Job Title: Service Lead

Grade: 12

Our Vision

A county where big ambitions, great connections and greener living give everyone the opportunity to prosper, be healthy and happy

Our Outcomes

Everyone in Staffordshire will:

* Have access to more good jobs and share the benefit of economic growth
* Be healthier and more independent for longer
* Feel safer, happier and more supported in their community

Our Values

Our People Strategy sets out what we all need to do to make Staffordshire County Council a great place to work, where people are supported to develop, the Strategy to ensure that the focus is on what is important to the organisation and the people it serves:

* Ambitious – We are ambitious for our communities and citizens
* Courageous – We recognise our challenges and are prepared to make   
  courageous decisions
* Empowering – We empower and support our people by giving them   
  the opportunity to do their jobs well.

About the Service

The First Contact Service has 3 teams within the service. The teams engage with citizens of Staffordshire, carrying out strengths based, outcome focused assessments via the telephone and virtual technology. The Care Act 2014 compliant assessments determine citizens assessed eligible needs while promoting their assets and facilitating their independence. First Contact will develop care and support plans with people and work with Brokerage to put services in place to meet their residual eligible social care needs.

The service also delivers a single point of access for all age carers who are supported to access information, advice and guidance. Assessments for all age carers are undertaken in person across the county.

The Service also leads on Assistive Technology and the Quick Fix Fund supporting residents across Staffordshire as required.

These teams are part of the wider Adult Social Care Team within the council.

Reporting Relationships

Responsible to: Strategic Service Lead

Responsible for: Team Managers

About the Role

To carry out a range of tasks as allocated by the Strategic Service Lead and to provide leadership, oversight and support to Adult Social Care staff on a day to day basis. This post will also be responsible for the management of budgetary arrangements across a large operational team alongside taking the management lead for team and individual performance. As service lead, the post holder will be responsible for investigating and addressing complaints, ensuring learning within practice and working with the senior team to identify trends in complaints.

Key Accountabilities:

Key tasks of the role and service will include:

1. Managing teams of qualified and unqualified staff delivering assessment and care management service
2. Act as a change agent to support the Principal Social Worker and Strategic Service Lead in implementing new ways of working and approaches across the service. By taking on lead responsibility for identified projects and specific pieces of work.
3. Ensuring positive financial management to support the wider service to keep within budgetary limits whilst meeting eligible care needs in the most appropriate way.
4. Responsible for the operational management of all other aspects of the activity within the span of control of the post, including leading assurance of team and individual performance arrangements and associated management processes.
5. Leading complaints investigations and supporting learning across the activity of the service to ensure positive and continuous improvement.
6. Contributing to the planning and development of new services in order to meet changing needs and demands.
7. Responsibility for ensuring the allocation of work based upon priority and capacity within the team and service.
8. Empower team managers, senior social workers, social workers and social care assessors to make professional judgements in line with the Care Act whilst ensuring quality in practice.
9. Manage unpredictable daily changes to work pattern, using initiative to organise daily duties whilst adhering to SCC policy and procedure to meet service demands seeking guidance from operational managers when required.
10. Maintain a high level of motivation within a team to inspire positive performance and delivery.

Take responsibility for the operational delivery of:

* assessments under the Care Act inclusive of all statutory functions
* raise and support the business need in relation to all S42 enquiries under the Staffordshire and Stoke-on-Trent Adult Safeguarding Enquiry Procedures
* instigating or undertaking court proceedings to secure the safety and welfare of individuals.
* management of carers support practitioners
* participation on the inter agency best interest assessor rota for adults

1. Responsible for the Quality assurance of statutory documents.
2. Lead partnership approaches with Departmental colleagues and external agencies in order to provide a coherent and coordinated service aimed at achieving best outcomes for Staffordshire residents, and their families.
3. Promoting and supporting the identification of actual or potential safeguarding issues and ensuring that these are promptly acted upon in line with policy, procedure and legislative guidance.
4. Availability to work out of hours, evenings and weekends.
5. Operating at all times within the professional ethics and disciplines of social work as described in the BASW code of ethics and the Social Work England codes of practice.

