

Job Description

Job Title: Head of Service (Adult Social Care) (two posts)	Service Area: Adult Social Care
Division/Section: Adults and Health	Position Number: 33792 Job Evaluation Number: LBN 387
Grade: SMRC <ul style="list-style-type: none"> • Older People and Disability • Mental Health, Learning Disabilities and Vulnerable Adults 	Date last updated: July 2021 Date of last Evaluation: July 2021
Accountable to:	Director of Operations (Adults)
<p>People at the heart of everything we do We are committed to putting people – Newham residents and Council staff – at the heart of all we do. Our approach is a collaborative joint enterprise between residents, the Mayor, Members, Council staff and the Corporate Management Team. As a Senior Leader, you will be expected to model the behaviours required of all staff in relation to our values of Honesty, Equality, Ambition, Respect and Trust.</p> <p>Equality and diversity We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity policy in the course of their work.</p> <p>Protecting our staff and services Adherence to health and safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good health and safety practices and manage risks appropriately.</p> <p>Corporate parent We believe that every member of staff working for Newham Council should understand and fulfil our corporate parenting responsibilities for our looked after children that we have under the Children and Social Work Act 2017.</p>	

Overall Purpose of Job

- To have responsibility for the effective delivery of the statutory responsibilities of the Local Authority to people with social care needs aged 18 and above.
- To ensure the provision of high quality, person centred, safe, effective, caring, responsive and well-led services in line with relevant legislation and best practice models.
- To provide strategic and operations management to ensure that the service meets the needs of people who use services and their carers, that the use of

these services is maximised, that performance is monitored and managed and value for money is achieved.

- To manage 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.
- To ensure effective partnership working with Health partners, other statutory services, the voluntary sector and other stakeholders to ensure that the service delivers a high quality and efficient service within resources.
- To support the Director of Operations in maintaining the ethos of the division and in enhancing the performance and reputation of the service, in the context of the council's overall objectives, national health and social care objectives & local objectives.
- To ensure services are provided and developed in such a way that promotes independence, choice and social inclusion.
- To support the Director of Operations in the development and implementation of the national agenda for Adult Social Care whilst making a significant contribution to the national and local priorities of the Department.
- To be responsible for the effective implementation of the Council's Safeguarding Adults, Governance and Quality Assurance arrangements within the services.

Job Context

The post holder reports to the Director of Operations, Adult Social Care

1. The post holder has management responsibility for up to 100 staff.
2. The post holder has budget responsibility for approximately £25 million.
3. The post holder will be required to work some evenings, weekends and occasional public holidays in order to meet service requirements and in order to ensure appropriate representation of the Council with residents, the Mayor and elected members, and external bodies.
4. The post holder will be expected to be part of the Welfare On Call (WOC) rota.

Key Tasks and Accountabilities

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties, which may be required from time to time.

The role will be responsible for providing strategic management and leadership to Adult Social Care Services to ensure that people's social care needs are met.

- Implement and adhere to HR Policies & Procedures, including disciplinary / grievance investigations in line with the Council's Scheme of Delegation
- Effectively manage high levels of risk including reputation in respect of the Council.
- Ensure Health and Safety policies are implemented and adhered to
- Set targets and monitor performance of individuals and the service
- Work closely with managers across functions in the service and division and Council to ensure an integrated approach and to work in partnership.
- To have responsibility for the management and development of the service to ensure that it is delivered in a manner that reflects the diversity of Newham Residents
- To hold operational lead responsibility for the implementation of relevant procedures necessary for the service
- To keep abreast of current trends and developments in all relevant areas concerning professional practice, relevant legislation and Central Government guidance
- To represent the Director of Operations and the service at meetings and working groups as appropriate
- Provide and support professional leadership for Council and across service in respect of area of responsibility
- To ensure that the people and resources within area of responsibility are effectively and efficiently managed to balance need and risk whilst achieving the delivery of council objectives and the best possible outcomes for people who use services and their carers
- Participate in special developments/projects in line with business objectives
- To be responsible for complex case decisions that may involve issues of risks and safety and have significant resource implications within the scheme of delegation
- To ensure that staff have clear objectives and standards by which to work, integrating national priorities for health and social care with local priorities
- To contribute to the development of annual service plans
- Support and own as required the Council's benefits realisation and efficiency plans as appropriate, ensuring links are established to service, team and core unit planning.
- To provide effective leadership in the planning and implementation of major change management programmes and key National / Local strategies within the transformation programmes.

