

CHESHIRE WEST & CHESTER COUNCIL

JOB DESCRIPTION

JOB TITLE: Head of Adult Social Care Operations

**EVALUATION
REFERENCE:**

GRADE: Grade 17

RESPONSIBLE TO: Director of Integrated Adult Social Care & Health

OVERALL JOB PURPOSE:

Lead, manage and develop operational Adult Social Care services within the Health & Wellbeing Directorate to achieve Corporate and Service priorities, ensuring this reflects the culture and practice model of Adult Social Care Services, plus the wider Council; and working closely with partner agencies wherever necessary and appropriate.

PRINCIPAL RESPONSIBILITIES

- 1 Lead on the operational delivery of all Adult Social Care services to ensure the Council's statutory duties are met and effective arrangements for safeguarding adults are in place.
- 2 Lead the development of innovative service delivery strategies, including maximizing digital solutions, taking into account best practice and the needs of local communities which deliver the directorate's vision to enable adults to live independently and exercise choice and control over their lives and embeds strengths and assets based approaches within available resources.
- 3 Ensure compliance with regulations and internal policies, manage and monitor service data, targets and performance measures in order to improve service delivery, ensure value for money and provide timely information to the Director to support decision making and action planning.
- 4 Develop and proactively encourage collaborative working relationships with key external partners, particularly health, to achieve the delivery of multi-disciplinary working and integrated services in a person-centred, strengths based and cost-effective way.
- 5 Work closely with the Head of Operations for Commissioning and Contracts to ensure the development of services which meet the assessed needs of the population, promote independence, manage demand, build a strong social care market, and achieves best practice and innovation.
- 6 Support the Director to develop and monitor the directorate business plan, ensure the Adult Social Care workforce is engaged with the plan and clear communication, monitoring and corrective action taken to keep the plan on track, up to date and relevant.

- 7 Work closely with the Principal Social Worker to develop and inspire staff to achieve best practice. Ensure robust workforce development and succession planning for Adult Social Care. Promote a culture of highly effective support and supervision to enable the delivery of high quality and consistent standards across the Directorate. Recruit, retain, motivate and develop the workforce, ensuring their health, safety and wellbeing at work.
- 8 Support the Director in the management and delivery of all service budgets so that targets for savings and income are met, resources are monitored and controlled and deployed to the best possible effect providing value for money, ensuring that the financial position is considered and understood by managers and staff and services are delivered within budget.
- 9 Inform, support and advise Members of the Council so that they can perform their executive, scrutiny and representational responsibilities and ensure that decisions are appropriately informed, and service delivered according to Council priorities.
- 10 Provide support to the Director and deputize as requested (including as a member of the Directorate Management Team) in the collective development of the Directorate strategies and operational management standards to ensure that Directorate initiatives and priorities are achieved.
- 11 Participate in sub-regional and regional working including relevant NWADASS networks and projects as appropriate to contribute to and drive developments in social care and ensure the interests of and opportunities for Cheshire West and Chester are maximized.
- 12 Represent the Council at National and Regional levels in dealings with government bodies, local authorities, agencies, the local community, the third sector private sector, academic institutions and any other appropriate organisations in order to promote and protect the interests and priorities of the Council.

NOTE

Notwithstanding the detail in this job description, the job holder will undertake such work as may be determined by the Manager from time to time, up to or at a level consistent with the Principal Responsibilities of the job.

This role is a **Hybrid Flexible Worker** and this means that the role will be flexible and mobile worker depending on working patterns and business requirements and may work at contractual work base, other council locations, partner buildings, at home or some other suitable location.

Many services and customers span across the Borough and therefore you may be required to work at any location in Cheshire West and Chester.

