

Strategic and Service Delivery Lead – Adults Learning Disabilities and First Contact Services Grade 15

About the Service

The structure for Health and Care provides a clear focus on 3 defined areas of work

1. Public Health and Prevention
2. Adult Social Work and Safeguarding
3. Care Commissioning

This job plays a key role within the wider Social Work and Safeguarding team with responsibility for the operational management of assessment & case management for the Adult Learning Disabilities and First Contact services.

Responsible for the strategic development and operation of the Adult Learning Disabilities and First Contact Services to provide a high-quality offer to new and existing clients. This will involve leading in the implementation of current and ongoing service and organisational changes to embed a more effective and inclusive culture. The post will also be responsible for ensuring the high quality of social work/care practice to encourage adults with disabilities to develop personal growth, competence, and experience. In addition they will be responsible for ensuring that all adults accessing the First Contact Service receive strength based practice that enables them to remain independent and supports good health and wellbeing. This will require the identification of opportunities for driving up and exceeding standards to meet statutory demands and policy requirements. The post holder will be the accountable strategic lead for the services whilst also acting as a member of the wider leadership team for adult social care. The job will also act as a deputy for

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the Assistant Director for Adult Social Work & Safeguarding Lead within the accountable area.

Reporting Relationships

Responsible to: Assistant Director for Adult Social Care & Safeguarding

Responsible for: Operations Managers within Adult Learning Disabilities Team and First Contact

Key Accountabilities:

1. Lead the service to embed the vision and principles and delivering a comprehensive change programme within adult social care to enable independence, support good health and wellbeing to enable people to live as independently and safely as possible within their community.
2. Leading the development of innovative and flexible approaches to ensure the needs of people are understood and options agreed to achieve their identified outcomes.
3. Ensuring services are delivered in line with legal and policy frameworks by utilising substantial and comprehensive experience in social care management to deliver effective performance
4. Ensuring services are delivered within the substantial allocated budget of circa £6 million, whilst delivering a range of high-quality options to achieve individual outcomes for adults.
5. Developing and maintaining effective strategic and operational partnerships across the health and social care sector to deliver positive change and opportunities at a multi-agency and disciplinary level
6. Taking a lead in working with commissioners to shape the future approach of services, including the establishment of effective partnerships to deliver varied opportunities which meet changing levels of need

7. Representing the service in key decision-making forums and to provide effective leadership in these forums
8. Taking responsibility for leading effective communication and engagement with people, carers, strategic partners, colleagues, elected members and the wider staff group to ensure a cohesive delivery strategy
9. Ensure the delivery of activity to ensure effective safeguarding arrangements in line with the approach agreed through the Safeguarding Adults Board
10. Ensuring use of reflective practice to develop continuous learning and improvement within the service based upon feedback about the service both from those who use and/or care for someone using the service, audits and compliments/complaints.
11. Accountable for compliance with all relevant legislation, policies, standards, procedures and the regulatory framework to ensure that the activity within the service is statutorily compliant.
12. To undertake any other duties required, which are commensurate with the grading of the post.
13. To deputise for the Assistant Director of Adult Social Work and Safeguarding as required and operate as a member of the wider strategic leadership team within the Directorate.

Person Specification

Qualifications/Professional membership

- A postgraduate Diploma in Social Work
- Registered with Social Work England
- Management qualification or equivalent experience
- Evidence of continuous professional development.

Knowledge and Experience

- Extensive experience working at a strategic management level within a Social Care and / or Health environment;
- In depth knowledge and understanding of current legislation and regulation relating to services for adults, including adults with a disability
- Experience of achievement in delivering innovative service improvement and positive organizational cultures.
- Demonstrable significant experience of collaborative, partnership and interagency working;
- Sound knowledge and experience of performance and financial management, influencing and negotiating with others to ensure that targets are met;
- Understanding of advocacy and user involvement issues;
- Evidence of achievement in managing both changing and challenging services to meet targets

Skills

- People management skills with the proven ability to lead, motivate and build a team to consistently achieve and exceed personal and team objectives
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- Ability to use sound judgment in providing solutions on complex case work
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- A high level of personal drive and integrity and an understanding of how their personal leadership style impacts on service outcomes
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- Interpersonal skills that enable the post holder to provide purpose and direction to others in a changing environment to ensure effective engagement with customers, staff and other key stakeholders
- Ability to make decisions and solve problems in a changing and complex service environment, involving planning solutions and prioritising personal and service resources.

CFP



- Ability to meet agreed service objectives and delivery targets through the appropriate organisation of resources. An ability to communicate effectively including writing and presenting reports to the Senior Leadership Team and elected members in relation to evolving social work practice

This post is designated as a casual Car user

The content of this Job Description and Person Specification will be reviewed on a regular basis.