

Job Title	Range	Duties	Level A (Developing)	Level B (Practising)	Level C (Accomplished)
Occupational Therapist Assistant	Range 4		Required for this level (in addition to all previous levels, if applicable)	In addition to level A	In addition to levels A and B
			<u>Qualifications</u> <ul style="list-style-type: none">	<u>Qualifications</u> <ul style="list-style-type: none">	<u>Qualifications</u> <ul style="list-style-type: none">
			<u>Knowledge</u> <ul style="list-style-type: none">	<u>Knowledge</u> <ul style="list-style-type: none">	<u>Knowledge</u> <ul style="list-style-type: none">
			<u>Experience</u> <ul style="list-style-type: none">	<u>Experience</u> <ul style="list-style-type: none">	<u>Experience</u> <ul style="list-style-type: none">
			<u>Skills</u> <ul style="list-style-type: none">	<u>Skills</u> <ul style="list-style-type: none">	<u>Skills</u> <ul style="list-style-type: none">
Occupational Therapist	SW2	<ul style="list-style-type: none">Analytical skills to interpret complex information and situations to develop appropriate plans to meet agreed needs.Ability to work within recognised procedures and respond independently using professional judgement.Will carry out tasks which have a considerable direct impact on the wellbeing of people, including assessing needs, implementing care/welfare, regulations, providing guidance on internal procedures and interpreting policies and procedures to meet specific circumstances or problems.Ability to deal with high levels of work-related pressure e.g. conflicting demands, interruptions and varied deadlines.Able to work independently, with regular use of initiative, referring to more senior officers for advice on policy/resources.Ability to communicate and work in collaboration with partner organisations	Sector Specific Frameworks to be used as part of the progression framework: Professional Standards for occupational therapy practice, conduct and ethics Required for this level	Sector Specific Frameworks to be used as part of the progression framework: Professional Standards for occupational therapy practice, conduct and ethics In addition to level A	Sector Specific Frameworks to be used as part of the progression framework: Professional Standards for occupational therapy practice, conduct and ethics In addition to levels A and B
			<u>Qualifications</u> <ul style="list-style-type: none">A recognised professional Occupational Therapy qualification level 5/6? (diploma/degree)Currently registered with the HCPC.Completion of NQOT year or equivalent	<u>Qualifications</u> <ul style="list-style-type: none">Evidence of a range of CPD activities/ ongoing continuous professional development in accordance with HCPC.	<u>Qualifications</u> <ul style="list-style-type: none">
			<u>Knowledge</u> <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.	<u>Knowledge</u> <ul style="list-style-type: none">Knowledge and experience in applying relevant legislation, statutory guidance, policy and procedures relating to adult social care/OT.Knowledge of the prevention and enablement agenda.	<u>Knowledge</u> <ul style="list-style-type: none">Knowledge and experience in the application of relevant Occupational Therapy theoretical frameworks, practice models, research findings and the application of psychological and human development theories.

Commented [nt1]: Is there not going to be the specific safeguarding section in OT CPF like SW's?

Commented [ss2R1]: Not required due differences in duties

		<p>building good working relationships both internally and externally.</p> <ul style="list-style-type: none">• Maintain evidence of client centred practice (the voice of the client)• Ability to maintain client record system including case notes and assessments in a timely and professional manner.	<ul style="list-style-type: none">• Understanding of the difference between theory, research, evidence and expertise and the role of professional judgement.• Knowledge and proficiency in the use of all core and specialist equipment available.	<ul style="list-style-type: none">• Critical understanding of the difference between theory, research, evidence and expertise and the role of professional judgement. Use practice evidence and research to inform decision making.• 	
			<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 partners, and challenge partners constructively to effect multi-agency working.• 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.• Experience of effectively using strength-based practice and the use of community-based resources.	<p>Experience</p> <ul style="list-style-type: none">• Experienced in applying critical reflection and analysis to increasingly complex cases and situations.• 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.• Experience of completing a housing needs report and viewings effectively.	<p>Experience</p> <ul style="list-style-type: none">• 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.• Experience of providing supervision to Occupational Therapy Assistants and shadowing opportunities for students.
			<p>Skills</p> <ul style="list-style-type: none">• Ability to use Microsoft Word, Excel, PowerPoint, Teams and Outlook.• Experience of accurately recording information and data.• Can represent the local authority as part of the health & welfare support system, in clearly defining the role of occupational therapy and the duties and responsibilities.	<p>Skills</p> <ul style="list-style-type: none">• Can provide informal guidance to others, escalating where complex and required.• Ability to manage caseload ensuring effective throughput of work and timely and concise case recording.• Ability to remain person centred and task focused when responding to complexity and risk in a multi-disciplinary environment.	<p>Skills</p> <ul style="list-style-type: none">• 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