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PERSON SPECIFICATION

Qualifications	<p>Educated to degree level or equivalent Essential</p> <p>Substantial post qualification experience in the field of social care with significant senior management experience. Essential</p> <p>Structured Management Development Programme. Desirable</p> <p>Evidence of personal commitment to continuous professional development. Essential</p>
Experience	<p>A proven track record of successful and consistent achievement in Leadership at a senior management level.</p> <p>A proven track record of leading in the formulation and delivery of service objectives and policies within a large, multi-disciplinary organisation.</p> <p>A demonstrable track record of leading, motivating and managing people teams to achieve significant, sustainable service improvements and outstanding results.</p> <p>Substantial experience in managing services in the field of Adult Social Care.</p> <p>Experience, knowledge and understanding of safeguarding in its broadest multi-agency context.</p> <p>Experience and demonstrable success in the generation and management of innovation and change.</p> <p>A proven track record of working in and forging successful partnerships with a wide range of internal and external bodies to successfully deliver a holistic approach to service provision.</p> <p>Proven experience of effective financial management.</p>
Job Related Knowledge	<p>Knowledge of legislation and national and local developments affecting the services managed and the Council as a whole.</p> <p>Ability to deal effectively with issues of major public, political and media interest.</p>
Skills and Aptitudes	<p>A proven track record of working in and forging successful partnerships with a wide range of internal and external bodies to successfully deliver an holistic approach to service provision.</p>

	<p>Management skills and ability to empower, motivate and develop staff, create a positive, inclusive organisational culture and value diversity.</p> <p>Ability to propose, develop and implement effective strategies in pursuit of agreed goals and to make clear, informed, appropriate and timely decisions.</p> <p>Highly developed networking, advocacy, written, oral and presentation skills to relate effectively to employees, service managers, Council Members, the general public and other stakeholders and command their respect, trust and confidence.</p> <p>Ability to apply innovative thinking and judgement to initiate and support change, to take action, to meet targets and achieve desired outcomes.</p> <p>Well developed information & communication technology skills with the ability to exploit new technology.</p> <p>High level of leadership, communication, interpersonal skills and managing in a political environment.</p>
Other Requirements	<p><i>Enhanced DBS [plus Adults Barred List]</i></p> <p>Ability to cope with ambiguity, uncertainty and pressure and be able to work under public scrutiny.</p> <p>The ambition and drive to motivate and work with others in an enthusiastic and determined way to create a flagship authority.</p> <p>Strong commitment to probity, honesty and openness in dealing with others.</p> <p>Personal resilience and ability to manage competing properties in a high pressure environment.</p> <p>Commitment to the achievement of value for money, service excellence and equality in employment and service delivery.</p>
Competencies	<p>Teamwork level: 4</p> <p>Honesty level: 4</p> <p>Respect level: 4</p> <p>Innovation level: 4</p> <p>Value for Money level: 4</p> <p>Empowerment level: 4</p>

ORGANISATIONAL VALUES

Candidates must demonstrate that their core values are aligned with the Council's values and that these are reflected in their everyday behaviours. These values are:

Teamwork - Teamwork is the ability to work co-operatively, effectively, and flexibly, utilising resources, expertise, and knowledge with others (internal and external). We will work towards individual and common goals in order to achieve the Council's outcomes, whilst showing mutual trust for members of the team and partners.

Honesty - Honesty is acting in a responsible and accountable manner which maintains the integrity of the council as a public service. It is essential and critical to what we do and say.

Respect - Respect is having regard for and valuing individual contributions to achieve the agreed outcomes of the Council, encouraging a culture of mutual respect across all areas of the Council.

Innovation - Innovation is the application of creative ideas to improve services to meet the Council's priorities and outcomes. It involves inspiring and enabling others to share good ideas and best practice to facilitate change which leads to successful and measurable outcomes.

Value for Money - Value for Money is the consideration of the financial impact and efficiencies within everything that we do for the benefit of the organisation and our residents.

Empowerment - Empowerment is giving employees the responsibility for making decisions about their own work whilst ensuring that boundaries and limits are set. It is also about striving to facilitate others' contributions and to share leadership, nurturing capability, and long-term development of others.