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|  DCC Logo 09 Outl B&WRole Profile Section 1 |
| **Job Title** | Strategic Manager – Older People, Physical Disabilities, Sensory Impairment and In – House Service | **Service** | Adult and Health Services |
| **Grade** | HSO3 | **Service Area** | Adult Care |
| **Reporting to** | Head of Adult Care |
| **Politically Restricted** | The Council has designated that this post is politically restricted in accordance with the requirement of section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |
| **Disclosure & Barring Service** | This post is subject to Enhanced Disclosure. |
| **Purpose of the job:**The post holder is responsible for providing strategic leadership, and will set the priorities, policy and direction of the team (Older People, Physical Disabilities, Sensory Impairment & In House Service) aligned to Corporate and Service priorities. They will contribute to the wider service area management team, and to integrated working arrangements, and will lead by example in terms of embedding the vision, values, and behaviours of the council. They will assume a corporate remit as appropriate and will engage with other service areas to achieve better outcomes for the council. |
| **Key Result Area – Corporate*** To drive organisational change and the transformational agenda by championing the organisational benefits and seeking to embed the application of the council’s core values of People Focused, Outcome Focused and Innovation and Empowerment which are built around a ‘One Council’ ethos;
* To strengthen and develop the culture of the council and promote the implementation of a ‘One Council’ approach. To support and seek out collaborative opportunities across the service, within the wider council and with appropriate partners.

**Key Result Area – Leadership*** To provide clear and visible leadership in a positive working environment;
* Contribute to the overall plan for the service, taking the lead role and advising on specialist areas of responsibility;
* Manage corporate and service projects and initiatives of varying complexity ensuring that the standard project management methodology is properly utilised. Provide opportunities for employees by encouraging cross-service and matrix working.

**Key Result Area – Service Delivery*** Ensure service delivery is maintained in line with the corporate service design principles and establish the most effective level of service delivery attainable within the resources available;
* Develop and embed demand-side customer driven service design (‘outside-in’)
* Establish effective workforce planning arrangements which support medium to long term service delivery and take into account not only the human resource factors, but ties this into overall strategic plans, financial and budget considerations, environmental issues and legislative requirements/regulations and governance;
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| * Use workforce planning data to inform the appropriate interventions for employee development and encourage progressions, as appropriate;
* Establish effective lines of communication and build working relationships with the team based around trust and empowerment;
* Effectively engage with the team/individual employees to make decisions within the remit of their work, to challenge appropriately and to think ‘outside the box’ in terms of improving service delivery;
* Lead by example in relation to continuous professional development;
* Actively encourage and lead by example in terms of smarter working initiatives and promote the use of technology to maximise productivity and service delivery;
* Ensure, as far as reasonably practicable, the health, safety and well-being of yourself and others within the workplace, including building levels of resilience and instigating interventions as appropriate;
* Ensure principles of equality and diversity are embraced and underpin all work for employees and service users.

**Key Result Area – Job Specific*** Spearhead the planning of innovative and cross cutting services to meet the social inclusion agenda and enter into productive partnership arrangements with key providers and statutory agencies
* Work with County Council Services and external agencies to achieve strong local integrated partnerships that will deliver best value services to users through agreeing joint objectives and common standards of care provision and promote the interests, values and objectives of social care in joint working arrangements with partner agencies including the NHS.
* Review and develop local service plans to take account of changes and developments within the social care market and future strategic direction.
* Champion the wider health and social care agenda in the locality, co-ordinating the work of the local care teams and ensuring that all elements of social care provision are effectively managed through the work of Locality Team Managers.
* Undertake operational management duties, including budget management, human resource management, attendance management, professional supervision and appraisal.
* Lead the development of any service specific projects with the support of the management team and stakeholders.
* Oversee the operational management of Social Work and Occupational Therapy Services and to ensure these services undergo periodic review to ensure effective management of performance is sustained and to ensure conformance with legislative and regulatory standards.
* Strategically manage County Durham Care and Support; the councils in house care service and ensure it delivers against its key objectives and meeting service and regulatory standards.
* Lead and chair Executive Strategy meetings as per safeguarding adults multi-agency procedures and participate in relevant policy and decision-making forums across the county, North East Region and on a national basis if required.
* Chair social work progression applications, AYSE, Risk Enablement Panels and other relevant panels.
* Take a lead role in the management of performance within the teams in conjunction with the relevant strategic performance management governance.
* Act as signatory to specific elements of the Mental Capacity Act i.e. DoLS and Court of Protection applications.
* Develop and promote flexible, integrated, cross-agency working and an outward focus that improves service delivery, jointly tackles local problems, maximises the use of external sources of funding and generates a real customer and community focus and a performance culture within NHS and Social Care Commissioning.
* Work to relevant legislative guidance across both the Adult and Children’s statutory framework and adhere to the requirements of relevant regulatory bodies e.g. HCPC, SW England, CQC.
* Support partners to produce plans for the development of services, incorporating all key strategies and targets and working with appropriate staff to ensure that it reflects the service workforce and financial issues and priorities for the authority.
* Ensure professional practice is carried out to the highest standards within integrated settings as well as within the Adult Care Service area and is developed in line with the professional bodies, DCC and partner organisations objectives for continuous improvement in the quality of its service.

