

Job Profile

Head of Adult Social Care Operations – Long Term Services

Grade: Reward band 3 HAY – 345

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About the Job: The post holder will both support and fully deputise for the Assistant Director of Adult Social Care Long Term Services in their overall responsibility for the leadership of the Adult Social Care assessment and support planning teams for Older People and for people with physical and learning disabilities. This role will play a key operational role in the Adult's Social Care Senior Leadership Team, having direct line management responsibility for the Locality Integrated Social Care Managers. The post holder will provide additional senior capacity assisting both strategic service development and the enhancement of operational services ensuring that work is undertaken to achieve the council's strategic and service outcomes for vulnerable adults. They will also take a lead role in preparing frontline teams to achieve positive outcomes under future CQC and other inspection frameworks.

The role is expected to contribute to ensuring that social care and health services work in an effective joined-up way achieving the wider benefits of service integration. The post holder will manage the senior leader of each locality ensuring that they are able to respond to demands whilst safeguarding the most vulnerable people in our county, achieving value for money, connecting people to appropriate community resources and maximising a person's independence. It is expected to ensure that high standards of practice and excellent outcomes are achieved and that the Council's statutory duties are effectively discharged within the available financial and staffing resources. A high degree of role flexibility will be expected.

This is what we need you to do...

- To manage the locality Integrated Social Care Managers assuming strategic responsibility for the direction and performance of the adult social care assessment and support planning teams that they manage and promote multi-disciplinary working in order to achieve better outcomes for individuals.
- To be accountable to the Assistant Director of Adult Social Care Long Term Services for budget management for the service, ensuring funding is effectively and creatively used to achieve the best possible outcomes - within the available resources - for people in need of care and support.
- To be accountable for the monitoring of budgets and take action if there are significant overspends, including delivering any savings required by the Council.
- Work in partnership with the relevant strategic commissioners and partners to support effective and efficient delivery of services for vulnerable adults.
- To fully deputise for the Assistant Director of Adult Social Care Long Term Services in all aspects of the role, and represent the service at local, regional and national forums as required to ensure the Gloucestershire ASC service is professionally portrayed at all times
- To ensure requirements are met in relation to professional regulation, workforce development and implementing new ways of working and that all staff receive appropriate supervision and appraisal.
- Provide advice and support to elected members in liaison with the Assistant Director and Directors ensuring clear communication and delivery of council, cabinet and scrutiny objectives.
- Ensure that strong customer focus is maintained throughout strategic and operational delivery.
- Demonstrate leadership through role modelling and championing of the council's wider values including equalities, value for money, sustainability, and safety.

- Ensure services respond and contribute to improved outcomes for customers and deliver the council's plans, priorities and strategies that achieve value for money, consistent with good practice.
- To provide advice and guidance on adult social care policy and practice in accordance with changes to national legislation and best practice; ensuring the service focuses on strengths-based and personalised approaches and positive risk taking; and taking the lead on implementing these within the service.
- To work collegiately with other senior leaders across the Directorate and the Council to ensure that the Adult Social Care Operational services are aligned with the Council Strategy.
- Undertake investigations and co-ordinate investigation activities, and also to chair formal hearings as required in accordance with GCC policies.
- Monitor and respond professionally and in a timely manner to concerns and complaints as they arise.
- Take a lead role in preparing front line teams for CQC inspection

The Post holder will have management responsibility for the following adult social care teams:

- Gloucester Locality Team
- Cheltenham Locality Team
- Cotswold Locality Team
- Tewkesbury Locality Team
- Stroud Locality Team
- Forest Locality Team

Special Conditions

- This position is subject to an enhanced Disclosure and Barring Service (DBS) check, and you will be asked to apply for a DBS check, if you are offered the position.
- This post is politically sensitive under the Local Government Act 1989.
- The post involves travel throughout the County.
- The post will involve working outside of normal office hours at times, including management cover for out of hours services.
- The post will be part of the Council's Emergency Welfare Team cover.

Monitoring and ongoing development of outcomes

As part of the annual appraisal, outcome based targets will be developed in conjunction with the post holder and will supplement this job profile. The job profile will be subject to regular review and the council reserves its right to amend or add to the accountabilities listed above.

The ideal candidate will have...

Experience

- Proven senior operational leadership and management experience in sectors which have led to positive and improved outcomes.
- Extensive experience of leading and managing operational developments which have achieved high level change and performance improvement.
- Significant experience of leading effective inter-agency and partnership working for the planning, commissioning and delivery of services which have led to positive outcomes.
- Leadership of high-performance management teams which has secured excellent day to day operational practice.
- Successful financial management of major budget resources
- Experience of providing supervision and coaching or mentoring to senior personnel.

Knowledge, Skills and Understanding

- In-depth knowledge and understanding of the legal and policy framework in relation to adult social care and wide knowledge of other relevant legislation.
- Ability to interpret legislation and national policy and translate these into effective local strategies and protocols.
- Ability to prepare, collate and interpret briefings, reports and undertake presentations to diverse audiences.
- Ability to make challenging, complex and critical decisions.
- Strong leadership skills with the ability to provide clear direction and get ownership of service aims.
- Demonstrable track record of motivational leadership and management.
- Political awareness and understanding/experience of working in a political environment.
- Ability to communicate, influence and negotiate at all levels of an organisation.
- Ability to lead in the senior leadership context of the organisation

Behavioural attributes

- Demonstrates Gloucestershire Leader/Employee Behaviours.
- Demonstrates GCC values at all times
- Able to respond to a changing pattern of demand at work which can be unpredictable and unplanned requiring constant shifts of priority providing direction to staff and partners.
- Works collaboratively with different groups of people and organisations.
- Creates a learning environment to get the best from themselves, individuals and teams.
- Acts as a good role model providing inspirational and credible leadership.
- Achieves corporate objectives by building on performance and team strengths, through strong relationships both inside and outside the organisation.
- Removes barriers to effective partnership working.
- Personal credibility to provide leadership for professionals and other senior people within partner organisations.
- Able to cope and function effectively when working in a pressurised and rapidly changing environment.
- Politically astute.
- Emotionally resilient.
- Flexible, creative, self-starter, focused, able to understand how their approach impacts on others and can adapt it to suit different audiences and situations.
- Organised and able to meet tight deadlines.

Education & Qualifications

Essential

- Educated to degree level relevant to the role or equivalent experience (as outlined in the job description – ‘Experience of.’ section)
- Evidence of ongoing relevant professional and managerial development

and understanding of how this influences own role and accountabilities.

- Effective financial management skills and of resource allocation techniques