

APPLICATION FOR EMPLOYMENT

Thank you for the interest you have shown in the vacancies within Stockton on Tees 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.

Transformation Manager for Residential Care & Home Care

Vacancy ID: 009564

Salary: £38,052.00 - £40,858.00 Annually

Closing Date: 16/12/2018

Benefits & Grade

Grade N

Contract Details

2 Posts

Temporary for 2 years

Contract Hours

37 hours per week

Job Description

An exciting opportunity has arisen within the Council's strategic planning team. Two new posts have been created to join the team to give focus to the initiation, development and co-ordination of service developments within the residential and home care provider market. Key to the posts will be establishing an effective working relationship with providers based on mutual respect and understanding.

The post holder will need to work with health and social care services to ensure an integrated delivery approach that focuses on person centred support within residential care and home care. The successful applicants will be instrumental in ensuring residents of the borough of Stockton on Tees have access to good and outstanding services.

The posts will be key to the development of evidence based strategic plans and service design relating to the provision of residential care and home care and will have a key role in working with the Council's procurement and adult social care teams to ensure effectiveness in delivery of identified outcomes.

Applicants will need demonstrable ability to understand key issues relevant to residential and home care service provision, review evidence base and identify best practice, manage programmes and projects to successful completion including the co-ordination of multiple work areas, alongside the ability to capture, interrogate, analyse and interpret complex data and information from a range of sources and use it effectively to inform service priorities and improvements. Applicants will also need to be able to apply constructive challenge and have the skills to communicate effectively with a range of stakeholders.


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

Please ensure you refer to the essential and desirable criteria detailed in the Person Specification when completing your application as they are used to select candidates for interview.

For a further informal discussion, please contact Rob Papworth, Strategic Development Manager, on 01642 528441.

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

Stockton-on-Tees Borough Council ensures that all customers, both internal and external receive a consistently high quality level of service.

 Stockton-on-Tees BOROUGH COUNCIL	JOB DESCRIPTION
Directorate: Adults and Health	Service Area: Integrated Strategy and Service Development
JOB TITLE: Transformation Manager – Residential Care and Home Care	
GRADE: N	
REPORTING TO: Strategic Development Manager	
1. JOB SUMMARY: 1. To lead on the initiation, development, co-ordination and tracking of service developments within the residential and home care provider market. Key to the post will be establishing an effective working relationship with providers based on mutual respect and understanding. The post holder will need to work with health and social care services to ensure an integrated delivery approach which focuses on person centred support within residential care and home care. The post holder will need to undertake appropriate research and tasks which support the delivery of projects.	
2. MAIN RESPONSIBILITIES AND REQUIREMENTS:	
1.	Lead: <ul style="list-style-type: none"> • The development and co-ordination of a detailed improvement programme and project plan co-ordinating multiple and complex projects within the residential care and home care sectors. • The development of project scopes and objectives, involving all relevant stakeholders. • The tracking of progress to ensure that projects are delivered on-time, within scope and within budget. • Ensure linkages between projects within the programme are identified and controlled.
2.	Support the development and implementation of a continuous improvement culture across the Council and provider market.
3.	To fully understand the residential care home and home care market in terms of commissioned providers, providers who support self-funded clients and providers not currently operating within Stockton on Tees.
4.	To fully understand the needs of populations that are accessing residential care home and home care provision to ensure that needs are met.
5.	To identify and share best practice within residential care and home care provision from a quality and cost effective perspective and to explore how best practice can be

	implemented within Stockton on Tees.
6.	To work with individual providers to understand the unique issues they face as a business and to support the design and implementation of solutions to those issues. Focus should be given to providers rated as 'inadequate' or 'requires improvement' with the aim of supporting providers to improve CQC ratings.
7.	To work with social care operational teams and residential care and home care providers on understanding placement breakdowns and to share learning from placement breakdowns.
8.	To identify any new national guidance (NICE, etc) that is applicable to residential care and home care provision, to share any new guidance with provider networks and to work with the Council's contract and compliance team to ensure review of service provision in relation to guidance.
9.	To work with providers to gather views of clients, families and wider stakeholders regarding service provision and to ensure this feedback links to service development plans.
10.	To work with providers to ensure that evidence-based approaches/programmes that would improve care are implemented.
11.	To work with the Council's communications team to develop positive news stories regarding residential care home and home care provision.
12.	To contribute to elements within the Joint Strategic Needs Assessment and Joint Health and Wellbeing Strategy and Adults and Health Strategy.
13.	To write and present reports as required
14.	To work with providers and health and other services to identify the 'wraparound' support provided from health and other services to identify good practice and what could be improved. To work with providers and health and other services on an improvement plan.
15.	Ensure a culture of co-operation and effective joint working is maintained and ensure service developments are customer focussed
16.	Support training and development and undertake such personal training as may be deemed necessary to meet the duties and responsibilities of the post
17.	To work with providers to ensure public health programmes are embedded within provision.
18.	To work with the Council's Contract and Compliance Team and to liaise with appropriate officers of the Council on any of the above matters
19.	To have awareness of the Council's Medium Term Financial Plan (MTFP) and to liaise with finance and strategic planning colleagues to ensure that projects are consistent with the Council's MTFP.

