

MEDWAY COUNCIL - JOB PROFILE

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| DESIGNATION | Head of Adult Social Care Early Help & Prevention |
| DIRECTORATE | Children & Adults |
| DEPARTMENT | Adult Social Care |
| RESPONSIBLE TO | Assistant Director Adult Social Care |
| JOB FAMILY/LEVEL | Corporate Core / Level 1 |
| GRADE | Service Manager |

1. MAIN PURPOSE OF JOB

As an active member of the Adult Social Care Leadership Team, you will be responsible for leading the strategic and operational aspects of the 'front door' service in adult social care. You will be responsible for ensuring that the service is managed and delivered in a manner that maximises independence and enables people to live as ordinary a life as possible and makes best use of the entire resources available including community and voluntary sector, family and informal carers.

You will work with Health partners to ensure effective delivery of support to residents across health and social care, ensuring the effective management and delivery of Adult Social Care responsibilities relating to health system management including hospital discharge and admission avoidance

You will lead the strategic development of the service, articulating a clear vision for early help and prevention services.

You will ensure the statutory responsibilities of the local authority for the Care Act, Mental Capacity Act, and other legislative functions and accountabilities are appropriately managed including joint responsibilities with Health partners.

You will provide leadership, management, and professional advice on aspects of adult social care in the delivery of high quality support to improve outcomes for the people of Medway.

You will collaborate with senior leaders and stakeholders to align strategies with broader organizational and health and social care system goals. Continuously monitoring outcomes and adapt approaches based on evidence and best practices

You will establish connections at the local, regional, and national levels to shape and enhance the strategic development and delivery of services, embracing best practices by benchmarking and networking with other local authorities

You will be responsible for managing people, delegated budgets, and other resources, utilising them innovatively and creatively to benefit service provision, ensuring expenditure is contained within cash limited budgets and risk and need are balanced, to deliver Council objectives and the best possible outcomes for people who use services and carers.

You will be responsible for establishing, monitoring, and taking corrective action in respect of the performance of the long term care & support service and be able to demonstrate the delivery of high quality adult social care in Medway.

As a member of the Adult Services Senior Leadership Team, you will actively lead in the strategic and operational management of the service by collaborating with colleagues.

You will assist and deputise for the Assistant Director of Adult Social Care and provide cover for other Heads of Service, as appropriate.

2. PERSON SPECIFICATION

Qualifications

Essential

- Degree in Social Work or Occupational Therapy
- Registered with Social Work England or HCPC
- NVQ level 5 in Management or equivalent management qualification
- Extensive management experience including the management of change
- Evidence of continuous professional development.
- Evidence of managing budgets and achieving value for money
- Post qualifying learning, extensive evidence of CPD

3. KNOWLEDGE, SKILLS & EXPERIENCE

- Experience and successful track record in leading, managing and empowering staff to deliver whole system and outcome focussed approaches in Adult Social Care.
- Extensive experience working in Adult Social Care, understanding operational systems and relevant legislation to drive forward performance.
- Extensive experience of prevention and reablement to enable people to live independent lives.
- Experience of managing projects and programmes at a senior level within a large organisation.
- Experience of preparing and delivering evidence-based reports to secure support from stakeholder and inform decision-making regarding various projects and service enhancements.
- Experience of collaborating with partners and residents to improve and implement ways of working.
- Experience of working with Elected Members
- Detailed knowledge of adult safeguarding practice, legislation, and research

- Service planning (including complex cases) and professional supervision
- Significant experience of implementing policies and strategies in a similar or related setting
- A detailed knowledge and understanding of key statutory legislation affecting the delivery of the designated Adult Social Care services
- Extensive experience of delivering a service that maximises independence and enables people to live as ordinary a life as possible and makes best use of the entire resources available including community and voluntary sector, family and informal carers.
- Experience of establishing, monitoring and reporting performance in accordance with the Adult Social Care performance framework, as determined by national and local objectives and statutory requirements, to demonstrate the delivery of high quality Adult Social Care in Medway and responding to complaints and enquiries as appropriate.
- Experience of establishing connections at the local, regional, and national levels to shape and enhance the strategic development and delivery of services.
- Experience of embracing best practices by benchmarking and networking with other local authorities

4. COMPETENCES

Strategic vision

Contributes to the ongoing development and achievement of the strategic vision for the service.

Organisational insight

Has an extensive understanding of the service, its activities and policies and the market/external comparators for it

Informs and engages with elected members

Inspirational leadership

Shows strong leadership, promoting equality and integrity.

Encourages creativity, innovation and improvement

Influences decision makers to facilitate progress and achievement of objectives

Stakeholder management

Builds sound, productive working relationships with colleagues, partners and employees.

