

London Borough of Lambeth
JOB DESCRIPTION

Job Title: Head of Safeguarding Adults and Quality Assurance

Division: Adult Social Care

Business Unit: Safeguarding Adults and Quality Assurance

Grade: PO9

Responsible to: Deputy Director of Adult Social Care

Responsible for: Safeguarding Adults Lead

Liberty Protection Safeguards Quality Manager

Main purpose of post

- To support assurance that there are systems in place to monitor that the work of adult social care is being delivered safely and is of good quality.
- Lead the strategy and policy direction for Adult Social Care in the relevant areas and influencing work across multiagency partnerships.
- Leads the Safeguarding Adults and Quality Assurance Service, which is responsible for supporting Adult Social Care and partners in Lambeth to:
 - have an understanding of the risks facing “adults at risk” in Lambeth. This includes risks from the services provided by adult social care, or that we commission from others
 - take steps to reduce those risks wherever practicable
 - work well together to respond appropriately when concerns arise
 - use the lessons learned from adult safeguarding, complaints and other sources to make improvements
 - Carrying out the Supervisory Body function of Lambeth Council


Key responsibility areas

1. Manage the Safeguarding Adults and Quality Assurance Service, and have responsibility for seeing that the service meets its aims
2. To give leadership within Adult Social Care on issues of quality and risk, with particular responsibilities regarding
 - a. Adult safeguarding;
 - b. The Mental Capacity Act 2005 & Deprivation of Liberty Safeguards/Liberty Protection Safeguards; LPS
 - c. Quality Assurance; and
 - d. Complaints
3. To give leadership across a multi-agency partnership toward shared aims in these areas.
4. To work with colleagues in Children’s and Young People’s Services toward shared aims in these areas.
5. To advise senior managers, including the Director of Adult Social Care on matters relating to adult safeguarding, the Mental Capacity Act 2005 and quality and safety in adult social care.

6. To advise the Chair and members of Lambeth Adult Safeguarding Board (LSAB) on matters relating to adult safeguarding and the Mental Capacity Act 2005.
7. Implement the strategic direction set by the LSAB.
8. Improve systems, processes and practice in:
 - a. Responding to concerns of potential abuse and neglect
 - b. Preventing abuse and neglect occurring.
9. Overseeing the administration of the LSAB
10. Representing the service and / or Adult Social Care on relevant local and regional groups.
11. Giving leadership to the complaints process in Adult Social Care, including
 - a. Holding the Complaint Manager role for Adult Social Care
 - b. Advising those handling individual complaints
 - c. Taking an overview across adult social care of complaints related matters including
 - i. Timeliness and quality of responses
 - ii. The nature of issues leading to complaints
 - iii. The quality of citizen involvement in and satisfaction with complaints processes
 - iv. Implementing the learning from complaints
 - v. Meeting any other regulatory requirements regarding complaints, including production of an annual report
 - d. Advising the Director of Adult Social Care on these matters
 - e. Establishing and maintaining a system that enables the learning from complaints to be shared and put in to practice across Adult Social Care and, where relevant, with partners
12. Involvement in training on adult safeguarding, Mental Capacity Act 2005, and social work and social care with adults, including:
 - a. Developing and delivery of training for audiences in adult social care and partners
 - b. Commissioning of training from external providers
 - c. Advising Lambeth Safeguarding Adults Board on its training strategy.
13. To manage the budget of the Unit, acting as the budget holder of the business unit.
14. To take responsibility, relevant to the post, for ensuring that Council statutes and government legislation is upheld. This includes, amongst others; Management Compliance Charter, Environmental Policy, Data Protection Act, Race Equality Action Plan, Quality Assurance Plan, Health & Safety, Sustainable Construction and Recycling.
15. To take responsibility, appropriate to the post for tackling racism and promoting good race, ethnic and community relations.
16. To carry out the duties and responsibilities of the post with full regard to the Council's Equal Opportunities Policy and any other council policies and good practice and guidelines and adhere to the Code of Conduct.
17. To work flexibly in undertaking the duties and responsibilities of this job and participate as required in multi-disciplinary cross-department and cross-organisational groups and task teams.

PERSON SPECIFICATION

HEAD OF SERVICE FOR QUALITY AND SAFEGUARDING ADULTS GRADE 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 Confident 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
Key Knowledge	K1	A broad knowledge of current issues and challenges in adult social care and mental health	A ✓
	K2	Able to meet level D of the Learn to Care / Skills for Care / SCIE "National Competence Framework for Safeguarding Adults"	A ✓
	K3	In-depth knowledge of the Mental Capacity Act 2005, including the Deprivation of Liberty Safeguards and the role of the Supervisory Body in those Safeguards	
	K4	Knowledge of the social work reform agenda in adult social care	
	K5	Knowledge of complaints process in adult social care	
Relevant Experience	E1	Experience of being a manager in adult social care	A ✓
	E2	Experience of undertaking and managing adult safeguarding investigations	
	E3	Experience of leading multi-agency partnerships to develop and implement strategies	A ✓
	E4	Experience of developing, delivering and commissioning high quality training	

	E5	Experience of developing and implementing policies, procedures and systems in adult social care	
Qualification	Q1	A Social Work qualification	A ✓
	Q2	Registration as a Social Worker with Social Work England	A ✓
Behaviours		<p>Focuses on People is about considering the people who our work affects. It's about treating our staff fairly and improving the working lives and opportunities of those we employ.</p> <ul style="list-style-type: none"> • Being open to challenge our processes that are not achieving its aims and action where things are not working. • Maintaining and developing staff by doing one-to-ones, appraisals, and team meetings <p>Corporate vision on our expectations of being an inclusive employer</p>	A ✓
		<p>Takes Ownership is about being proactive and owning our personal objectives. It's about seizing opportunities, driving excellence, engaging with the council's objectives, and furthering our professional development.</p> <ul style="list-style-type: none"> • Supporting the setting of a good clear vision and culture • Empowering your staff to be accountable for their work • Being supportive and engaging, holding engagement sessions to talk with all your staff 	
		<p>Works Collaboratively is about helping each other, developing relationships, and understanding other people's roles. It's about working together with colleagues, to earn respect and get the best results. Helping to give clear guidance on what</p>	A ✓

		<p>collaborative working means for your service areas</p> <p>Being a role model and showing collaborative behaviour, e.g. listening to opinions and building consensus in meetings</p>	
		<p>Communicates Effectively is about how we talk, write and engage with others. It's about using simple, clear, and open language to establish positive relationships with others. It's also about how you listen and make yourself open to conversation.</p> <ul style="list-style-type: none"> • Defining expectations and supporting staff to understand the council's 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 • Creating a culture of celebrating success <p>Good written and oral communication skills, including experience of drafting complex documents</p>	
		<p>Focuses on Results is about ambition and achievement. It's about making sure we are working towards the end product and considering the effect of our service.</p> <p>It's about making the right impact, having the right result and changing things for the better.</p> <ul style="list-style-type: none"> • Helping to create clear definitions of outcomes, establishing a clear line of sight from the Corporate EDI Plans to Directorate EDI plans strategic priorities and outcomes to business plans 	

		<ul style="list-style-type: none">• Working with managers and staff to identify how to achieve outcomes effectively• Setting clear expectations for conducting performance management to ensure priorities are met• Good analytical skills, including the ability to use information/data to weigh up competing options and make policy recommendations	
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