



## **Job profile**

### **Service Manager**

#### **Grade N (plus 15% recruitment allowance)**

**Group:** Children, Adults & Families

**Service:** Adult Social Care

**Location:** Civic Centre

**Line Manager:** Service Director

#### **Job Purpose**

To manage the Adult social work service (in conjunction with the other Adult social work Service Managers) to ensure an efficient, effective and value for money service, and:

- To provide leadership, senior management/professional oversight on all issues relating to the designated assessment services in Adult Care.
- To lead on strategic planning and performance management to ensure the continuous development and improvement of the service.
- To ensure the professional standards of social work within the service to ensure legislative and statutory requirements are met.
- To contribute effectively to the wider corporate management of the Adult social care service, and the Children's Adults and Families group.
- To work with ASC SMT to lead the development and implementation of new models of social care.

#### **The key roles of this post will include:**

1. To operationally manage the staff, budget and activities within Adult Social care in order to ensure it meets its service and financial objectives.
2. To be the budget holder for the designated assessment services to ensure budgets are managed efficiently and effectively to provide best value for money and the optimum possible level of service operating within the terms of the Councils Constitution, Financial regulations and Standing Orders and ensure effective spend against priorities and targets.
3. To implement legislative, statutory and regulatory requirements across the service and manage the quality assurance framework to ensure a safe and effective service.
4. To lead the preparation for peer challenge or other relevant inspection regimes for the assessment service.
5. To develop annual service and improvement plans that are based on achieving outcomes for adults with reference to identified performance indicators.
6. To work as a member of the Adults senior management team in developing strategies, policies and plans to achieve better outcomes for users and carers.
7. To manage employees in accordance with the Council's policies and procedures including effective supervision and appraisal and the identification of development



programmes for frontline managers, workload management and strong collaborative working practices.

8. To maintain and develop strong collaborative working practices amongst the workforce and multi-agency partners.
9. To promote the Council's commitment to the users and carers in service planning and delivery to ensure a responsive and effective service.
10. To support and facilitate consultation with employees, Elected Members or members of the public.
11. To carry out capability and disciplinary investigations where appropriate and to respond effectively to service users' complaints and where appropriate act as adjudicating officer to ensure continuous improvement in the services.
12. To ensure that Elected Members are sighted on operational and strategic issues, within the scope of the post holder's role.
13. To promote equality of opportunity, learning and organisational development to create and maintain the skills and competences required to deliver an effective collaborative service.
14. To identify and communicate to the Service Director any risks to the work, reputation or interests of the Council and undertake effective risk management on behalf of the Council.
15. To ensure that health and safety policies and procedures are understood, implemented and monitored to ensure that health and safety standards are met.
16. Such other responsibilities allocated which are appropriate to the grade of the post.



## Knowledge & Qualifications

### Essential:

#### Knowledge and other attributes

- Leadership in a complex organisational environment
- Health and social care systems
- Adults legislation, practice and procedures
- Safeguarding and regulatory frameworks
- Financial competence
- Performance review and planning
- Excellent verbal, written and presentation skills
- IT systems including Microsoft Office

#### Experience

- Extensive experience within social care or a related service
- Considerable experience as a Team Manager or equivalent in Social Care in a Mental Health and/or Learning Disabilities assessment function.
- Managing, motivating and leading front line managers and teams in a public sector complex organisational setting
- Working within deadlines and targets
- Change and performance management
- Management and monitoring of budgets
- Partnership working with other statutory and voluntary agencies

#### Qualifications

- Social Work qualification or equivalent i.e. MA or BA in Social Work, Dip SW CQSW or CSS.
- Current registration with Social Work England

### Desirable:

#### Knowledge

- Health and Safety Legislation
- Employee relations

#### Experience

- Strategic and project planning

#### Qualifications



- Management qualification and / or significant management training

## Competencies

<b>Customer Focus</b>	Puts the customer first and provides excellent service to both internal and external customers
<b>Communication</b>	Uses appropriate methods to express information in a clear and concise way to make sure people understand
<b>Team Working</b>	Works with others to achieve results and develop good working relationships
<b>Making things happen</b>	Takes responsibility for personal organisation and achieving results
<b>Flexibility</b>	Adapts to change and works effectively in a variety of situations
<b>Learning and Development</b>	Actively improves by developing and applying new skills and knowledge and learns from past experiences
<b>Developing Teams and Individuals</b>	Promotes and supports team and individual learning and development and uses delegation to create a sense of ownership of high level organisational issues, and encouraging individuals to stretch beyond their current capabilities
<b>Managing Performance</b>	Effectively manages the performance of teams and individuals to ensure results are achieved
<b>Personal Impact</b>	Is self-aware, learns continuously and adapts behaviour in response to feedback. Makes things happen, operates with resilience, flexibility and integrity
<b>Making things happen</b>	Empowers people to initiate change. Supports innovative ideas and new ways of working