Northumberland County Council

**JOB DESCRIPTION**

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| **Post Title:** Head of Care Management  | **Director/Service/Sector:** Adult Social Care | **Office Use** |
| **Band:** 14 | **Workplace:** County Hall | JE ref: H034HRMS ref: |
| **Responsible to:** Deputy Director Adult Services  | **Date:** August 2018 | **Manager Level:**  |
| **Job Purpose:** To provide professional and technical advice on all aspects of Adult Social Care Services and Care Management.To provide effective leadership, coordination and management of Adult Social Care Services and Care Management including on joint working with agencies such as Clinical Commissioners, providers, people accessing services and carers.To make a positive andeffective contribution to the overall management of Adult Services and the Council.Planning, managing, coordinating and delivering all aspects of the Care Management function. |
| **Resources** | Staff | Care Management Adult Health and Social Care Services, circa 200 care management staff |
| Finance | £80m adult services, £30m CHC |
| Physical | Physical resources utilised by the team  |
| Clients | Responsible for all aspects of client care  |
| **Duties and key result areas:**To be accountable for the effective performance and delivery of the following functions:1. Lead on delivery of Care Management plans, strategies and services ensuring that services are fit for purpose to residents of Northumberland.
2. Develop, review and improve Care Management systems ensuring that comprehensive arrangements are in place focusing on outcomes and measurable quality and safeguarding standards
3. Lead on ensuring that contracts with providers are in to place deliver continuous improvement and value for money, establishing an innovative and stable adult services and health care service to meets the needs of people living in the County
4. Ensure all services deliver a service user centred approach that maximises independence, choice and control.
5. Pursue the highest standards of care, ensuring full compliance with all relevant Care Quality Commission standards, safeguarding and policy and practice guidance including Council and Trust procedures and to develop and implement systems that monitor and provide assurance on the quality of care that is delivered.
6. Facilitate the involvement of service users and carers in Care Management and review of services including managing relevant partnership boards and planning groups to deliver agreed outcomes
7. Ensure effective joint working and planning with all relevant external agencies, so as to maximise the Council's role, function and influence in relation to all aspects of safeguarding and strategic Care Management issues, performance management and safeguarding standards.

**PRINCIPAL ACCOUNTABILITIES**1. Provide management and professional advice to the Senior Management Team of Adult Services and elected members on all matters of strategy and policy relating to Care Management issues. Ensure that all relevant strategic plans, policies and statutory requirements are effectively developed and implemented.
2. Ensure the provision of timely and accurate advice and information on the development and review of policies and strategies related to Care Management issues.
3. Determine the most effective utilisation and deployment of resources (Human, Physical and Financial) within Care Management in order to implement the Council's priorities and statutory responsibilities within allocated budgets in an imaginative and innovative way.
4. Ensure the provision of robust mechanisms for establishing and monitoring the standard and effectiveness of Care Management related strategies, policies and practices.
5. Establish and maintain effective management and communication systems and processes within Care Management and, in conjunction with senior colleagues, ensure that employees at all levels are fully aware of their respective roles, functions and responsibilities and changes to legislation or Council policies.
6. Provide leadership and direction to managers and staff within Care Management so as to promote performance management initiatives and systems. Promote the support and development of staff through appraisal, training and development programmes. Promote and maintain a positive relationship with all employees and their respective trade unions in the interests of developing a climate of harmonious and constructive employee relations.
7. Actively promote the role of the Council and the Trust in relation to Care Management activities and policies at local, regional and national level as appropriate.
8. Ensure effective joint working and planning with all relevant external agencies, so as to maximise the Council and the Trust’s role, function and influence in relation to all aspects of Care Management activity.
9. As a member of Adult Services senior management team, fully participate in the corporate planning and management of the Group. Ensure full compliance with corporate policies and processes by management and staff within Care Management and actively promote and encourage the adoption of Council policies and initiatives.
10. Promote good relations with all other Groups and Services of the Council with a view to achieving the most effective performance of its functions to achieve a coordinated approach to the development and provision of Care Management.
11. Any other duties consistent with the nature, level and grade of the post as may be assigned by the Executive Director of Adult Services and the Service Director for Adult Social Care and Strategic Commissioning.