- Ensure statutory LA functions are accounted for within any reconfiguration of services and ensure implementation of the changes required
- Contribute towards the strategic development of services in line with personalisation
- Play a key leadership role in the Department's Transforming social care programmes
- Play a key leadership role in strategic change both within the Department, the Authority and with strategic partners, locally, regionally and nationally where appropriate.
- Support staff, people who use services and their carers in the transformation of services for increased choice and control.
- Ensure systems are in place to aid successful service delivery.
- Drive change in practice as required
- Prepare briefings and draft reports for SMT, DMT and other council boards/cabinet
- To contribute to the delivery of business, budget and performance planning frameworks, including business planning, risk management business continuity, communications and health & safety.
- To lead/contribute to the development of improvement plans across the service to support the effective delivery of services
- To ensure quality assurance across the services
- To ensure further development of user and carer engagement for the service
- To lead/play a key role on corporate initiatives for Adult Services e.g. corporate inspections, service reviews, equalities, etc.

Budget

- To ensure the authorisation, monitoring and control of expenditure in accordance with Financial Regulations and Delegated Authority
- To play a lead role in financial management and scrutiny of all budget activity within the service area
- To manage within cash limited budget and adhere strictly to the Council's standing orders and financial regulations.
- To be responsible for maximising benefits and realising the efficiencies / savings within the service

Quality

- Manage within a quality and equalities framework, based on Council policy and performance targets, professional standards and best practice to ensure that services are developed and delivered in a manner that reflects the diversity of the department's staff and people who use services

- Ensure regular consultation and feedback with people who use services and their carers on the nature and quality of services delivered in the service area and to ensure that this is utilised to improve services
- To investigate and respond to complaints and member/MP enquiries according to the relevant NHS & Adults Social Care complaints procedures.
- To be responsible for implementing quality assurance systems and engaging with clinical governance structures.
- Ensure the support, development and training of staff within career pathways to enable the functioning of multi-disciplinary teams, encourage personal growth and create effective succession planning
- Ensure workforce capacity and capability and for development activities to maintain the professionally safe delivery and viability of services

Safeguarding

- To ensure that staff are adhering to the safeguarding adults procedure including liaison with contract monitoring and safeguarding governance to ensure the community are safeguarded.
- Implement the Safeguarding Adults policy & procedure and manage staff through the process, including chairing complex strategy meetings
- Protect and prevent the abuse of vulnerable adults.

Key Relationships:

- The post holder will be required to work with vulnerable adults and including links with Children's Services
- Corporate Directors, Directors of Operations and other Heads of Service
- Other members of staff in the Division, including the Director on a regular basis
- Members
- Other Senior officers and staff in the Health service
- Local community groups
- Voluntary organisations
- Providers
- Carers
- Other Council departments
- Care Quality Commission

Personal Specification



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Directorate: Adults and Health	Post Number:	Evaluation Number: LBN
Grade: SMR C <ul style="list-style-type: none"> • Older People and Disability • Mental Health, Learning Disabilities and Vulnerable Adults 	Date last updated: July 2021	

IMPORTANT INFORMATION FOR APPLICANTS

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

CRITERIA	METHOD OF ASSESSMENT
KNOWLEDGE: Significant knowledge and experience in managing and delivering health and adult social care services	Application Form/Interview
Significant management / partnership working knowledge and experience in a large multi disciplinary organisation	Application Form/Interview
Specialist knowledge of social care governance underpinned by theory and experience.	Application Form/Interview
Significant management / partnership working knowledge and experience in a large multi disciplinary organisation	Application Form/Interview

<p>Knowledge of accountancy practices in relation to managing the financial affairs of vulnerable adults and related functions.</p> <p>Knowledge of benefits realisation principles and approaches to delivering efficiencies</p>	<p>Application Form/Interview/Test</p> <p>Application Form/Interview/Test</p>
<p>QUALIFICATIONS:</p> <p>Essential</p> <p>Diploma in Social Work or equivalent (Degree) *</p> <p>OR</p> <p>Diploma/Degree in Occupational Therapy recognised by the College of Occupational Therapists (registered with Health Professions Council) *</p> <p>OR</p> <p>Registered Nurse *</p> <p>* With current registration with regulating body</p> <p>And desirable in addition</p> <p>Other relevant management qualifications would be advantageous</p>	<p>Application Form/Certificate/Registration</p>
<p>EXPERIENCE:</p> <p>Experience of developing and delivering Adult social strategies to maximise efficiency and develop partnership working</p> <p>Experience of managing social care</p>	<p>Application Form/Interview/Test</p> <p>Application Form/Interview</p>