Commented [nt3]: Nothing about recording of information / assessments and using the Council's systems to do this accurately

Commented [ss4R3]: Added

			<ul style="list-style-type: none">• 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 identify and raise safeguarding concern on behalf of individuals• Ability to undertake OT related mental capacity assessment of a decision and time specific nature.• 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.• Ability to recognise the need for a carers assessment for informal carers.• 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">• 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 OT related mental capacity assessments.• 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.• Be able to recognise and address poor practice and systemic failings.• Ability to identify and manage risk effectively using appropriate risk assessment tools.	<ul style="list-style-type: none">• Has the ability to consider executive functioning in undertaking MCAs.• Able to identify and communicate to supervisors, leaders and managers how practice can improve.• Able to work positively with others drawing on and contributing to team working and support, providing OT advice to support colleagues’ practice
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			<ul style="list-style-type: none"> Ability to assess cases including moving and handling and major adaptations; producing action plans and setting goals. Microsoft word, outlook, teams 		
Senior Occupational Therapist	SW3	<p>Take an active lead role in service and staff development, identifying areas needing improvement and presenting and implementing action plans which will facilitate optimal performance; positive risk taking is encouraged within supervision.</p> <p>To 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 and to ensure that services are delivered in a more integrated way.</p> <p>Provide professional and clinical oversight to Occupational Therapy staff, ensuring quality formal and informal supervision to both qualified and unqualified staff, and that quality assurance processes are in place to support and develop staff, drive performance and deliver quality outcomes.</p> <p>Promote comprehensive core skills training for all OT staff, identifying performance issues and gaps and ensuring that support plans are implemented and monitored in order that the team's performance and quality meet and maintain excellent standards, and are developed as needed.</p> <p>Actively promote and support Occupational Therapy students and apprentice placements within the team, ensuring appropriate development opportunities are identified which support career aspirations.</p> <p>Manage a small complex caseload of people who require Occupational Therapy assessment and intervention, ensuring that positive outcomes are achieved for the individual.</p> <p>Determine service gaps and redeploy occupational therapy resources</p>	<p><u>Sector Specific framework:</u> Professional Standards for Occupational Therapist</p> <p>Required for this level (in addition to all previous levels, if applicable)</p> <p><u>Qualifications</u></p> <ul style="list-style-type: none"> A recognised professional Occupational Therapy qualification and to be registered with the HCPC. Satisfactory check through the Disclosure and Barring Service. 	<p><u>Sector Specific framework:</u> Professional Standards for Occupational Therapist</p> <p>In addition to level A</p> <p><u>Qualifications</u></p> <ul style="list-style-type: none"> Evidence of a range of CPD activities/ ongoing continuous professional development in accordance with HCPC. 	<p><u>Sector Specific framework:</u> Professional Standards for Occupational Therapist</p> <p>In addition to levels A and B</p> <p><u>Qualifications</u></p> <ul style="list-style-type: none">
			<p><u>Knowledge</u></p> <ul style="list-style-type: none"> Knowledge to support team members with safeguarding queries and actioning as appropriate. Knowledge in the application of relevant legislation, statutory guidance, standards, and procedures relating to Adult Social Care including the Care Act 2014, Mental Capacity Act 2005, and housing legislation. Knowledge and understanding in the application theoretical frameworks relevant to Occupational Therapy. Comprehensive knowledge of the prevention and enablement agenda. Knowledge and understanding the importance of attending performance clinic and use of the dashboard. Knowledge of General Data Protection Regulations. Knowledge of the Equality Act 2020 and principles of anti-discriminatory practice. 	<p><u>Knowledge</u></p> <ul style="list-style-type: none"> Up to date knowledge and understanding of changes to legislation and practices across the social care sector. To have relevant knowledge in using information, data, and technology e.g. Mosaic reports, ASC B&I dashboard, Power BI, and spreadsheets etc. Knowledge and understanding of clinical reasoning in relation to complex cases and support and guide team members. Knowledge in understanding risk management and applying risk mitigation for their own cases and to support staff. Knowledge and understanding of the OT inquiry officer role within a safeguarding investigation. Knowledge and understanding of the One Medway Council Plan and service plan and how this role and the team contribute to delivering the outcomes 	<p><u>Knowledge</u></p> <ul style="list-style-type: none"> Comprehensive knowledge of a wide variety of funding streams both internal and external to the Council.

