

**Job Description**

**Job Title:** Service Manager, Adult Social Care

**Salary Grade:** Grade 11

**SCP:** 48-52 (£50,598 to £54,624)

**Job Family:** People Care

**Job Profile:** PC 7

**Directorate:** Neighbourhoods

**Job Ref No:**

**Work Environment:** Civic Centre

**Reports to:** Deputy Assistant Director of Adult Social Care

**Number of Reports:** 8

**Purpose:**

This is a critical post within the adult social care sector and primarily based at the Civic Centre site in Sunderland. The successful applicant will be expected to have a wide experience in adult social care and be able to utilise this to good effect. The appointed person will be expected to deputise for other Service Managers when needed.

**Key Responsibilities:**

* To provide effective leadership in Strength’s Based social work practice. Effective operational management within budgetary constraints. Work across divisional and organisational boundaries to improve outcomes. Operate as a member of the leadership team in promoting positive change.
* To be responsible for the operational and performance management of adult social care within the organisation thereby ensuring high quality service delivery in respect of adult social care and its associated statutory duties within operational services.
* To develop and sustain strategic and operational relationships with the Assistant Director, Deputy Assistant Director of Adult Social Care and partner organisations respectively in relation to all operational practice, adult protection and quality assurance issues.

**Main Duties & Responsibilities:**

* To ensure that zero / low cost solution opportunities are maximised within the business whilst meeting statutory duties.
* To ensure that policy and operational priorities are designed and operated to achieve high standards of practice, quality assurance and outcome focused solutions.
* To keep abreast of current developments and best practice in the areas allocated, to provide timely advice and guidance to operational colleagues in response to legislation, government guidance and research.

**Operational Delivery**

* To contribute to the review of the Adult Social Care policies and procedures to ensure they remain up-to-date and fit-for-purpose.
* To work in conjunction with the directors of Adult Social Care to ensure services and projects for adults are delivered in line with legal responsibilities and associated guidance; to support managers and staff to take appropriate action to ensure the welfare of adults.
* To ensure the timely and effective analysis of management information in relation to adult social care, including learning from safeguarding and adult social care activity, case reviews and complaints.
* To support the Assistant & Deputy Assistant Director’s, respectively, in providing effective and timely quality services, including attendance at relevant meetings as necessary.

**Other Duties**

The post holder must carry out their duties with full regard to the Council’s Equal Opportunities Policy, Code of Conduct and all other Council Policies.

The post holder must comply with the Council’s Health and safety rules and regulations and with Health and safety legislation.

The post holder must act in compliance with data protection principles in respecting the privacy of personal information held by the Council.

The post holder must comply with the principles of the Freedom of Information Act 2000 in relation to the management of Council records and information.

To comply with the principles and requirements of the Data Protection Act 2018 and GDPR in relation to the management of Council records and information, and respect the privacy of personal information held by the Council

October 2019