



South Tyneside Council

CHILDREN, ADULTS AND HEALTH

PERSON SPECIFICATION

POST TITLE: Service Manager - Practice and Assurance

GRADE: HOS

	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Educational Attainment	<ul style="list-style-type: none">• Social Work Qualification, DipSW, CQSW, CSS, or SW Degree• Evidence of post qualification CPD• Registered with professional body	<ul style="list-style-type: none">• Leadership/Management qualification	<ul style="list-style-type: none">• Application form• Certificates
Work Experience	<ul style="list-style-type: none">• Deep professional and technical experience of adult social care services, particularly assessment and care management• Extensive experience of operational issues within a social care and health environment and understanding of policies, processes, legislation and best practice relating to social care practice• Experience of leading change and improving service quality within a complex environment• Significant experience of inspirational and robust leadership, development and motivation of staff• Experience of building trust and managing stakeholder engagement relationships across partner organisations to deliver improved outcomes• Experience of setting, managing and monitoring budgets within a health/social care setting and demonstrable experience of managing budget reductions• Experience of developing and implementing new policies and procedures• Experience of driving service improvement and implementing performance quality and assurance frameworks	<ul style="list-style-type: none">• Experience of working with Elected Members	<ul style="list-style-type: none">• Application form• Interview• References

Knowledge/ Skills/ Aptitudes	<ul style="list-style-type: none"> • Ability to successfully contribute to the Council's aims and objectives within an overall framework that safeguards adults, promoting health, independence and wellbeing • Ability to plan, develop and implement new ways of working, including with key partners • Ability to ensure that statutory duties and policy objectives are met, whilst optimising service performance and use of available resources with a focus on value for money • A range of leadership styles with an ability to establish credibility and influence and form positive relationships with staff, partners and colleagues • Excellent communication skills with the ability to present complex information both verbally and in writing in a clear, concise manner to a range of audiences • Ability to challenge and be challenged • Good understanding of best practice across adult and safeguarding services • Analytical skills to be able to interpret data accurately • Ability to write detailed reports and strategies clearly and concisely • Strategic planning and decision making with the ability to think creatively 		<ul style="list-style-type: none"> • Interview • References • Presentation • Selection Exercise
Disposition	<ul style="list-style-type: none"> • Ability to respond positively to stressful and pressurised situations • Committed to high quality, accessible cost-effective services and to local democracy • Committed to the principles of equality and diversity • High personal standards of integrity and probity • Highly motivated towards cultural change and working for South Tyneside Flexible approach to work 		<ul style="list-style-type: none"> • Interview • References
Circumstances	<ul style="list-style-type: none"> • Able to work outside of office hours as required • Full current driving licence or access to a means of mobility support • Enhanced clearance from the Disclosure and Barring Service 		<ul style="list-style-type: none"> • Application form • Interview • DBS Check