboration with individuals. • Able to take the lead in managing positive interventions that prevent deterioration in health and wellbeing. • Can safeguard people at risk of abuse or neglect, or who are subject to discrimination, and to take necessary action where someone poses a risk to themselves, their children, or other people. • Capable of undertaking complex mental capacity assessments, providing objective evidence for the assessment outcomes. Be able to present options to assist and enable best interest decisions to be made. • Engage effectively with people in complex situations, short term and build productive relationships over time. • Able to work collaboratively to effectively manage competing interests of service users and their network appropriately balancing the needs of all parties. 	<p>Skills</p> <ul style="list-style-type: none"> • Can apply legal reasoning using professional legal expertise and advice, recognising where scope for professional judgement exists. • Able to gather information quickly and effectively to inform judgement for interventions in crises, and in response to challenges • Can anticipate, assess and manage risk, in complex cases, and support others to develop risk management skills • Has the ability to consider executive functioning in undertaking MCAs. • Demonstrate confidence and skills to provide professional opinion to social workers and other professionals • Ability to promote individual and carer participation in developing service delivery • Able to identify and communicate to supervisors, leaders and managers how organisational practice can improve and support better social work practice and individual outcomes • Able to work positively with others drawing on and contributing to team working and support, providing social work advice to support colleagues' practice

			<ul style="list-style-type: none"> • Ability to communicate clearly, sensitively, and effectively, applying a range of written, oral and non-verbal communication and adapt these as appropriate. • Can use practice evidence and research to inform the complex judgements and decisions needed to support, empower, and protect individuals. • Can recognise the roles and needs of informal carers and demonstrate through comprehensive assessment and support planning to achieve outcomes. • Works with fellow professionals in inter-agency and multi-disciplinary groups and can demonstrate effective partnership. • Able to work collaboratively to manage the competing interests of service users, their families and their carers. • Able to meet eligible needs within limited resources and manage the emotions and expectations of service users and carers. 	<ul style="list-style-type: none"> • Be able to recognise and address poor practice and systemic failings. 	
Senior Social Worker	SW3	Provide a high-quality resource of professional social work knowledge and expertise to a team of Social Workers, to assist the team in ensuring that it carries out its core tasks to a high standard.	<p>Sector Specific framework: British Association of Social Workers</p> <p>Required for this level (in addition to all previous levels, if applicable)</p>	<p>Sector Specific framework: British Association of Social Workers</p> <p>In addition to level A</p>	<p>Sector Specific framework: British Association of Social Workers</p> <p>In addition to levels A and B</p>
		Take an active lead role in service and staff development, identifying areas needing improvement, presenting and implementing action plans which will facilitate optimal performance and encouraging positive within supervision. This includes actively promoting and supporting Social Work students and social work apprentices within the team.	<p>Qualifications</p> <ul style="list-style-type: none"> • Degree in Social Work • Registration with Social Work England 	<p>Qualifications</p> <ul style="list-style-type: none"> • Working towards Practice Educator and/or Best Interest Assessor and/or Approved Mental Health Professional. • Evidence of ongoing continuous professional development in accordance with Social Work England (SWE). 	<p>Qualifications</p> <ul style="list-style-type: none"> • Practice Educator Award and/or Best Interest Assessor and/or Post Graduate Approved Mental Health qualification.
