

London Borough of Lambeth JOB DESCRIPTION

Job Title: Head of Service
Department: Adults Social Care
Division: Adults and Public Health
Grade: PO9
Responsible to: Assistant Director, Adult Social Care
Responsible for: The professional practice of all social care staff in

relation to protecting at risk, vulnerable adults. Delivery of services as defined by the legislative framework. The deployment, direction, supervision and management of staff within the adult social care division. Within a specific service area as designated and other areas as required. Directly responsible for Team Managers (Service Leads) and Occupational Therapy and Sensory managers.

Responsible for the following areas (subject to change)

To work as part of a senior management team to deliver our strategic objectives

ASC service areas:

- Intermediate Care Lambeth & Hospital Discharge Teams
- Learning Disability Services
- Mental Health Services
- Older People & Physical Disability Community Teams
- Initial Contact Service
- Occupational Therapy
- Associated other teams for example day service, brokerage, EPC, sensory etc.

Main purpose of post

To assist the Assistant Director, Adult Social Care in delivering the key outcomes for the service area whilst the needs of vulnerable adults are accurately assessed and commensurate provision secured. A focus on the safeguarding of vulnerable adults will be a key operational responsibility.

To lead on the management of change process and ensure the implementation of change as required.

2:1 Key Priorities

- Delivery of a high quality Adult Social Care service
- Integration with partners through Lambeth Together
- Delivery of efficiencies

Workforce development

- 2.2** As one of a number of senior managers to contribute at a senior level to the strategic and operational management of Adult Social Care within a specific service area as designated.

- 2.3 Ability to work in and lead a range of different teams including multi-agency, to achieve desired outcomes.
- 2.4 Able to deputise for Assistant Director as well as peers as required:
- 2.5 To have lead responsibility for providing regular, timely advice within your designated service area internally and externally, for elected members, MP's, senior managers in adult social care and external agencies
- 2.6 Ability to set and prioritise realistic goals and objectives, ensuring a professional service is delivered whilst striving to ensure the development and sustained improvement of the service.
- 2.7 Work in partnership with health colleagues at all levels in all settings. This will include acute, non-acute, community and independent and private organisations.
- 2.8 To lead on fostering links with other divisions, organisations in and outside of the Local Authority with specific relevance to the relevant service area as designated.

3 Professional Supervision, Advisory and Developmental work

- 3.1 Be responsible within a specific service area as designated for providing the Council's Social Care management, developing and sustaining partnership arrangements with the third sector as well as with health colleagues within SLAM, NHS Commissioning Authorities and other acute trusts both within borough boundaries and outside.
- 3.2 To be responsible and accountable in relation to Safeguarding Adults within a specific service area as designated in line with national guidance and the local multi agency protection of vulnerable adults policies and procedures.
- 3.3 Be responsible for staff recruitment, selection and development; reviewing performance of staff within a designated service area.
- 3.4 Ability to lead by example, inspiring confidence and trust, tackling performance issues if they arise and creating an atmosphere of 'can do' and positive leadership.
- 3.5 To initiate and manage disciplinary and grievance investigations as required.
- 3.6 To co-ordinate all training, professional development and practice standards within a specific service area as designated in line with council policies and procedures.

4 Financial Control

- 4.1 The post holder has responsibility for managing and monitoring the designated devolved budget within a specific service area and ensuring that monies spent are in accordance with the council's financial regulations.
- 4.2 The ability to instigate, monitor, and oversee demand management initiatives as required in delivering targeted, value for money services that meet the needs of the most vulnerable.
- 4.3 To chair resource, practice and performance panels as required to ensure that decisions taken follow council procedures.
- 4.4 To manage and oversee relevant staffing and service budgets through close tracking and having clear oversight where budgets devolved to middle managers.
- 4.5 Feed into all the LA's service and financial planning, monitoring and budget setting mechanisms.

5 Legal and Statutory

- 5.1 To ensure the council meets its full statutory responsibilities, functions and duties in relation to the support of vulnerable adults. That risks are systematically recorded and appropriate actions taken to mitigate know risk.
- 5.2 To possess an overarching knowledge and understanding of the statutory framework in which Adult Social Care operates, with a particular emphasis on statute pertaining to the designated area of responsibility. Such legislation will include: Care Act 2014 Mental Health Acts, Mental Capacity Act 2005, DoLS, and other legislation as required.
- 5.3 To ensure compliance with legal, council and professional requirements.
- 5.4 To investigate and respond to complaints, Members Enquiries, and Freedom of Information Requests within agreed timeframes as specified in council policies.

6. Communications and Working Relationships

- 6.1 Communicate policies and procedures within the service and externally to ensure effective understanding and implementation.
- 6.2 **Maintain effective relationships with clients, their relatives, carers and other involved.**
- 6.3 Promote and maintain effective relationships with members of the Council and other statutory and voluntary agency staff and services.

