

**ROLE PURPOSE:**

Manage a number of operational service areas to meet the identified needs of the council and its customers.

This role is responsible for ensuring adherence to complex social work functions associated with adult safeguarding and statutory social work functions associated with the Care Act, Mental Capacity Act, Human Rights Act, Equality Act and Mental Health Act.

**ACCOUNTABILITIES SPECIFIC TO THIS ROLE**

This post is only available to Social Work England registered Social Workers with post-qualifying social work practice;

Be responsible for contributing to the strategic leadership of services by developing and implementing standards, with a principles of practice team approach, which provides opportunities for a cohesive and high performing social work workforce that embraces cultural change and improves a strength-based enabling practice with our adults and our colleagues. Together with consulting and providing balanced professional judgements on authority-wide, non-standard problems.

Be accountable for leading audits and practice reflection that enables staff to champion the rights of the person requiring support, in the context of professional ethics and strategic decision making, using a legal and human rights framework; and provide the practice standards lead with technical input on audit disputes;

To lead on the professional development of social workers, through practice development groups, case reflection workshops and action learning sets; and promote effective social work supervision and reflective practice; to enable personal development. In doing so, recognising the strengths of individuals, our communities and our workforce, ensuring the person requiring support is at the centre of all decision-making;

To be responsible for collaborating work with partners to ensure that staff recruitment and retention are effective and appropriate to attract, develop and retain the workforce;

Work with the team, taking a lead on learnings from best practice to be shared across the service and partner agencies; and Lead in disseminating learning from Safeguarding Adult Reviews (SARs) to both managers and practitioners;

To be responsible for providing the DASS objective advice on complex safeguarding cases, ensuring statutory responsibilities are discharged effectively; Offer the DASS and wider council members, objective advice on complex and potentially controversial cases; and Advise the DASS on fitness to practice issues if they occur;

Attend senior management and partnership meetings as one of the professional lead for social work raising the profile of social work and ensuring the unique role of social work is understood and valued; and provide reports of a high standard to various senior management forums, including partner organisations;

To be responsible for representing the organisation at regional and national forums and feedback national developments in adult social work and influence development of government policy and practice, by taking an active part in professional networks;

To lead on research and development and implementation of good practice, ensuring links with external research providers

To be accountable for completing the annual Social Work Health Check, ensuring the Local Government Association (LGA) Standards for Employers are upheld; and complete the PSW annual report as required.

Ensure that the highest standard of social work practice is imbedded across the adult social care teams, by providing skilled and experienced leadership knowledge and practice knowledge to social workers and social care practitioners, the organisation and its partners.

Deputise for the Head of Business Delivery and Practice Improvements.

Ensure recording and information governance standards are embedded across social work and are compliant with best practice and legislation. In doing so, ensuring that workforce information and data provided or used by the service is accurate, valid, reliable, relevant and complete to support social work training and supply planning, and that analysis is robust and clearly presented

To deliver a quarterly quality assurance review of the system and policies that authorises and provides a governance process for high cost and complex cases and complete an audit report identifying any areas of weakness. As a result, develop recommendations for key decision makers, implementing policy and procedures that are required by qualified and unqualified workers that provide a governance framework of decision making, for example risk management policy and ensure all practice policies are reviewed on a yearly basis.

<p><b>ACCOUNTABILITIES</b></p> <ol style="list-style-type: none"> <li>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.</li> <li>Designing the annual plan to deliver plan, manage and monitor the use of available financial, physical and human resources, making efficiency savings as required.</li> <li>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.</li> <li>Deliver customer requirements based on analysis to deliver service specifications for locality-based customer focused outcomes.</li> <li>Act as a specialist technical reference for the service and its customers, maintaining and applying an up-to-date knowledge of expertise area.</li> <li>Implementing better ways of working and make recommendations for wider improvements to policies, systems, practices and procedures.</li> <li>Participate effectively and contribute to corporate programmes to help deliver change management and service improvements.</li> <li>Manage others, setting clear goals, and deliver a coherent approach to staff development and training within the service area to continuously improve performance.</li> <li>Establish and maintain good working relationships with internal colleagues, and represent the Partnership on appropriate forums where required.</li> <li>Understand and meet all required legislation and governance to deliver the required standards.</li> <li>To lead and be accountable for a significant service area.</li> </ol>	<p><b>SKILLS, KNOWLEDGE &amp; EXPERIENCE</b></p> <ul style="list-style-type: none"> <li>Experience of managing staff, budgets and service areas successfully in pursuit of challenging performance expectations.</li> <li>Qualified in area of professional specialism at, for example, Chartered status or equivalent..</li> <li>Track record of enabling effective service delivery in a public service environment.</li> <li>Experience of service and quality improvement methods and their implementation.</li> <li>Ability to identify trends and develop new concepts.</li> <li>Experience of developing and managing networks in a partnership environment, including working knowledge of partnering/ contract management.</li> <li>Evidence of changing the motivation and behaviour of people at a senior level both internally and externally.</li> <li>Ability to analyse performance information and take appropriate action.</li> <li>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 &amp; Curriculum Framework Level 5 for specialist knowledge and managerial knowledge or equivalent experience for both.</li> </ul> <table border="1" data-bbox="1478 829 2783 1270"> <tr> <td data-bbox="1478 829 2131 1060"> <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> </ul> </td> <td data-bbox="2131 829 2783 1060"> <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> </td> </tr> <tr> <td colspan="2" data-bbox="1932 1045 2353 1108" style="text-align: center;"> <p><b>PERFORMANCE MEASURES</b></p> </td> </tr> <tr> <td data-bbox="1478 1060 2131 1270"> <p><b>Customer Service</b></p> <ul style="list-style-type: none"> <li>Quality and timeliness of advice/ service provided</li> <li>Customer satisfaction/ service quality</li> </ul> </td> <td data-bbox="2131 1060 2783 1270"> <p><b>Value for Money</b></p> <ul style="list-style-type: none"> <li>Cost reduction</li> <li>Service improvement</li> </ul> </td> </tr> </table>	<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> </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>	<p><b>PERFORMANCE MEASURES</b></p>		<p><b>Customer Service</b></p> <ul style="list-style-type: none"> <li>Quality 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> </ul>
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<p><b>LEADERSHIP BEHAVIOURS</b></p> <p><b>Council values:</b> I aim to put <b>PEOPLE</b> at the heart of everything we do</p> <p><b>People</b> – treating people fairly, with compassion, respect and dignity</p> <p><b>Excellence</b> – striving for excellence and the appropriate quality of service, care and life in Herefordshire</p> <p><b>Openness</b> – being open, transparent and accountable</p> <p><b>Partnership</b> – working in partnership, and with all our diverse communities</p> <p><b>Listening</b> – actively listening to, understanding and taking into account people’s views and needs</p> <p><b>Environment</b> – protecting and promoting our outstanding natural environment and heritage for the benefit of all.</p>							
<p><b>STATUTORY DUTIES</b></p> <ul style="list-style-type: none"> <li>Adults Principal Social Worker statutory duties</li> <li>The Care Act</li> <li>The Mental Capacity Act</li> <li>The Mental Health Act</li> <li>The Human Rights Act</li> </ul>							

- Standards for employment of social workers
- British association of social workers, professional capability framework
- The Continuing Healthcare Framework