			<p>Knowledge</p> <ul style="list-style-type: none"> • Detailed knowledge and understanding of how to apply all relevant social care legislation, 	<p>Knowledge</p> <ul style="list-style-type: none"> • Up to date knowledge and understanding of changes to legislation and practices across the social care sector. 	<p>Knowledge</p> <ul style="list-style-type: none"> • Comprehensive knowledge of a wide variety of funding streams both internal and external to the

		<p>Provide quality formal and informal supervision to both qualified and unqualified staff, ensuring the team's performance and quality meet and maintain excellent standards, and developed as needed. This may include developing tailored action plans for individual team members.</p> <p>Ensure the delivery of high-quality, person-centred care and support, taking a holistic whole family approach to ensure that the person's needs are met and identify any impact on family members or others in their support network.</p> <p>Work closely with colleagues within the council and partners ensuring that person centred outcomes are met in ways which utilise available resources as effectively as possible within budgetary constraints.</p> <p>Represent the local authority in a range of key meetings, panels, and groups, ensuring follow up on agreed actions and work closely with colleagues within the council and external partners ensuring that person centred outcomes are met in ways which utilise available resources as effectively as possible. This may also include deputising for the Team Manager when required.</p> <p>Contribute to the development of new initiatives through attendance or leadership on working groups, multi-agency forums, training courses etc to develop current and new ways of working that meet service requirements and bring about change where necessary for the team and service users.</p> <p>To actively support and manage OT Duty service and lead on managing lone working procedures to ensure that services are delivered which meet</p>	<p>policy, statutory guidance and procedures.</p> <ul style="list-style-type: none"> • Knowledge of the Equality Act 2020 and principles of anti-discriminatory practice. • Knowledge of General Data Protection Regulations. • Knowledge and experience in the application of national policies and developments relating to Adult's Social Care and the impact on people and their families. • Knowledge and experience in the application of relevant theoretical frameworks, practice models, research findings and the application of psychological and human development theories. • Knowledge of NHS Continuing healthcare national framework and associated processes. • Knowledge and experience of safeguarding and how to prioritise safeguarding appropriately. • Understands equality and diversity and promotes this across the service. 	<ul style="list-style-type: none"> • Comprehensive knowledge of the prevention and enablement agenda. • Understands the advanced theoretical, practical and procedural knowledge across a specialist area. • Knowledge of Adult Social Care resources required to deliver effective care and support to individuals and their carers. • Knowledge of the role of the Court of Protection 	<p>Council and how they can impact upon practice</p> <ul style="list-style-type: none"> • Knowledge and practical application of risk assessment and safeguarding adult statutory frameworks and current agendas.
			<p>Experience</p> <ul style="list-style-type: none"> • Experienced in being an Inquiry Officer for complex safeguarding cases as and when required. • Experience of promoting and advancing, wherever possible, an individual's right to autonomy and self-determination. • Experience of supporting others to reflect on the impact of own values on professional practice. • Experienced in providing guidance and challenge to others about applying the principles of social justice. • Experience of promoting strength-based practice and the use of community-based resources. • Experience of providing supervision to SCOs and 	<p>Experience</p> <ul style="list-style-type: none"> • Experience of chairing meetings e.g. team meetings, best interest meeting, less complex professional meetings. • Experience in managing and allocating cases. • Experience of attending performance meetings and achieving a good understanding of performance using the dashboard. • Experience of providing formal supervision to SWs and newly qualified SW & SCO's. • Experience in undertaking appraisals and identifying individual development areas. • Experience of supporting team members with safeguarding and actioning as appropriate. 	<p>Experience</p> <ul style="list-style-type: none"> • Experience of developing and implementing training / upskilling of the team • Experience of being a DSO for safeguarding cases • Experience in identifying and mitigating risks to individuals on your own caseloads and for those you supervise. • Experienced in managing key performance indicators. • Experience in identifying gaps in service delivery and providing feedback to Team Managers. • Experienced in using sound judgement in decision making.

		<p>the needs of the person and optimise the use of all resources.</p> <p>Maintain awareness of changes in legislation and related policies and practices and ensure all social work staff are also informed of these changes to enable consistent and timely implementation. This will include promoting and supporting the Council's policies and procedures for safeguarding, carrying out duties and work at all times in a way that ensures the safeguarding and welfare of service users.</p>	<p>shadowing opportunities for students.</p>	<ul style="list-style-type: none"> • Experience of supervising and managing a wide range of complex cases. 	