**PART B: SENIOR MANAGERS CORE COMPETENCIES** **Working with partners*** work collaboratively across services and departments to deliver corporate excellence
* work collaboratively with external partners to deliver excellent service in adult care
* seek opportunities for partnership working at a local, regional, national level in regard of adult services
* clarify expectations, objectives and working arrangements of partnerships
* contribute effectively to multi-partner projects

**Serving our community** * promote the Corporate Plan
* seek and act on feedback from the community on adult services and health issues
* influence Service and Corporate plans to reflect community needs in respect of adult and health services
* develop, deliver and improve access to services based on an awareness and understanding of the diverse community
* promote equality of opportunity in service delivery in adult care

**Working within the political area*** understand and actively support the role of Councillors
* understand and actively support the democratic process within Northumberland Council
* recognise the impact of Government and legislation on Council strategy and services in relation to adult services
* consult, support and keep Councillors informed on adult services matters

**Delivering Excellence*** understand how corporate performance is measured
* monitor and evaluate services in relation to objectives and performance indicators in regard of adult services
* establish a culture that embraces the agreed Vision and Values
* be positive ambassadors for the organisation
* contribute to strengthening corporate leadership capacity
* identify opportunities where organisational performance could be improved

**Focusing on the future*** scan the external environment, look ahead, assess strategic options and develop the Council in the medium and long term for adult social care
* lead the development and implementation of corporate policy at a strategic level
* challenge what we do and how we do it
* influence relevant national and regional organisations and partners within adult social care
* connect plans, policies, strategies and services to provide consistent service delivery
* generate innovative ideas
* translate strategy into action in adult care
* consider the implications of decisions across the Council and act in the overall interests of Council performance

**Building shared visions and values*** scan the internal environment and engage employees in compelling visions of the future
* create an environment in which a culture embracing Vision and Values can thrive
* involve all stakeholders in building a vision for the future
* have a clear picture of the direction the organisation is taking and communicate it with insight, energy and vision
* translate the Council’s vision into practical and achievable plans for adult services

**Sponsoring corporate leadership capacity*** continuously develop the political leadership and managerial interface for adult services
* operate with others as a cohesive senior managerial team
* create time with staff and other managers for discussion about their development rather than fire-fighting
* coach and mentor staff and other managers
* lead, delegate and empower others with the adult services group at a strategic level
* identify and develop potential senior managerial successors within adult services

**Promoting and facilitating change*** critically evaluate the reasons that prompt change and take appropriate action in regard of adult services
* proactively steer internal change
* proactively manage the exchange of information between the public and adult services
* consider the resource implications of change
* anticipate and respond to emotional and morale issues brought about by change
* monitor and evaluate the change process to ensure aims are met

The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis. |
| **Work Arrangements** |
| Transport requirements:Working patterns:Working conditions: | Travel to work sites, area offices, meetings or other venues throughout the County and region and further afield on occasion. May include weekends and evenings. Mainly office based but some travel required.Mainly indoors. Occasional exposure to working outdoors. |

Northumberland County Council

**PERSON SPECIFICATION**

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| **Post Title:** Head of Care Management | **Director/Service/Sector:** Adult Services  | Ref: H034 |
| **Essential** | **Desirable** | **Assess****by** |
| **Qualifications and Knowledge** |
| Relevant professional qualification. e.g. Degree in Social Work, Registered Nurse.Relevant current professional registration e.g. HCPC, NMC.Evidence of recent relevant management training or experience at senior level.Degree level or equivalent standard of general education.Evidence of recent relevant Continuous Professional Development.Thorough knowledge and understanding of relevant service legislation, best practice and contemporary issues.  |  |  |
| **Experience** |
| Recent experience and achievement at a senior management level within an organisation of comparable scope and complexity.Experience of successful strategic management and a proven track record of leading in the formulation and delivery of strategic objectives and policies within a large, multi-disciplined organisation.A demonstrable track record of leading and managing multi-disciplinary teams and delivering outcomes that require collaborative approaches both within the organisation and with external partners.Extensive experience and demonstrable success in the generation and management of organisational and cultural change and of securing the support of others in the process.Experience of financial and performance management within a comparable organisation.A successful track record of engaging effectively with others at a senior level and building productive partnerships with key stakeholders. |  |  |
| **Skills and competencies** |
| Strong analytical skills and an aptitude for developing innovative solutions to complex problems.Excellent interpersonal and communication skills to relate effectively to, and command the respect trust and confidence of employees, Council Members, the community and other stakeholders.IT skills and awareness. |  |  |
| **Physical, mental, emotional and environmental demands** |
| To be able to meet the physical requirements of the post and be able to work under pressure caused by significant workloads. In addition to be able to manage the emotional demands of the post that are caused by managing distressing cases involving vulnerable adults who are or have suffered emotional, physical or sexual abuse or who may have died.To be able to provide strategic and operational leadership during prolonged periods of uncertainty via thorough risk assessment skills and planning. |  |  |
| **Motivation** |
| Confident leader with a vision for services with high levels of energy, stamina and resilience.Fully committed to the principles and values underpinning the unitary Council.A corporate orientation and a commitment to tackling issues in a non-departmental manner.Personality, conduct and credibility that engages and commands the confidence of Council Members, senior managers, staff, the public, external partners and other stakeholders. |  |  |
| **Other** |
|  Need to attend meetings across the County, regionally and sometimes nationally.Normal office hours, however due to the nature of the service will include flexibility of start and finish times and occasional weekend working. Mainly office based but some travel required. |  |  |

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits