

**ROLE PURPOSE:**

The purpose of the role is to manage an operational Adult Social Care service area(s) to meet the identified needs of the Council and its customers.

**ACCOUNTABILITIES SPECIFIC TO THIS ROLE**

Lead a team of senior practitioners, social workers and non-qualified officers in the delivery of a high quality Adult Social Care service to achieve improved outcomes for adults by ensuring assessments, planning and provision of services are delivered based on professional, person centred and evidence based knowledge.

Provide a service where adults are at the heart of the practice and are able to contribute to the planning of their care, providing feedback on the service(s) where required while ensuring appropriate evidence-based risk management and decision making is in place.

Monitor and manage Social work practices for teams, ensuring relevant policies are followed and ensuring all work of the team is of a high standard and quality assured, to include involvement in supporting the audit framework.

Promoting partnership working to safeguard the welfare of adults.

Act as a specialist technical reference in regards to the social work areas relevant to the role.

Lead and manage the development and implementation of changes in adult social care individually and collaboratively.

Lead and support the development of the workforce both through individual staff development and contributing to training programmes.

Take the lead for reviewing and developing policies and procedures, relevant to the practice area.

Maintain the effective delivery of systems and processes to ensure the efficient management of the team, using analysis of data to inform service delivery.

**ACCOUNTABILITIES**

1. Lead the service area(s) to deliver operating plans and contractual arrangements, focusing on the needs of the defined localities within Herefordshire.
2. Act as a technical Social care reference for the service and its customers, maintaining and applying an up-to-date knowledge of expertise in the area.
3. Plan, manage and monitor the use of available financial, physical and human resources, making efficiency savings as required.
4. Co-ordinate and integrate council resources to deliver both routine operations and to manage complex business issues and risks to meet agreed service standards and outputs.
5. Identify customer requirements to inform service specifications and the delivery of locality-based customer focused outcomes.
6. Identify better ways of working and make recommendations for wider improvements to policies, systems, practices and procedures.
7. Understand and meet all required legislation and governance to deliver the required standards.

**SKILLS, KNOWLEDGE & EXPERIENCE**

- Qualified in area of professional Social or Health Care expertise.
- Significant post qualification professional experience with evidence of Social Care CPD and SWE (or equivalent) registration.
- Experience of managing staff, budgets and service areas successfully in pursuit of challenging performance expectations.
- Track record of effective service delivery in a public service environment.
- Experience of service and quality improvement methods and their implementation.
- An excellent professional, technical and developmental record that is public service focused, including relevant specialist knowledge over a range of procedures underpinned by theory. Experience and acquired knowledge through Qualifications & Curriculum Framework Level 5 for specialist knowledge and managerial knowledge (or equivalent experience for both).
- Ability to identify trends and also develop and implement new concepts.
- Experience of managing networks in a partnership environment, including working knowledge of partnering/ contract management in a relevant setting.
- Ability to analyse performance information and take appropriate action.

<p>8. Participate effectively and contribute to corporate programmes to help deliver change management and service improvements.</p> <p>9. Manage others, setting clear goals, and deliver a coherent approach to staff development and training within the service area to continuously improve performance.</p> <p>10. Establish and maintain good working relationships with internal colleagues, and represent the council on appropriate and relevant forums where required.</p>	<p><b>Employees and culture</b></p> <ul style="list-style-type: none"> <li>• Employee engagement</li> <li>• Co-operation</li> <li>• Concept formation</li> <li>• Change management</li> <li>• Technical point of contact</li> </ul>	<p><b>Relationships</b></p> <ul style="list-style-type: none"> <li>• Influence</li> <li>• Level of understanding by others of information provided</li> <li>• Peer and partnership feedback</li> </ul>
<b>PERFORMANCE MEASURES</b>		
	<p><b>Customer Service</b></p> <ul style="list-style-type: none"> <li>• Quality, accuracy and timeliness of advice/ service provided</li> <li>• Customer satisfaction/ service quality</li> </ul>	<p><b>Value for Money</b></p> <ul style="list-style-type: none"> <li>• Cost reduction</li> <li>• Service improvement</li> <li>• Efficiency savings</li> </ul>

### LEADERSHIP BEHAVIOURS

**Council values:** I aim to put **PEOPLE** at the heart of everything we do:

**People** – treating people fairly, with compassion, respect and dignity

**Excellence** – striving for excellence and the appropriate quality of service, care and life in Herefordshire

**Openness** – being open, transparent and accountable

**Partnership** – working in partnership, and with all our diverse communities

**Listening** – actively listening to, understanding and taking into account people’s views and needs

**Environment** – protecting and promoting our outstanding natural environment and heritage for the benefit of all.

### STATUTORY DUTIES

- Support the function of the Community Wellbeing Directorate in Herefordshire.
- Social Work England registration, relevant evidence required
- To carry out any statutory responsibilities adhering to any related regulations and guidance as required by the following legislation
  - Care Act 2014
  - Mental Health Act 1983
  - Mental Capacity Act 2005
  - Deprivation of Liberty Safeguards
  - Human Rights Act 1998
  - Data Protection Act 1998
  - Crime and Disorder Act 1998
- Part 1 of the Care Act 2014 will be most commonly referred to in respect of
  - General responsibilities of local authorities (sections 1 – 7)
  - Meeting needs for care etc. (section 8)
  - Assessing needs (sections 9 – 13)
  - Charging and assessing financial resources (sections 14 – 17)
  - Duties and powers to meet needs (sections 18 -23)
  - Next steps after assessments (sections 24 – 30)
  - Direct payments (sections 31-33)
  - Deferred payment agreements, etc. (sections 34 -36)
  - Continuity of care and support when adult moves (sections 37-38)
  - Establishing where a person lives, etc. (sections 39 -41)
  - Safeguarding adults at risk of abuse or neglect (sections 42 – 47)
  - Provider failure (sections 48 – 52)
  - Transition for children to adult care and support, etc. (sections 58 – 66)