			<p>Skills</p> <ul style="list-style-type: none"> • Good understanding of performance and ability to interpret data and action accordingly. • Can promote resilience, emotional and physical well-being of team members • Use professional judgement and analytical skills to inform complex judgements and decisions in their own cases • Demonstrate the ability to respond effectively to changing priorities • To have relevant skills in using information, data and technology • Promotes and embeds the use of community partner and charity organisations. 	<p>Skills</p> <ul style="list-style-type: none"> • Ability to analyse performance data to monitor performance and devise plans to improve. • Support their supervisees to use professional judgement and analytical skills to inform complex judgements and decisions in their own cases • Able to understand, analyse and suggest solutions in complex situations where significant levels of uncertainty are present and potential or actual significant conflict exist – escalating where necessary. • Ability to consider budget implications while meeting essential assessed outcomes • Ability to manage the throughput of cases held within the team and use effective caseload management skills • To apply and provide challenge for requests to funding 	<p>Skills</p> <ul style="list-style-type: none"> • Ability to develop resilience and promote emotional and physical well-being amongst staff. • Ability to monitor performance, and devise plans to monitor and evaluate outcomes • Promotes and encourages staff ongoing professional development. • Ability to implement ideas and innovations which impact positively on the service. • Ability to Identify efficiency savings and opportunities for cost reduction • Ability to deputise for the team manager at complex, multi-agency meetings.
Team Manager	SW4	<p>Lead, direct, and provide support in the development of the functions and operational management of a team within a designated budget by efficient deployment of resources according to need in order to ensure the safeguarding and welfare of people.</p> <p>Manage and motivate team and individual performance, providing direction and leadership, undertaking staff appraisals, addressing welfare, capability and disciplinary issues, advising on personal development, training and coaching, providing CPD and learning opportunities, and sharing evidence learning from experience, in order to maximise performance from individuals, satisfy personal aspirations and to ensure that staff fulfil their potential and secure best professional practice. This</p>	<p>Sector Specific framework:</p> <p>Social Work England (SWE), Health Care Professions Council (HCPC) or Royal College of Nursing (RCN) Professional Standards.</p> <p>Required for this level (in addition to all previous levels, if applicable)</p>	<p>Sector Specific framework:</p> <p>Social Work England (SWE), Health Care Professions Council (HCPC) or Royal College of Nursing (RCN) Professional Standards</p> <p>In addition to level A</p>	<p>Sector Specific framework:</p> <p>Social Work England (SWE), Health Care Professions Council (HCPC) or Royal College of Nursing (RCN) Professional Standards</p> <p>In addition to levels A and B</p>
			<p>Qualifications</p> <ul style="list-style-type: none"> • Degree in Social Work, Occupational Therapy or Nursing. • Obtained Practice Educator Award and/or Best Interest Assessor and/or Approved Mental Health qualification. • Registration with Social Work England, HCPC or RCN. 	<p>Qualifications</p> <ul style="list-style-type: none"> • Evidence of ongoing continuous professional development in accordance with Social Work England (SWE), Health Care Professions Council (HCPC) or Royal College of Nursing (RCN) Professional Standards. 	<p>Qualifications</p> <ul style="list-style-type: none"> • Commitment to work towards Management qualification (ILM Level 5 or equivalent)
			<p>Knowledge</p> <ul style="list-style-type: none"> • Extensive knowledge of adult social care resources required to 	<p>Knowledge</p>	<p>Knowledge</p> <ul style="list-style-type: none"> • Up to date knowledge and understanding of changes to

		<p>will include promoting a creative strengths-based culture to supporting people.</p> <p>Ensure that the team provides an excellent service to residents and improves practice by embedding the Quality Assurance Framework within the team and providing feedback and monitoring information to ensure excellent performance against internal and external performance measures and to fulfil statutory reporting requirements.</p> <p>Support the Operations Manager in ensuring the workload of the service area is prioritised appropriately and is allocated to members of the team, making best use of their skills and capability to cover demand and maintain high quality service provision.</p> <p>Contribute to the development of knowledge and skills of the team, including newly qualified staff and students by sharing knowledge and examples of good practice.</p> <p>Contribute to the development of adult social care provision and policy, and promote new ways of developing services, taking account of national and local initiatives, as well as performance indicators and audits.</p> <p>Contribute to organisational change and development, supporting others to do so in ways which maintain a focus on positive outcomes for people who use services, families, carers and communities.</p> <p>Provide cover in the absence of the Operations Manager and for other Team Managers as and when required in order to effectively deliver services and maintain business continuity.</p>	<p>deliver effective care and support to customers and their carers.</p> <ul style="list-style-type: none"> • A comprehensive understanding of relevant health and social care legislation and policies and procedures and ability to apply it in practice. • Excellent knowledge and practical application of risk assessment and safeguarding adult's statutory frameworks and current agendas. • A broad knowledge of the role of the Court of Protection • Understands equality and diversity and promotes this across the service. 	<ul style="list-style-type: none"> • Has vast knowledge of a variety of funding streams and actively promotes the use of these within your team • Knowledge of HR procedures to manage a team effectively. 	<p>legislation and practices across the Social Care sector</p> <ul style="list-style-type: none"> • Good knowledge in regard to disputes relating to funding streams so able to act as a first point of challenge.
