



South Tyneside Council

CHILDREN, ADULTS AND HEALTH

JOB DESCRIPTION

POST TITLE: Service Manager, Practice and Assurance

GRADE: HOS

RESPONSIBLE TO: Head of Adults and Integrated Care

RESPONSIBLE FOR: Strategic leadership for continuous service improvement

Overall Objectives of the Post

To support the Head of Adults and Integrated Care in the delivery of the Adult Social Care Strategy and our commitment to Adults in South Tyneside Living Better Lives. The strategy is just one element of our journey to transform how we work which will see us moving to a model of delivery where best practice is the foundation of this.

You will provide strategic leadership to the Adult Social Care Programme, supporting service development, performance management, quality assurance and the ongoing practice and cultural changes within the service, whilst managing any associated risks with the necessary change management work being undertaken. You will ensure services are responsive to the local and national landscape for adult services and contribute to the Council's aims and objectives within an overall framework that safeguards adults, promoting their health, well-being and independence.

In addition, you will also take on the role of Principal Social Worker for Adult Social Care, which is fundamental to the development of a culture of innovation, excellence and professional accountability. Providing both visible and strategic leadership that is grounded by sound and evidence based social work and best practice, the role will challenge the status quo and lead social work change to ensure Adults within South Tyneside are supported to **Live Better Lives**.

The role will act as a key link and channel of communication between front line practitioners, the Head of Adults and Corporate Director. In addition, the role will have an academic basis in leading on the development of research, working closely with the Operational Management Team and in particular the Advanced Practitioners to ensure appropriate horizon scanning around new policy drivers and ensuring up to date knowledge of practice, theory and legislation are applied to promote leading edge and innovative ways of working as an exemplar of best practice.

The Principal Social Worker will ensure they maintain links to direct practice, as well as providing training and coaching opportunities for team members, newly qualified social workers / ASYEs and students through a variety of methods including group supervision, quality of practice groups and action learning sets.

Professional Duties and Responsibilities:

1. ***You will be responsible for the development and implementation of effective service plans to underpin and support the delivery of high quality services that promote independence and well-being and improve outcomes for people in South Tyneside. You will;***
 - Provide effective leadership, guidance, support and management to your service area to achieve financial, legislative and policy objectives through an appropriate management ethos and culture. Make decisions and exercise professional judgement accordingly.

- Support the Head of Adults and Integrated Care to lead and champion a culture of improvement through quality of practice and effective management of risk in relation to the work of the service.
- Support the development of strategic service plans, service delivery and work plans and relevant inter-agency joint planning. Ensuring strategies and plans are delivered and reflect national and local policy directives.
- Actively promote, develop and sustain excellent relationships with a wide range of key strategic partners, service providers, commissioners and other stakeholders, building effective relationships and partnerships to meet the needs of people of South Tyneside.
- Work with partners to expand integrated delivery of services which focus on preventing and delaying need, self-directed support and safeguarding whilst ensuring that statutory responsibilities (existing and emerging) for the local authority continue to be met.
- Develop and deliver services in close collaboration with a wide range of service providers, key health partners, commissioners and other stakeholders building effective relationships and partnerships to meet the needs of people in South Tyneside.
- Ensure that services and individual practice is subject to continuous improvements and meets with local and national professional and regulatory standards, including attending training, regional networking events and activities relating to sector led improvements.
- Ensure that the views of those that use services and their families and carers have been sought and are incorporated into services and service design.
- Champion a commitment to equality and diversity throughout the service and to implement relevant anti-discriminatory policies in all aspects of the service's work. Ensuring that all aspects of the equalities legislation requirements are understood and acted upon with the service and beyond as appropriate.

2. *You will be responsible for the management of resources and information to support service delivery and development, in accordance with agreed Council procedures. You will;*

- Lead and direct the activities within your service area to optimise the use of resources, to prevent, reduce and delay the need for formal care and support and ensure eligible need is met in a cost effective way to promote independence and wellbeing.
- Drive service improvement, best value and quality improvement within services by challenging existing practice and actively seeking ways to achieve better service outcomes, ensuring that key performance and financial targets are met and corrective action taken where necessary.
- Have a robust understanding of performance management within the corporate framework to monitor and evaluate standards of service and performance which prioritise person centred care and take account of customer, service user and carer needs and the provision of efficient and effective services which provide value for money.
- Manage, monitor and set the budgets for which you have responsibility and ensure they are effectively managed and ensure that budget information is understood and reported in an accurate and timely manner to the Head of Adults and Integrated Care.
- Be creative and embrace innovation to drive through efficiency savings in the service to meet budget challenges and ensure that mechanisms are in place to plan ahead in budget terms and lead on the budget planning process in an informed and timely manner.
- Ensure that strong, quality audit and assurance systems are in place.
- Prepare reports on service related issues for Elected Members, Senior Managers and partner agencies as required.