<p>services for adults.</p> <p>Experience of managing and implementing large programmes of change within Adult Social Care.</p> <p>Experience of planning and reviewing Adult Social Care services.</p> <p>Experience of managing resources and delivering services within budgetary limits.</p> <p>Experience of working in partnership with people who use services, carers and other key stakeholders.</p> <p>A track record of leading and delivering continued change or taking a key role in service improvements within a social care setting.</p> <p>Experience in undertaking audit and participating in Research.</p> <p>Experience of safeguarding adults and strategic planning and policy development.</p> <p>Experience of leading a performance management culture within assessment and care management</p> <p>Experience of delivering against benefits realisation targets and profiles within adult social care</p> <p>Experience of working with programme management principles and structures</p>	<p>Application Form/Interview/Test</p> <p>Application Form/Interview/Test</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview/Test</p> <p>Application Form/Interview/Test</p> <p>Application Form/Interview</p> <p>Application Form/Interview/Test</p> <p>Application Form/Interview</p>
<p>SKILLS AND ABILITIES:</p> <p>Highly skilled strategic and operational leader</p> <p>Excellent oral and written communication skills.</p>	<p>Application Form/Interview</p> <p>Application Form/Interview/Test</p>

Highly effective decision maker	Application Form/Interview
Managerial skills including those of performance management, budget management and risk management.	Application Form/Interview
Excellent leader of strategic and operational change	Application Form/Interview/Test
Excellent interpersonal skills.	Application Form/Interview
Detailed understanding of social care governance. Understand and translate national directives and agendas into appropriate local strategies and plans.	Application Form/Interview
Excellent interpersonal skills, particularly with respect to negotiation and influencing. A proven ability to influence others to achieve change.	Application Form/Interview/Test
Knowledge of recent practice and policy developments relating to social care governance.	Application Form/Interview/Test
Ability to prioritise conflicting demands and to work effectively under pressure to meet deadlines.	Application Form/Interview/Test
Ability to monitor and evaluate performance of staff and the service as a whole.	Application Form/Interview
Ability to develop benefits realisation plans and implement the change to maximise the efficiency of the service and deliver savings	Application Form/Interview/Test
Ability to work within programme management principles for delivering change	Application Form/Interview
PERSONAL STYLE AND BEHAVIOUR:	
Highly skilled leader	Application Form/Interview
Ability to negotiate, influence and work in partnership with others	Application Form/Interview

Well developed and mature networking skills	Application Form/Interview
Ability to manage budgets and performance effectively	Application Form/Interview
A strategic thinker with good analytical skills	Application Form/Interview
Highly effective decision maker	Application Form/Interview
Excellent communicator	Application Form/Interview
OTHER SPECIAL REQUIREMENTS:	
Willingness and ability to work occasional evenings and weekends to maintain service delivery.	Application Form/Interview
This post is subject to an enhanced DBS check.	Satisfactory clearance at conditional offer stage

Below is for information and guidance only and is subject to change as the service develops and evolves. It does not form part of the Job Description or Person Specification

Additional Information Older People and Disability

Responsibilities	To be responsible for the management and high quality service delivery of the following services / teams within the service: <ul style="list-style-type: none">• Access and Discharge Service• Neighbourhood and Long Term• Principal Occupational Therapist
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Service Specific components

To effectively lead and manage –

- Access -Access to Adults Social Care team is the single point of contact for all Adult Social Care referrals.
- Integrated Discharge Hub - The Hospital Social Work service (IDH and Hospital to Home Team) are based in the Newham University Hospital. They provide an advice, assessment and support function to enable patients (18 years of age or above) to get home safely after a period of stay in hospital.
- Neighbourhood Teams - The four neighbourhood teams are responsible for managing the services statutory duties to assess, care and support plan, review and safeguard older people and people with disabilities.
- Occupational Therapy and Home Adaptation Team (HAIL) - Occupational Therapy teamwork with individuals to increase their independence and safety to undertake everyday occupations that are important to them. OT's may make recommendations for equipment, adaptations or new ways of doing things following an assessment.
- Home Adaptations for Independent Living (HAIL) team comprises of cases workers, surveyors and an Occupational Therapist. The HAIL team organises Disabled Facilities Grant funded adaptations and some repairs where the eligibility criteria is met. Adaptations increase independence and safety in the home for disabled and older people and their carers.