		<p>accordingly to meet business needs, ensuring that alternative ways of working and a positive culture are embedded within the team and bring about change where necessary for the team and individuals we support.</p> <p>Promote and support the Council's policies and procedures for safeguarding, maintaining up-to -date knowledge and carrying out duties and work at all times in a way that ensures the safeguarding and welfare of individuals that we support.</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 the needs of the person and optimise the use of all resources. This may also include deputising for the Team Manager as required.</p>	<ul style="list-style-type: none"> • Understands equality and diversity and how this affects service users and staff. 		
			<p>Experience</p> <ul style="list-style-type: none"> • Experience of ensuring allocations are completed and rates are maximised per week. • Provides formal supervision to OTs and newly qualified Occupational Therapists. • Be a practice educator and provide a placement for 1x OT student at least once every two years. • Experience of supporting supervisees with their supervisor role • Experienced in digital literacy to ensure effective service delivery. • Experienced in supporting the team members with safeguarding queries and actioning as appropriate. • Experience of promoting strength-based practice and the use of community-based resources 	<p>Experience</p> <ul style="list-style-type: none"> • Experience of monitoring and managing the differences of individual allocation rates to maintain and improve performance. • Experienced in actively seeking the removal of barriers that may prevent people accessing services. • Experience of attending performance meetings and achieving a good understanding of performance using the dashboard. • Experienced in providing formal supervision and successfully addressing moderate performance issues. • Experienced in being an Inquiry Officer for safeguarding cases. 	<p>Experience</p> <ul style="list-style-type: none"> • Experienced in identifying and where appropriate addressing capability concerns and develop action plans with support from HR and Team manager. • Experience of developing and implementing training / upskilling of the team • Experience in identifying and mitigating risks to individuals on your own caseloads and for those you supervise. • Experienced in using sound judgement in decision making.
			<p>Skills</p> <ul style="list-style-type: none"> • Ability to apply relevant legislation, statutory guidance, standards, and procedures relating to Adult Social Care/OT. • Ability to respond to changing priorities throughout the working day. • Can promote resilience, emotional and physical well-being of team members • Ability to communicate complex information effectively across the team and with other partners in written and verbal format. • Ability to identify and escalate complex situations where significant levels of uncertainty are present and potential, or conflict exists. • Promotes and embeds the use of community partner and charity organisations. • Microsoft word, outlook, teams 	<p>Skills</p> <ul style="list-style-type: none"> • Ability to manage and make decisions in complex situations where significant levels of uncertainty are present and potential, or conflict exists. • Ability to be analytical and confident to implement solutions with case work. • Ability to consider budget implications while meeting essential assessed outcomes • Ability to use clinical reasoning skills to inform complex decisions in their own cases and supporting their supervisees. • Can identify areas for development across the team, participating in developing, implementing training/ upskilling of the team. • Support their supervisees to use professional judgement and analytical skills to inform complex 	<p>Skills</p> <ul style="list-style-type: none"> • To be an expert user of the ASC performance dashboard and proactively identify and action areas of poor performance. • Ability to supervise and manage staff who have capability issues or ill health alongside the team manager. • To be proficient with Microsoft Teams: including updating documents and ensuring documents and data are in line with policy within your areas. • Ability to implement ideas and innovations which impact positively on the service. • Take a lead in developing CPD sessions. • Ability to deputise for the team manager at relevant meetings.

				judgements and decisions in their own cases. <ul style="list-style-type: none"> To apply and provide challenge for requests to fund specialist equipment 	<ul style="list-style-type: none"> Ability to Identify efficiency savings and opportunities for cost reduction.
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 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. 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</p>	Sector Specific framework: Professional Standards for Occupational Therapist Required for this level (in addition to all previous levels, if applicable)	Sector Specific framework: Professional Standards for Occupational Therapist In addition to level A	Sector Specific framework: Professional Standards for Occupational Therapist In addition to levels A and B
			Qualifications <ul style="list-style-type: none"> A recognised professional Occupational Therapy qualification and to be registered with the HCPC. Satisfactory check through the Disclosure and Barring Service. 	Qualifications <ul style="list-style-type: none"> Evidence of a range of CPD activities/ ongoing continuous professional development in accordance with HCPC. 	Qualifications <ul style="list-style-type: none"> Commitment to work towards Management qualification (ILM Level 5 or equivalent)
			Knowledge <ul style="list-style-type: none"> Extensive knowledge of adult social care/OT resources required to deliver effective care and support to customers and their carers. 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 of General Data Protection Regulations. 	Knowledge <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. 	Knowledge <ul style="list-style-type: none"> Up to date knowledge and understanding of changes to legislation and practices across the Social Care sector Good knowledge in regard to disputes relating to funding streams so able to act as a first point of challenge.
			Experience <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 	Experience <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 	Experience <ul style="list-style-type: none"> Experienced in setting team targets to improve performance, identifying potential concerns, resource availability and process effectiveness.