3. *You will provide professional leadership as part of the Senior Management Team and be responsible for the management and monitoring of staff, including training and development and ensuring that appropriate policies and procedures are in place, are adhered too and are in keeping with legislative requirements. You will;*

- Recruit, lead and support staff to achieve quality services, encouraging staff to develop their understanding, knowledge and skills to ensure effective service delivery at all levels and a workforce committed to the improvement of services for adults.
- Give clear direction for your portfolio and lead from the front through personal example, providing a supportive environment in which staff can learn, grow and take responsibility by valuing diversity, celebrating equality, involving and empowering people and encouraging innovation you will promote a clear customer focus and performance culture.
- Provide day to day management support to identified staff and demonstrate professional leadership skills to drive forward a programme of whole system change for Adult Services, ensuring staff are clear about how their work.
- Provide leadership, motivation and effective reflective supervision and employee performance management to those staff whom you are responsible for. As well as ensuring these are embedded across all services and that staff training needs are identified and linked into training plans and that areas of under performance are managed in a timely and effective manner.
- Ensure the effective delivery of strength based approaches to care and support services for service users, their families and their carers.
- Develop effective and open communication systems across a diverse range of services, which encourage staff involvement.
- Ensure that Council, Group and Service specific policies and procedures are adhered too, monitored and reviewed.
- Contribute to strategic workforce planning and the development and implementation of relevant plans.
- Undertake investigations with respect to complaints as requested and ensure any learning is utilised to effect service improvement.
- Work with Senior Management team colleagues to develop services, which promote independence and wellbeing and are underpinned by the principles of self-directed support.
- Represent the Head of Adults and Integrated Care at internal and external meetings as directed.

4. Duties as specified in job description for activity area:

- To participate as a member of the Group and the Service Management Team and provide strategic leadership and management in accordance with the Council's Constitution and appropriate legislation.
- To co-ordinate the development of outcome focused service objectives which support the Councils aims and objectives, ensuring that they are performance managed, monitored and achieved.
- To provide effective professional management for the Service, exercising responsibility for the managers and officers in the Service area including supervision of professional standards and competence, individual performance and development, service development and resource management.
- To represent the Service/Group/Council on a local, regional or national basis as appropriate.
- To establish an environment that strives for continuous improvement by encouraging contributions from employees, for service and process improvement.
- To contribute to the Council's green agenda and to work towards reducing our Carbon footprint.

As the Principal Social Worker, you will support the Head of Adults and Integrated Care and the Director of Adult Social Care to ensure the provision of high quality Adult Social Work that promotes independence and wellbeing, and improves outcomes for people in South Tyneside. You will:

- Lead, develop and champion professional social work practice within Adult Social Care, with a focus on the identification of opportunities for service improvement and to provide independent scrutiny of practice and standards.
- Influence and contribute to the national agenda for Adult Social Work through Social Work England and the PSW Regional and National Networks, providing challenge to and assurance of Adult Social Work services, including working with partners to improve service quality.
- Support the delivery of a robust Quality Assurance programme, by providing challenge and acting as a change agent, through critical analysis of practice and by facilitating an environment of continuous learning and improvement which is influenced and informed by practitioners.
- Lead on the development and review of all policies, procedures and standards relating to Adult Social Work practice ensuring these are all outcome-focused and maximise the use of resources at all times.
- Ensure compliance with HCPC and professional standards, ensuring the service meets the statutory requirements of the Care Act, influencing colleagues to implement the necessary changes to practice and quality.
- Support the development of a learning culture by championing core social work values and providing training and coaching opportunities for team members, newly qualified social workers undertaking their ASYEs and students on placements through group supervision, quality of practice groups and action learning sets.
- In the role of critical friend, work closely with practitioners to champion professional social work practice and development and act as both a challenge and change agent with a focus on quality and improvement.
- To understand and value and quality improvement within services learning from both compliments and complaints.
- To provide analysis and reports on all aspects of quality assurance in respect of Adult Social Work in South Tyneside, including details of current performance, learning from complaints and compliments as well as understanding the drivers for change and future needs.
- Develop methods of engagement with Adults, their families and carers in a consultation and research role to ensure their voices are heard and they can influence strategic and organisational decision making.
- Establish clear benchmarking systems for quality on a local and national level and prepare reports and make recommendations for improvement activity, including strategic and operational improvement plans which are owned by the service and play a key role in strategic planning for the service, drawing on the findings from quality assurance work, legislation, policy and sharing of best practice.
- Support the development of the Adult social care workforce in line with the Professional; Capabilities Framework (PCF), ensuring staff have up-to-date skills, knowledge and experience, to do their role effectively and support the shift from a dependency and compliance culture to one that recognises the importance of the person, what matters to them and the outcomes they want to achieve.
- Complete, review and publish an annual health check to assess the practice conditions and working environment of the Adults social work workforce. To take the lead in respect of actions and developments that will be informed by the outcome of the health check.
- Ensure we provide good quality practice placements, other types of practice learning, and effective workplace assessment to help provide professional support and development for social work students and newly qualified social workers undertaking their ASYE.
- Provide opportunities for individual and group consultations such as practice development forums, support practitioners with complex case work and practice development.

- Provide leadership and guidance to the Practice Educators and Advanced Practitioners in their service development role.
- Ensure that high quality reflective supervision and employee performance management is embedded across Adult Social Care and is not treated as an isolated activity.
- Ensure that Council and partner services learn from the findings of Safeguarding Adults Reviews and put in place appropriate improvement plans.

South Tyneside Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. Successful applicants will be required to produce an Enhanced Certificate of Disclosure from the Disclosure and Barring Service.

All employees have a responsibility to undertake training and development as required; assisting, where appropriate and necessary, with the training and development of fellow employees.

All employees have a responsibility of care for their own and others' health and safety.

The above list is not exhaustive; other duties may be attached to the post from time to time. Variation may also occur to the duties and responsibilities without changing the general character of the post.

Ref: VP/CL

Date 14.05.18