

APPLICATION FOR EMPLOYMENT

Thank you for the interest you have shown in the vacancies within Darlington Borough Council.

Completed forms can be e-mailed to recruitment@xentrall.org.uk or posted to **Xentrall Recruitment Services, PO Box 891, Stockton on Tees, TS19 1JT**, marking the envelope in the top left hand corner with the post reference number.

In accordance with our recruitment procedures, your application will only be considered if it is received on or before the closing date, as shown in the advertisement.

In the interests of economy, applications received via the post are not automatically acknowledged. If you require confirmation that your application has been received please enclose a stamped addressed envelope or telephone 01642 526992.

If you have not been contacted within 4 weeks of the closing date for receipt of applications, please assume that on this occasion your application has not been successful.

Operations Manager

Reference: 006987

Salary: £43,387 - £47,024 Annually

Closing Date: 11/12/2016

Benefits & Grade

Grade S

Contract Details

Permanent

Contract Hours

37 hours per week

Disclosure

The successful applicant will be subject to an Enhanced DBS check

Interview Date

11-01-2017

Job Description

We are looking for an experienced and dynamic Operations Manager to support specialist services within the local authority. You will have responsibility and oversight of the Adult Safeguarding function, Mental Health Services, Deprivation of Liberty Safeguards and Provider Services.

We want to recruit someone who is committed to ensuring positive outcomes for individuals as defined by the Care Act 2014. The successful candidate will become an important member of the Adult Social Care senior management team and will play a leading role in the Adult Transformation Programme across Darlington which will continue to modernise and develop service into the future.

Darlington has been at the fore front of shaping the way we work with individuals and we place a huge significance in promoting independence, building on strengths and placing individuals at the heart of everything we do.

If you are someone with drive, ambition and have the passion to make a meaningful difference to individuals lives then Darlington is the place to work.

For detailed information on this role, please refer to the Job Description and Person Specification.

If you want to find out more about what we have to offer contact Kevin Kelly, Head of Service, Adult Social Care for an informal discussion on 01325 406126.

An online application form and further information are available from www.darlington.gov.uk/jobs. Alternatively, you can contact Xentrall Recruitment Services, Tel: (01642) 526992 or email: recruitment@xentrall.org.uk

DARLINGTON BOROUGH COUNCIL
COMMISSIONING & ADULT SOCIAL CARE

JOB DESCRIPTION

<u>POST TITLE :</u>	Operations Manager – Specialist Services (Mental Health/Deprivation of Liberty Safeguards/Provider Services/Safeguarding)
<u>GRADE :</u>	Grade S
<u>JOB EVALUATION NO.</u>	D3281
<u>REPORTING RELATIONSHIP</u>	Head of Service
<u>JOB PURPOSE :</u>	<p>To provide operational leadership for a range of services including early intervention/prevention and social work services. To ensure compliance with statutory responsibilities for adults (Learning disability, mental health issues) To be accountable for performance and quality of the services</p> <p>To maintain a focus on safeguarding adults and the appropriate management of risk, across the services, including carer support and adult social work services within defined service areas. To manage a delegated budget.</p>
<u>POST NO.</u>	D13368
<u>PDR COMPETENCY FRAMEWORK</u>	Level 2, Core Management Competencies for all managers.

MAIN DUTIES/RESPONSIBILITIES

1. Ensure delivery of a service from early intervention/prevention to specialist services, within defined service areas in accordance with legislative requirements, all relevant policies and procedures and agreed performance targets. To be responsible for the discharge of statutory functions within the area of responsibility.
2. Provide advice and support in relation to complex cases; respond to complaints from service users/relatives/carers, and undertake management investigations as required.
3. To contribute to the development of a confident workforce and in particular promoting a positive risk culture with an emphasis on increasing independence, choice and control.
4. To develop team working across the local area and range of disciplines to ensure good outcomes for service users.
5. To provide line management and leadership to a team of multi -disciplinary staff, including supervision, appraisal and performance management, liaising with the host agency as necessary.
6. To Chair multi agency meetings as required achieving individual case and area improvements.
7. To develop processes which ensure safeguarding is paramount across the targeted and statutory services.