			<p>Experience</p> <ul style="list-style-type: none"> • Experienced in providing clear expectations around team and individual performance through target setting • Experience in monitoring performance in relation to throughput of work both within the team and individual staff. • Experienced in using performance systems to interpret data in order to analyse and action accordingly. • Experience in the provision of regular high-quality supervision. • Experienced in managing high risk cases to ensure they are managed effectively. <p>Skills</p> <ul style="list-style-type: none"> • Ability to maintain workforce morale and engagement and have proactive practices to manage workforce lifecycle. 	<p>Experience</p> <ul style="list-style-type: none"> • Experienced in identifying and escalating team performance issues relating to service delivery. • Experienced in supporting senior staff to manage individual performance in their role as supervisors • Experienced in understanding performance data and identifying areas of concern to escalate and develop plans to improve. • Experienced in developing individuals and teams, identifying performance capabilities and implementing necessary training needs by creating opportunities for learning. • Experienced in utilising 3-way supervision as a means of mediation and support. <p>Experienced providing guidance and advice to staff on management of high-risk cases and escalate as appropriate within management.</p> <p>Experienced in managing staffing budget within available resources.</p> <p>Skills</p> <ul style="list-style-type: none"> • Shows support for changes that have been agreed corporately, irrespective of own views. 	<p>Experience</p> <ul style="list-style-type: none"> • Experienced in setting team targets to improve performance, identifying potential concerns, resource availability and process effectiveness. • Experienced in identifying and escalate team performance issues which could be leading to wider organisational concerns and present potential solutions. • Experienced in monitoring the quality of practice of the team and be accountable for improvements • Experienced in negotiating and engaging with internal and external partners to achieve outcomes. • Experienced in promoting and embedding the use of community partner and charity organisations. <p>Can effectively manages staffing budget within available resources with a plan to action areas of concern.</p> <p>Skills</p> <ul style="list-style-type: none"> • Effectively communicate with the team and have challenging conversation as required.