7. Data protection & confidentiality

- 7.1 The post holder has a responsibility to maintain confidentiality and ensure the principles of the General Data Protection Regulation are complied with.
- 7.2 The post holder must be aware that any information held by the Local Authority in theory could be requested by the public, including emails and minutes of meetings. It is therefore essential that records are accurately recorded and maintained in accordance with the Local Authority policies.

8. Equal Opportunities

- 8.1 The Local Authority welcomes all persons without regard to age, ethnic, or national origin, gender or sexual orientation, religion, lifestyle, presenting illness, marital or parental status or disability. We aim to provide a non-judgemental service at all times.
- 8.2 To Carry out the duties of this post with due regard to the Council's Equal Opportunities Policy.
- 8.3 To take responsibility, appropriate to the post for tackling racism and promoting good race, ethnic and community relationships.

9. Managing risk: maintaining skills and learning from problems

- 9.1 Reducing risk is everyone's responsibility. All staff are expected to become familiar with these systems and use them.

10.- Information Management/ Data Quality

10.1 The post holder must ensure that the Local Authority records are documented, secured, stored and disposed of appropriately and in accordance with the Records Management policy. In addition, information recorded must be fit for purpose - accurate, relevant, and up to date and complete.

11. To undertake any other reasonable duties that may be required to meet the demands of the service and commensurate with the grade of the post.

PERSON SPECIFICATION
Head of Service Adult Social Care (PO9)

<p>It is essential that in your written supporting statement you give evidence or examples of your proven experience in each of the short-listing criteria marked Application (A)</p> <p>You should expect that all areas listed below will be assessed as part of the interview and assessment process should you be shortlisted.</p> <p>If you are applying under the Disability Confidence scheme, you will need to give evidence or examples of your proven experience in the areas marked with "Ticks" (✓) on the person specification when you complete the application form.</p>		Shortlisting Criteria	
Knowledge	K1	A thorough knowledge and understanding of the policy and legislative framework for safeguarding adults including Mental Capacity Act and the deprivation of liberty standards within a social care and wider community context.	A✓
	K2	A thorough knowledge and understanding of the policy and legislative framework for social work with adults. Care Act 2014	A✓
	K3	Knowledge of service evaluation and audit methodologies in health and social care	A
Experience	E1	Direct management and development of staff in the delivery of projects and programmes	
	E2	Experience and knowledge of adult social care practice and leading operational services across range of client group areas	A✓
	E3	Financial management including budget preparation, resource planning and monitoring	
	E4	Stakeholder and partnership management within the public sector or similar environment, building support and maintaining a high level of commitment from stakeholders through communications and effective influencing skills.	A✓

Qualification	Q1	A highly qualified social work professional or equivalent registered with the appropriate professional registration body.	A✓
	Q2	Evidence of on-going professional social work development.	A✓
	Q3	Management qualification desirable	A
Behaviours	Communicates Effectively: <ul style="list-style-type: none"> • Defining expectations and supporting teams to understand the councils vision, being clear on what success looks like • Having an open, honest dialogue with staff to hear what they are asking, then reflecting what they have said, and responding promptly • Providing regular communications, e.g. a newsletter / blog from senior managers • Motivating and engaging staff Creating a culture of celebrating success		A✓
	Focuses on People: Systematically engages with citizens on a regular basis <ul style="list-style-type: none"> • Modelling good professional behaviours • Has a good understanding of strategic partnerships and forms positive relationships • Empowers and supports citizens and stakeholders to make informed choices and co-design future services. 		A✓

	<p>Focuses on Results: Manages performance for outcomes</p> <ul style="list-style-type: none"> • Understanding the bigger picture and how things work together • Creating clear definitions of outcomes, establishing a clear line of sight from the Borough Plan, strategic priorities and outcomes to business plans • Working with managers and staff to identify how to achieve outcomes effectively • Understands the wider social and political context which impacts upon the organisation • Formulates plans in response to the organisations strengths and areas of risk <p>Is able to make clear, rational recommendations about spending using appropriate information and data to base decisions</p>	A✓
	<p>Takes Ownership: Drives continual improvement Setting a good clear vision and culture</p> <ul style="list-style-type: none"> • Leading by example by setting an innovative culture • Creates a culture of accountability. Empowering your managers and staff to be accountable for their work Support staff to deliver on objectives and behaviours • Understands how to identify correct data and able to present a clear analysis which illustrates service performance • Has an informed knowledge of the areas of deficit within their service and has a coherent and responsive action plan to mitigate risk improve practice and performance • Constructively challenges peers, partners, members and senior leaders to deliver agreed results and/or model the agreed values and behaviours and takes appropriate action to address performance problems e.g. removing a service contract from a provider 	

	<p>Works collaboratively:</p> <ul style="list-style-type: none">• Builds partnerships and relationships internally and externally• Takes the time to get to know others and their perspective• Engages with the organisation from an influential and invitational position; modelling and leading behaviours• Sets priorities and makes choices based on the wider needs of the Borough or the community and not just own service area	A✓
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