8. To safeguard and promote the well-being of adults for whom you have responsibility, or with whom you come into contact, to include adhering to all specified procedures.
9. Monitor and evaluate practise ensuring quality provision and value for money in services delivered by team
10. To Chair performance clinics and work alongside management information colleagues to ensure accurate reporting of the service.
11. To ensure the teams are prepared for inspection and are able to respond appropriately when externally inspected.
12. To be responsible for a delegated budget covering targeted services and statutory social work functions. To ensure the finance is used most effectively in line with financial plan and strategic aims of the service
13. Develop and implement policies/procedures for team/area. Contribute to development of strategy/services/policies relating to the delivery of adult social work services.
14. To maintain your knowledge of all legislation relating to adults and central government policy direction, and ensure the teams respond in a timely manner to any changes
15. To lead and develop the involvement of service users, families and carers in service improvement and the monitoring of service delivery. To ensure their full involvement within individual service planning.
16. Develop and maintain internal and external working relationships with partner organisations and external agencies. To promote collaborative and integrated working as a model of service delivery
17. Deputise for Head of Service as required.
18. To provide written reports to a high standard for a variety of audiences including elected members
19. To be an active member of the adults social care management team working with colleagues to improve the whole service and development of innovative service models.
20. Ensure that the PDR process operates effectively within your team and that mid and end year reviews are completed and submitted to the Council's timescales.
21. Manage your team in line with all the Council's policies and procedures and ensure that employees are aware of their obligations under these
22. Behave according to the Employees' Code of Conduct and ensure that employees in your team are aware of their obligations and responsibilities re. conflicts of interest, gifts, hospitality and other matters covered by the Code.
23. Ensure that the Council's Equality agenda is implemented effectively in your team and to carry out your duties as a [manager / supervisor] and employee in line with these.
24. To fulfil your health and safety management role as detailed in both Corporate and Group Health and Safety Policies, organisational statements and procedures to ensure a safe working environment for yourself, members of your team and others who may be affected by your team's activities.
25. Any other duties of a similar nature related to this post that may be required from time-to-time.
26. Ensure that the PDR process operates effectively within your team and end of year reviews are completed and submitted to the Council's timescales.

27. Manage your team in line with all the Council's policies and procedures and ensure that employees are aware of their obligations under these.
28. Behave according to the Employees' Code of Conduct and ensure that employees in your team are aware of their obligations and responsibilities re. conflicts of interest, gifts, hospitality and other matters covered by the Code.
29. Ensure that the Council's Equality agenda is implemented effectively in your team and to carry out your duties as a [manager / supervisor] and employee in line with these.
30. To fulfil your health and safety management role as detailed in both Corporate and Group Health and Safety Policies, organisational statements and procedures to ensure a safe working environment for yourself, members of your team and others who may be affected by your team's activities.
31. Any other duties of a similar nature related to this post that may be required from time-to-time.
32. This post is deemed to be a 'Customer Facing' role in line with the definition of the Code of Practice on the English language requirement for public sector workers.

THE SUCCESSFUL APPLICANT WILL BE SUBJECT TO RELEVANT VETTING CHECKS, INCLUDING A SATISFACTORY ENHANCED DISCLOSURE BEFORE AN OFFER OF APPOINTMENT IS CONFIRMED. FOLLOWING APPOINTMENT THE EMPLOYEE WILL BE SUBJECT TO RECHECKING AS REQUIRED FROM TIME TO TIME BY THE AUTHORITY

Darlington Borough Council and schools within the Borough are committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment.

Date : Feb 2016

DARLINGTON BOROUGH COUNCIL

COMMISSIONING & ADULT SOCIAL CARE

PERSON SPECIFICATION

OPERATIONS MANAGER

POST NO D13368

All appointments are subject to satisfactory references.

Criteria No.	Attribute	Essential (E)	Desirable (D)
	Qualifications & Education		
1	A relevant professional Social Work qualification.	E	
2	PQ1 – Post Qualifying Award	E	
3	Post-qualification training relevant to particular specialism.	E	
	Experience & Knowledge		
4	Approx. three years, <ul style="list-style-type: none"> • Post qualifying experience at senior practitioner level in a similar role. • Experience of working at a management level within a social care role. • Experience of managing diverse teams including performance development • Experience of partnership working with other agencies. Experience of development and implementation of strategies, policies and procedures	E	
5	Experience and knowledge of the wider adult services including early intervention and prevention	E	
6	Experience of Working with people with severe and enduring mental illness.	E	
7	Approx. two year's experience of working with Safeguarding Children / Adults and Domestic Abuse issues	E	
8	Understanding, implementation experience and working knowledge of relevant legislation, policies and principles	E	