		Perform duties and work at all times in a way that ensures the safeguarding and welfare of people.	<ul style="list-style-type: none"> Ability to promote a positive culture within the team, fostering collaboration and inclusivity. Ability to adapt communication style to varying audiences. Ability to build strong relationships with their team but also with stakeholders and customers. Active listening, fostering effective communication in order to build strong relationships within your team. Shows sound judgement in decision making, resolving problems and providing direction. Ability to effectively manage the workload including prioritising work and delivering outcomes within defined timescales. Skills in identifying and managing risk including use of risk assessment. Ability to use supervision to monitor performance. 	<ul style="list-style-type: none"> Ability to ensure that team members receive regular feedback on their performance, recognising excellence and support improvement as appropriate. Considers budget implications while meeting essential assessed outcomes Ability to negotiate, engage and persuade team members to collectively reach agreements and achieve outcomes. Ability to utilise varying methods of communication to effectively convey information, ideas and instructions to individuals and the team. Ability to engage and involve staff in organisational change. Provides professional complaint responses within specified timescale. 	<ul style="list-style-type: none"> Ability to effectively escalate barriers to effective working both internally and externally when appropriate. Ability to manage and make decisions with complex work, where there are elements of conflict present. Ability to provide/receive constructive feedback to/from individuals and the team to develop professionally Developed skills in group supervision and reflective practice sessions
Operations Manager	SW5	Work closely with other teams to identify, monitor, review and improve service delivery, performance and efficiency to ensure quality and outcome improvements are made where required.	<p>Sector Specific framework: Social Work England (SWE), Health Care Professions Council (HCPC) or Royal College of Nursing (RCN) Professional Standards.</p> <p>Required for this level (in addition to all previous levels, if applicable)</p>	<p>Sector Specific framework: Social Work England (SWE), Health Care Professions Council (HCPC) or Royal College of Nursing (RCN) Professional Standards.</p> <p>In addition to level A</p>	<p>Sector Specific framework: Social Work England (SWE), Health Care Professions Council (HCPC) or Royal College of Nursing (RCN) Professional Standards.</p> <p>In addition to levels A and B</p>
		Contribute to the continuous improvement of practices, procedures and initiatives to support high quality service delivery, leading and contributing to a range of service-related projects, including the development of new initiatives through representation on working/multi-agency groups. This includes leading on change and innovative ways of delivering services using a strengths-based approach.	<p>Qualifications</p> <ul style="list-style-type: none"> Degree in Social Work Practice Educator Award and/or Best Interest Assessor and/or Approved Mental Health qualification. Working towards management qualification (ILM Level 5 or equivalent) Registration with Social Work England, HCPC or RCN. 	<p>Qualifications</p> <ul style="list-style-type: none"> Evidence of ongoing continuous professional development in accordance with Social Work England (SWE), Health Care Professions Council (HCPC) or Royal College of Nursing (RCN) Professional Standards 	<p>Qualifications</p> <ul style="list-style-type: none"> ILM Level 5 in Management or equivalent qualification
		Manage the service area within the designated budget, ensuring that	<p>Knowledge</p> <ul style="list-style-type: none"> Extensive knowledge of adult social care resources required to 	<p>Knowledge</p>	<p>Knowledge</p> <ul style="list-style-type: none"> Up to date knowledge and understanding of changes to

		<p>efficiencies are maximised, and that all expenditure is accounted for and in line with agreed council policies.</p> <p>Have oversight and provide guidance to operational teams in respect of complex safeguarding and high-risk situations to ensure effective action is taken to manage and reduce risk for people with care and support needs and their carers.</p> <p>Operationally manage a portfolio of social care services ensuring high quality, value for money services are delivered in accordance with performance standards and contractual requirements, leading on embedding co-production and ensuring the involvement of those with lived experience in the design of service delivery.</p>	<p>deliver effective care and support to customers and their carers.</p> <ul style="list-style-type: none"> • A comprehensive understanding of relevant health and social care legislation and policies and procedures and ability to apply it in practice. • Excellent knowledge and practical application of risk assessment and safeguarding adult's statutory frameworks and current agendas • A broad knowledge of the role of the Court of Protection. • Understands equality and diversity and promotes this across the service. • Knowledge and understanding of budget setting process. • Knowledge of HR procedures to manage a service effectively. 	<ul style="list-style-type: none"> • Knowledge of 'The One Medway Council Plan' and ASC strategy and how these impacts on your service • Has vast knowledge of a variety of funding streams and actively promotes the use of these to your service area. • Knowledge of HR procedures (such as capability, grievances and disciplinaries) to manage teams effectively. 	<p>legislation and practices across the Social Care sector which impacts your service area</p> <ul style="list-style-type: none"> • Comprehensive knowledge in sector specific areas such as continuing health care (CHC) and section 117 in order to participate and represent the Local Authority in formal disputes