The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility of the post, as directed by the Head of Service. |

Section 2

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|  | **Corporate** | **Service** | **Method of Assessment** |
| **Qualification** |  | * Final professional qualification in Social Work or Health Profession equivalent in a relevant subject area, to degree level.
* Executive diploma in Management or equivalent within two years of appointment.
 | * Application form
* Selection process
* Pre-employment checks
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| **Experience** | * Experience of implementing and managing change and business transformation, proactively pursuing continuous improvement;
* Experience of successful strategic management and the formulation and delivery of strategic objectives, plans and policies;
* Proven ability to manage a significant budget and meet financial efficiencies;
* Working with Members and Senior Officers, advising on specialist areas of responsibility;
* Strategic level planning and people management, including motivation, engagement, empowerment, performance management and development;
* Experience of managing complex projects and matrix management;
* Experience of implementing and delivering partnership working with both internal and external partners.
 | * Extensive operational management and delivery of front-line services in a public sector (preferably in adult social care) where there exists a complex organisational environment.
* Experience of managing and implementing major changes in service delivery.
* Partnership working and delivery of joint/ integrated services.
* Experience of working within a regulatory framework, including inspection.
* Health and safety legislation.
* Human resource management.
* Industrial relations.
* Experience of corporate/ local government processes.
* Undertaking professional supervision and appraisals.
 | * Application form
* Selection process
* Pre-employment checks
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| **Skills and Knowledge** | * Project management, business transformation and change management skills;
* Ability to think analytically, strategically and creatively and to influence and manage change across management and professional boundaries;
* Understand and promote the application of digital technology to support and enhance service delivery;
* The ability to identify and exploit commercial opportunities for the benefit of the community and the council;
* Understand and apply the ‘One Council’ ethos and the values which underpin it;
* The ability to delegate effectively;
* Understand the strengths, motivations, aspirations and areas for development within the team and use this information to build resilience, manage talent and form positive working relationships built on trust which will empower, challenge and develop the team;
* Understand what constitutes good workforce planning and establish effective workforce planning arrangements which support medium to long term service delivery;
* Understand and apply the service design principles to ensure the most effective level of service delivery is maintained within the resources available;
* Problem solving and budget setting skills;
* Understanding of LEAN methodology;
* Political and cultural awareness and an understanding of the political context and environment of Local Government;
* Strong communication and presentation skills;
* Knowledge and understanding of Local Government statutory requirements.
 | * Highly developed negotiating skills.
* Knowledge of health and social care systems including modernisation and inclusion agendas.
* Knowledge of the key Adult Social Care and associated legislation, of safeguarding and regulatory frameworks.
* Knowledge of CQC Inspection processes.
* Able to use technology effectively in the workplace.
 | * Application form
* Selection process
* Pre-employment checks
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| **Personal Qualities** | * Professional in approach;
* Strategic thinker;
* Personal commitment;
* Flexible approach to work;
* Well organised and self-motivated;
* Resilient with strong self-awareness.
 | * Ability to motivate and work alongside people.
* Change management skills.
* Assertiveness.
* Tolerance and perseverance.
* Personal resilience
 | * Application form
* Selection process
* Pre-employment checks
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