		<p>students by sharing knowledge and examples of good practice.</p> <p>Contribute to the development of adult social care/OT 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>Perform duties and work at all times in a way that ensures the safeguarding and welfare of people.</p>	<p>throughput of work both within the team and individual staff.</p> <ul style="list-style-type: none"> 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>in their role as supervisors</p> <ul style="list-style-type: none"> 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. Experienced in managing staffing budget within available resources.</p>	<ul style="list-style-type: none"> 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. Can effectively manages staffing budget within available resources with a plan to action areas of concern.
			<p>Skills</p> <ul style="list-style-type: none"> Ability to maintain workforce morale and engagement and have proactive practices to manage workforce lifecycle. 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 	<p>Skills</p> <ul style="list-style-type: none"> Shows support for changes that have been agreed corporately, irrespective of own views. Ability to ensures 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. 	<p>Skills</p> <ul style="list-style-type: none"> Effectively communicate with the team and have challenging conversation as required. 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

			supervision to monitor performance.		
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.	<u>Sector Specific framework:</u> Social Work England (SWE), Health Care Professions Council (HCPC) or Royal College of Nursing (RCN) Professional Standards.	<u>Sector Specific framework:</u> Social Work England (SWE), Health Care Professions Council (HCPC) or Royal College of Nursing (RCN) Professional Standards.	<u>Sector Specific framework:</u> Social Work England (SWE), Health Care Professions Council (HCPC) or Royal College of Nursing (RCN) Professional Standards.
		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.	<u>Qualifications</u> <ul style="list-style-type: none">• A recognised professional qualification in Social Work, Occupational Therapy or Nursing.• Obtained Practice Educator Award and/or Best Interest Assessor and/or Approved Mental Health qualification (where appropriate to the role)• Satisfactory check through the Disclosure and Barring Service.• Working towards management qualification (ILM Level 5 or equivalent)	<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	<u>Qualifications</u> <ul style="list-style-type: none">• ILM Level 5 in Management or equivalent qualification
		Manage the service area within the designated budget, ensuring that efficiencies are maximised, and that all expenditure is accounted for and in line with agreed council policies.			
		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 careers.	<u>Knowledge</u> <ul style="list-style-type: none">• Extensive knowledge of adult social care/OT resources required to deliver effective care and support to customers and their carers.• 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 (appropriate to the post).• Understands equality and diversity and promotes this across the service.	<u>Knowledge</u> <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 disciplinarys) to manage teams effectively.	<u>Knowledge</u> <ul style="list-style-type: none">• Up to date knowledge and understanding of changes to legislation and practices across the Social Care sector which impacts your service area• 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
		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.			
		Manage and motivate team and individual performance, providing direction and leadership, undertaking staff appraisals, addressing welfare, capability and disciplinary issues, advising on personal			

Commented [ss5]: Working towards or obtained ? Based upon TM qualification C

		<p>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. 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>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> <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> <p>Manage the service area within the designated budget, ensuring that 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 careers.</p> <p>Operationally manage a portfolio of social care services ensuring high quality, value for money services are delivered in</p>	<ul style="list-style-type: none"> • Knowledge and understanding of budget setting process. • Knowledge of HR procedures to manage a service effectively. • Knowledge of General Data Protection Regulations. • Knowledge of change management theory and practice 		
			<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 (where applicable) • 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. <ul style="list-style-type: none"> • 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 (where applicable) • Experienced in providing advice and oversight for less experienced DSOs (where applicable) • Acts as a competent DSO for Organisational Safeguarding (where applicable) 	<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. • Experience of delivering an effective service within budget
			<p>Skills</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 	<p>Skills</p> <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 	<p>Skills</p> <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.

		<p>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>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>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 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">• Ability to improve service performance and quality through analysis of data continually reviewing /adjusting service plans• Ability to proactively engage with a range of partner organisations• Can produce well written, comprehensive, succinct reports for senior management.• 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">• Can analyse the learning from complaints to make positive changes to service performance and delivery.• Can respond 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• Able to represent Adult Services both internally and externally• Ability to deputise for the head of service at relevant meetings
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