Seeks opportunities for partnership working that will benefit the service area

Communicates clearly both orally and in writing, adapting style to suit different needs

Service effectiveness

Develops resource plans to meet service requirements drawing up realistic budgets and using information effectively.

Manages programmes and projects, assessing and dealing with risks

Develops a strong service culture, developing, managing and measuring service plan objectives

Leading change

Is proactive in instigating change

Makes decisions and solves problems and solves problems within limits of authority, to enable progress

Embeds change, supporting wider council initiatives

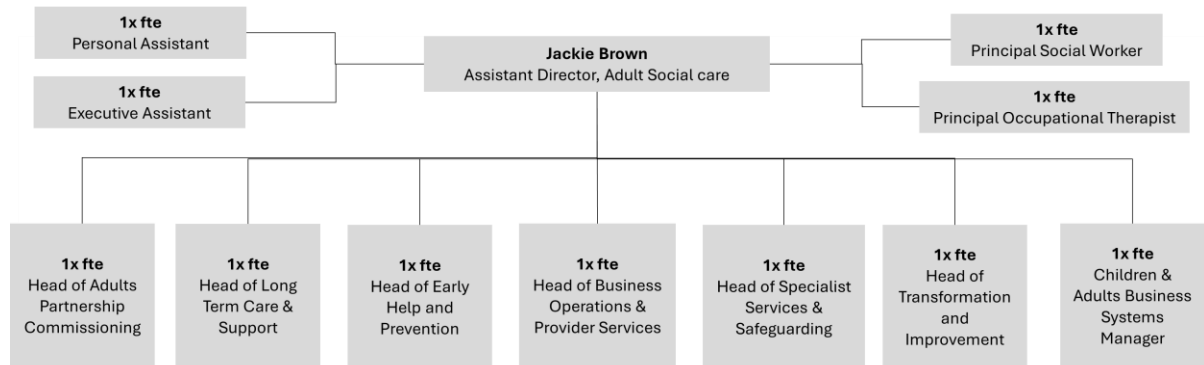
Team engagement

Ensure that individuals and teams have targets/objectives and development plans, linked to service goals.

Builds a motivated, engaged team

5. ORGANISATION

(i) ORGANISATION CHART



(ii) DESCRIBE HOW AND BY WHOM THE POST IS MANAGED

Post holder will be directly managed by the Assistant Director Adult Social care.

(iii) DESCRIBE THE LEVEL OF INITIATIVE AND/OR INDEPENDENCE EXPECTED OF THE POST HOLDER INCLUDING THE LEVEL OF DISCRETION TO MAKE DECISIONS AND THEIR POSSIBLE CONSEQUENCES

The post holder will be expected to liaise with all levels of the organisation, people that draw on care & support, Carers, and external partner colleagues.

The post holder will be expected to possess, and display, high levels of autonomy and initiative and will be required to make decisions as a regular feature of the work and the consequences of those decisions or recommendations.

(iv) DESCRIBE ANY SUPERVISORY / MANAGEMENT / MATRIX MANAGEMENT RESPONSIBILITIES

Responsibility of a service with up to 100 staff. Direct line management and supervisory responsibility of up to 5 staff for whose work the postholder can be considered directly accountable and in particular the qualitative aspects of supervision/management of staff.

(v) JOB CONTEXT – DESCRIBE THE MAIN CONTACTS, BOTH INTERNAL

AND EXTERNAL AND THE PURPOSE OF THOSE CONTACTS

Teams within the Council, staff from external partners, CQC, ICB, MFT, KPMT, Politicians from Medway, private, voluntary and community sector providers, police, vulnerable adults and their carers

(vi) WORK CONTEXT – DESCRIBE ANY POTENTIAL RISK TO HEALTH AND GENERAL WELLBEING

There may be, on occasions, some verbal aggression from customers, however this will be limited.

6. PHYSICAL DEMANDS

The postholder will spend a lot of time sitting at a desk, either working or in meetings (both virtual and physical)

7. WORK DEMANDS

This role requires working efficiently in a dynamic and fast-paced environment, successfully managing multiple projects with strict time constraints, quickly adjusting to shifting priorities and on occasions unexpected challenges. The role will be required to deliver exceptional results while meeting high standards

8. RESPONSIBILITY FOR PHYSICAL RESOURCES

N/A

9. WORKING CONDITIONS

In certain situations, there might arise a need to access properties that require thorough cleaning / are unhygienic. Additionally, you may find yourself working with people whose health conditions can cause them to be aggressive or unable to manage their hygiene.