9	Experience of effective budget management	E	
10	Knowledge of relevant reports of enquiries	E	
11	Knowledge and understanding of legislation and practices including MHA, MCA, CA & Child and Adult Safeguarding	E	
	Skills		
12	Ability to relate to a wide range of people, including clients, colleagues and other agencies	E	
13	Ability to work positively with partners and colleagues	E	
14	Proven management abilities	E	
15	Ability to plan, determine goals, establish and implement plans of action, communicate them effectively and delegate.	E	
16	Able to motivate, enable and organise self and others.	E	
17	Ability to communicate both verbally and in writing to a wide range of audiences (including ability to write clear and concise reports & presentations)	E	
	Personal Attributes		
18	Awareness of impact of decisions/actions on others.	E	
19	Ability to establish priorities and achieve deadlines	E	
20	Ability to work to broad policy guidelines and to use discretion and act on own initiative as required	E	
21	The ability to manage complex cases with knowledge skill and sensitivity	E	
22	The ability to highlight the need for immediate and future changes to improve practice wherever necessary	E	
23	IT Literate, capable of using electronic social care records and accessing other electronic recording systems (Paris, System One)	E	
24	Ability to summarise and interpret complex, conceptual and special matters to aide others' understanding and aimed at their needs	E	
25	Ability to challenge decisions, appropriately to ensure consideration and processes are robust	E	

	Special Requirements		
26	Ability to be able to identify and solve problems	E	
27	Flexible and responsive approach to a fast changing working environment		
28	A pro-active approach to change, with an ability to think laterally to find solutions to difficult problems.	E	
29	Interest in working with vulnerable adults and disabled children to promote their development and well-being.	E	
30	Ability to form and maintain appropriate relationships and personal boundaries with vulnerable adults.	E	
31	Emotional resilience in working with challenging behaviours and attitudes to use of authority and maintaining discipline.	E	
32	Suitability to work with children.	E	
33	The ability to communicate at ease with customers and provide advice in accurate spoken English	E	

Conditions of Service

General

Conditions of service will vary from service to service. However, there are some general points to cover.

Conditions of service generally are those contained in the appropriate National Joint Council Schemes but have been supplemented in a number of areas by locally agreed conditions. The relevant Handbooks are available for reference in all departments.

Office Hours

The normal working week is currently 37 hours. Council offices are generally open to the public from 8.30 a.m. to 5.00 p.m. (4.30p.m on Friday). The majority of office staff are able to take part in the Councils flexible working hours scheme. Elsewhere, fixed hours or shift working may be operated according to the needs of a particular service.

Annual Leave

The basic annual leave entitlement is 31 days plus 8 public holidays. Youth & Community Workers entitlement is 30 days plus 8 public holidays, increasing to 35 days with 5 years continuous service.

Sick Pay

Most employees are covered by the provisions of the nationally agreed sick pay schemes which allow periods of absence on half pay and full pay according to length of service.

Pension

You will automatically be entered into the Local Government Pension Scheme (LGPS) unless you choose to opt out. This is a contributory pension scheme and meets Government standards for automatic enrolment. If you do not opt out within three months of joining the LGPS, you will not be eligible to receive a refund of your contributions but will instead be given deferred benefits within the Scheme. If you decide to opt out of the Scheme your employment, earnings and age will be monitored in line with automatic enrolment guidelines.

Medical Examination

Before commencing your employment, you will need to complete a medical questionnaire and may be subject to a medical examination.

Probation

New entrants to Local Government will be required to complete a six month probationary period.

Equal Opportunities

The Council is working for equality. Applications are welcomed from all persons regardless of gender or gender reassignment, marital or civil partnership status, sexual orientation, age, disability, race, religion or belief, social origin, pregnancy and maternity provided they have the necessary attributes to do the job.

Part time applications

Part time applications will be considered for all posts. Further details should be sought from the recruiting manager.

Payment of Wages and Salaries

Salary paid into bank account on the last working day of the month. Casual employees are paid monthly in arrears. All payments are made by credit transfer direct to a nominated bank or building society.

Smoking Policy

The Council operates a No Smoking Policy.

Politically Restricted Posts

The Local Government and Housing Act 1989, as amended by the Local Democracy, Economic Development and Construction Act 2009 designate certain posts as politically restricted. If this is the case it will be detailed on the job description and means that you would be disqualified from being a member of a Local Authority, the House of Commons or of the European Parliament. Further information is available upon request.

Rehabilitation of Offenders Act 1974

Having a criminal record will not necessarily bar you from working for the Council. This will depend on the nature of the post and the circumstances and background of your offence(s). To assist the Council in determining the suitability of your employment, certain posts are subject to a Disclosure and Barring Service (DBS) check. If this is the case an appropriate statement will appear in the recruitment advertisement.