3. GENERAL:

Job Evaluation - This job description has been compiled to inform and evaluate the grade using the NJC Job Evaluation scheme as adopted by Stockton Council.

Other Duties - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

Workforce Culture and supporting behaviours and Code of Conduct – The post holder is required to carry out the duties in accordance with Workforce Culture and supporting behaviours, code of conduct, professional standards and promote equality and diversity in the workplace.

Shaping a Brighter Future – The post holder will embrace the Council's "Shaping a Brighter Future" programme.

Personal Development – As defined by the Council's Culture Statement, all employees will take responsibility for their own development

Customer Services – The post holder is required to ensure that all customers both internal and external, receive a consistently high quality level of service, commensurate to the standards required by Stockton on Tees Borough Council.

Policies and Procedures – The post holder is required to adhere to all Council Policies and Procedures.

Health and Safety – The post holder has a responsibility for their own health and safety and is required to carry out the duties in accordance with the Council Health and Safety policies and procedures.

Safeguarding – All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Stockton Council's Safeguarding Policy. In addition employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.

PERSON SPECIFICATION

Job Title/Grade	Transformation Manager for Residential Care and Home Care	Grade N
Directorate / Service Area	Adults and Health	Integrated Strategy and Service Development
Post Ref:	34617/8	

	ESSENTIAL	DESIRABLE	MEANS OF ASSESSMENT
Qualifications	<ul style="list-style-type: none"> Educated to degree level or equivalent in a directly relevant subject area and membership of relevant professional body or the equivalent level of knowledge gained from demonstrable relevant work related experience or the equivalent level knowledge gained through directly relevant work experience. 	Demonstration of continuous professional development in leadership and management	Application form
Experience	<p>Substantial and demonstrable experience of:-</p> <ul style="list-style-type: none"> Managing programmes and projects to successful completion including the co-ordination of multiple work areas. Managing and delivering service improvement. Maximising the contribution of team members. Making presentations in a public setting and at board/committee meetings. Working in a complex political environment. Decision making covering complex and varied service issues. Promoting positive cultural change. Implementing improvements to services and demonstrating outcomes. 	Experience of working within a health or social care setting.	Application / Interview

	ESSENTIAL	DESIRABLE	MEANS OF ASSESSMENT
Knowledge & Skills	<ul style="list-style-type: none"> • Organisational skills; able to organise information, people or things in a systematic way, establishing priorities and meeting deadlines • Ability to apply constructive challenge • Communicate effectively with a range of stakeholders • Work in partnership across Directorates • Capture, interrogate, analyse and interpret complex data and information from a range of sources and use it effectively to inform service priorities and improvements • Demonstrate political sensitivity and awareness • Demonstrate personal leadership with authenticity • Knowledge of business-related activities • Familiarity with, and ability to adapt to, information technology requirements. • Ability to identify areas of improvement, through performance management and service feedback. 		Application / Interview
Specific behaviours relevant to the post	<ul style="list-style-type: none"> • Demonstrate the Council's Behaviours which underpin the Culture Statement. • Creativity and innovation • Customer focus • Personal effectiveness • Confidence to implement solutions and to challenge traditional thinking • The personal demeanour and credibility, which inspires confidence and motivates colleagues • High personal standards of self-discipline in working to deadlines • Highly motivated, energetic, winning, not easily discouraged 		Application / Interview

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 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 26 days plus 8 public holidays. Employees with 5 years continuous service receive 31 days annual leave.

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 towards an environment where all employees, residents and service users receive equal treatment regardless of gender or gender reassignment, marital or civil partnership status, sexual orientation, age, disability, race, religion or belief, social origin, pregnancy and maternity.

Job Sharing

A voluntary Job Sharing Scheme is in operation. Applications to job share are welcome and there is no requirement for you to apply with a partner.

Payment of Salaries

Salaries are paid monthly on the last working day of the month. 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 DBS check. If this is the case an appropriate statement will appear in the recruitment advertisement.