		<p>Manage and motivate team and individual performance, providing direction and leadership, undertaking staff appraisals, addressing welfare, capability and disciplinary issues, advising on personal development, training and coaching, in order to maximise performance from individuals, satisfy personal aspirations, and to develop a confident and competent workforce to ensure good outcomes for the residents of Medway. This includes ensuring quality supervision takes place across the service.</p> <p>Represent Adult Services at internal and external working groups and contribute to strategic information gathering and the development of service initiatives/ guidelines/ projects, to inform current practice and future commissioning, and work in partnership with customers, carers and key stakeholders to deliver a co-ordinated, seamless response to customers and carers.</p>	<p>Experience</p> <ul style="list-style-type: none"> • Experienced in developing contingency plans in relation to key performance indicators. • Experience in identifying gaps in service delivery and is able to highlight the risks to senior managers (such as gaps in staffing, backlogs). • Experienced in using sound judgement in decision making, resolving problems and providing direction. • Experienced as DSO for complex safeguarding concerns • Can identify resources required for change and provides opportunities for developing individuals by involving them in change • Plays an active role in developing individuals and teams and creating opportunities for learning. • Is experienced in being an effective 'change champion' within their service 	<p>Experience</p> <ul style="list-style-type: none"> • Experience in identifying gaps in service delivery and is able to develop a risk assessment and action plan. • Makes decisions and solves problems within sphere of authority, to enable progress • Reviews and interprets feedback and ensures service plans are user focused • Experienced in encouraging coproduction to improve service delivery. • Experience in managing and making decisions with complex safeguarding work, where there are elements of conflict present. • Experienced in providing advice and oversight for less experienced DSOs • Acts as a competent DSO for Organisational Safeguarding. 	<p>Experience</p> <ul style="list-style-type: none"> • Experience in implementing risk assessment and action plans to improve service delivery. • Plays an effective role in leading and managing change programmes • Experienced in delivering coproduction successfully.
			<p>Skills</p>	<p>Skills</p>	<p>Skills</p>

		<p>Drive improvements in performance, quality assurance and innovation for the team in line with national and departmental targets and objectives, taking responsibility for the delivery of quality care within the designated service area monitored through the Quality Assurance Framework. This includes being accountable for performance indicators with designated service area, driving performance and ensuring the delivery of quality outcomes.</p>	<ul style="list-style-type: none"> • Ability to act as a positive role model and leader • Shares and communicates the vision across own and related teams. • Shows support for changes that have been agreed corporately, irrespective of own views • Ability to implements ideas and innovations which impact positively on the service. • Ability to set clear targets to achieve objectives within the service area. • Encourages creativity, innovation and improvement within a service area • Promotes and encourages staff ongoing professional development. • Ability to prioritise own and team's work effectively. • Able to offer solutions to improves service performance and quality. • Competent in investigating and providing responses to complaints. • Knows when to involve employees as required in service issues and decision making • Ability to Identify efficiency savings and opportunities for cost reduction • Able to embed a culture of best value. 	<ul style="list-style-type: none"> • Seeks opportunities for self-development and sets challenging personal goals • Recognises and credits achievements of team members to increase morale • Ensures that all employees receive regular feedback on their performance • Ability to improve service performance and quality through continually reviewing /adjusting service plans • Can produce well written, comprehensive, succinct reports for senior manager. • Ability to support and provide oversight to Team Managers who are investigating and responding to complaints. • Ability to develop resource plans to meet service requirements drawing up realistic budgets • Keeps teams updated on all key service and organisational information 	<ul style="list-style-type: none"> • Promotes and develops a culture of continuous improvement • Keeps abreast of developments, comparator performance and best practice within the service area. • Plans and directs resources effectively to support service delivery. • Can analyse the learning from complaints to make positive changes to service performance and delivery. • Can responds positively and flexibly to changing needs and priorities. • Can embed change, supporting wider council initiatives • Ability to encourage and coach others to develop in their role
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