**ROLE PROFILE: SERVICE MANAGER (DELIVERER & PROVIDER) HC12 JOB TITLE: Service Manager Social Care Finance and Deputyship**

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| **ROLE PURPOSE:**  The purpose of the role is to manage a number of operational service areas to meet the identified needs of the council and its customers. | | |
| **ACCOUNTABILITIES SPECIFIC TO THIS ROLE**  *(Identify any project management responsibilities)*   * To be responsible and accountable for the management and oversight of the Financial Assessment Team, the Direct Payments Team and the Appointee and Deputyship Team. * To be responsible for leading the allocated teams and service area to develop and deliver operating plans that are focused on implementing the Care Act and other relevant legislation using professional, evidence based knowledge. * Overseeing and ensuring the service delivers timely and accurate assessments of individuals' financial contributions towards their care, thus maximising income to the Council. * Responsible for ensuring the service operates efficiently to ensure individuals receive their direct payments promptly and that funds are used appropriately. * Responsible for ensuring the service acts in accordance with the requirements and expectations for public authority deputies as defined in The Office of the Public Guardian (OPG) Deputy Standards for Public Authority Deputies, or equivalent guidance that may be issued. * To be responsible for managing complaints effectively and ensuring complaints are resolved as quickly as possible whilst ensuring responses to complaints are of good quality and reflect understanding of the customer issues and in line with council procedures. * Lead and oversee the management of social care debt, working closely with Hoople and legal. * Develop and implement policies and procedures ensuring compliance with relevant legislation and guidelines and review these as necessary to ensure they are fit for purpose. * To lead. monitor and evaluate the performance of the service, identifying areas for improvement and implementing changes as necessary. * To be responsible for leading any change programmes and the identification of better ways of working and to make recommendations for wider improvements to policies, systems, practices and procedures. * Act as a technical reference for the service and its customers, maintaining and applying an up-to-date knowledge of expertise area in conjunction with professional leads across all service areas. * Plan, manage and monitor the use of available financial, physical and human resources, making efficiency savings as required * Lead on the development and implementation of training programs for staff involved in financial assessments and direct payments ensuring they receive the required development and knowledge to undertake their role. * Lead the team to ensure that service users are informed about their financial assessment and direct payment options, and that they receive the support they need to manage their finances effectively * Participate effectively and contribute to corporate programmes to help deliver change management and service improvements. * Manage others, setting clear goals, and deliver a coherent approach to staff development and training within the service area to continuously improve performance. In doing so, risks will be identified, ensuring you lead the oversight alongside your managers to include involvement in supporting the audit framework. * To lead and develop excellent working relationships with internal and external stakeholders ensuring that your style and behaviours meet the values for the council and the service, whilst ensuring that outcomes benefits from being supported by a collaborative system. * Understand and meet all required legislation and governance to deliver the required standard | | |
| **ACCOUNTABILITIES**   1. Working autonomously, under direction as and when required, to lead service areas to deliver operating plans and contractual arrangements, focusing on the needs of the defined localities within Herefordshire. 2. Designing the annual plan to deliver plan, manage and monitor the use of available financial, physical and human resources, making efficiency savings as required. 3. By collaborating across service providers, to co-ordinate and integrate council resources to deliver both routine operations and to manage complex business issues and risks to meet agreed service standards. 4. Deliver customer requirements based on analysis to deliver service specifications for locality-based customer focused outcomes. 5. Act as a specialist technical reference for the service and its customers, maintaining and applying an up-to-date knowledge of expertise area. 6. Implementing better ways of working and make recommendations for wider improvements to policies, systems, practices and procedures. 7. Participate effectively and contribute to corporate programmes to help deliver change management and service improvements. 8. Manage others, setting clear goals, and deliver a coherent approach to staff development and training within the service area to continuously improve performance. 9. Establish and maintain good working relationships with internal colleagues, and represent the Partnership on appropriate forums where required. 10. Understand and meet all required legislation and governance to deliver the required standards. 11. To lead and be accountable for a significant service area. | **SKILLS, KNOWLEDGE & EXPERIENCE**   * Experience of managing staff, budgets and service areas successfully in pursuit of challenging performance expectations. * Qualified in area of professional specialism at, for example, Chartered status or equivalent.. * Track record of enabling effective service delivery in a public service environment. * Experience of service and quality improvement methods and their implementation. * Ability to identify trends and develop new concepts. * Experience of developing and managing networks in a partnership environment, including working knowledge of partnering/ contract management. * Evidence of changing the motivation and behaviour of people at a senior level both internally and externally. * Ability to analyse performance information and take appropriate action. * Significant professional experience with an excellent professional, technical and developmental record in a relevant technical area that is public service focused, including relevant specialist knowledge over a range of procedures underpinned by theory, acquired through qualification to Qualifications & Curriculum Framework Level 5 for specialist knowledge and managerial knowledge or equivalent experience for both. | |
| Employees and culture   * Employee engagement * Co-operation * Concept formation * Change management   **PERFORMANCE MEASURES** | Relationships   * Influence * Level of understanding by others of information provided * Peer and partnership feedback |
| Customer Service   * Quality and timeliness of advice/ service provided * Customer satisfaction/ service quality | Value for Money   * Cost reduction * Service improvement |
| LEADERSHIP BEHAVIOURS  **Trust**  Developing and maintaining relationships based on a culture of transparency and open communication. Supported by integrity and the confidence that you are reliable and fulfil commitments.  **Honesty**  Demonstrating truthfulness, integrity, and transparency in all communications, decisions, and relationships. Being trustworthy, reliable, and accountable for your actions. Acting with sincerity and fairness, even in challenging situations.  **Responsibility**  Taking ownership of individual and collective actions, decisions, and delivering on commitments. Being reliable, fulfilling obligations and being accountable for outcomes and results. Proactively contributing to the achievement of your own, the team and council goals.  **Inclusivity**  Working in partnership and with all our diverse communities. Embracing diversity, equity and inclusion by recognising and valuing the unique perspectives, backgrounds and experiences of our staff, customers and residents. Creating an environment where every individual is valued, respected and can belong.  **Value**  Upholding high standards, ethics and integrity to guide our actions and decisions. Demonstrating commitment to creating and delivering value in our work by recognising and appreciating each other, our resources, processes, customers, community and environment.  **Empathy**  Demonstrating a genuine and caring understanding of others’ feelings, perspectives, and experiences. Listening attentively, acting with compassion, supporting with respect and kindness and considering the impact of our actions on others. | | |
| STATUTORY DUTIES (service specific must be completed before the Role Profile is valid)   * Care Act 2014 * Care Act Statutory Guidance * The Care and Support (Charging and Assessment of Resources) Regulations 2014 * Care and Support (Direct Payments) Regulations 2014 * Mental Capacity Act 2005 * MCA Code of Practice * The Court of Protection Rules 2007 * Data Protection Act 2018 | | |