1. Any other duties commensurate with the grading and nature of the post.
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Professional Accountabilities:

The post holder will be required to contribute to the achievements of the Council through

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| --- | --- |
| **Area** | **Description** |
| Legislation | Care Act 2014  Mental Capacity Act 2005  Deprivation of Liberty Safeguards  Mental Health Act 2007  Data Protection Act |
| Partners/key stakeholders | Customers and carers  Internal and external providers  Multi-disciplinary team |

The post holder will be required to maintain professional registration with the Social Work England and to comply with the standards and requirements of this body

**Financial Management:**

Personally accountable for delivering services efficiently, effectively, within budget and to implement any approved savings and investment allocated to the service area.

**People Management**

Participation and contribution to support the Principle social worker and undertake My Time meetings

Undertaking formal supervision in line with the policy of the Directorate

**Equalities**

Ensuring that all work is completed with a commitment to equality and anti-discriminatory practice, as a minimum to standards required by legislation.

**Climate Change**

Delivering energy conservation practices in line with the Council’s climate change strategy.

**Health and Safety**

Ensuring a work environment that protects people’s health and safety and that promotes welfare, and which is in accordance with the Council’s Health & Safety policy.

**Safeguarding**

Commitment to safeguarding and promoting the welfare of vulnerable groups.

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

**Person Specification**  A = Assessed at Application

I = Assessed at Interview

T = Assessed through Test

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| --- | --- | --- |
| **Minimum Criteria for Disability Confident**  **Scheme \*** | **Criteria** | **Measured by** |
| **employer_small** | **Qualifications**   * Professional Social Work qualification (Dip SW, CQSW, CSS) * Registration with the Social Work England * Qualification in or commitment to undertaking Approved Mental Health Practitioner (AMHP), Best Interest Assessor (BIA), Practice Educator (PE) or leadership training | A  A  A/I |
| **employer_small** | **Knowledge and Experience**   * Minimum of 5 years post qualification experience. * Significant knowledge and experience of working within Adult Social Care, Preparation for Adulthood and carers * Relevant training and experience in safeguarding * Experience in a wide range of aspects of the social work role including the transition journey from child to adulthood and effective interface with post 18 services. * Understanding of the structures and systems in place which provide the framework for undertaking all relevant duties * Understanding of the legislative and policy context of services for adults and young carers, including case law and findings from enquiries. * Knowledge of adult physical, intellectual emotional and social development and family dynamics. * Knowledge and experience of applying the Mental Capacity Act assessments, Best Interest Assessments/DOLs. * Experience of reviewing and approving DOLs assessments. * Knowledge of mental health legislation including section 117. * Understanding of the principles of the different funding streams available to support adults. * Experience of challenging, assessing and enhancing the professional practice of colleagues. * Experience of encouraging, developing and enabling staff to support individuals and families to develop dynamic options for individuals to progress to independence * Evidence of supporting staff to apply a range of theories and models for social work interventions with adults, families, groups or communities * Highly motivated, curious and passionate about improvement and making a difference * Clear understanding of and commitment to equal opportunities and anti-discriminatory practice | A  A/I  A/I  I  I  I  I  I  I  I  I  I |
| **employer_small** | **Skills**   * An ability to support staff in undertaking high quality timely assessment, planning, monitoring and review of individual cases, utilising the “Just enough support” ethos. * An ability to ensure effective communication and involvement of adults, and their carer’s in the processes outlined above * The ability to mentor and motivate colleagues and to contribute to the development of services through a team approach * Ability to reflect openly on own strengths and development needs relating to the role * Ability to assume responsibility and be accountable for decisions made using own initiative within the boundaries of the scheme of delegation * A flexible and enthusiastic attitude and willingness to contribute to the team function and development * Good communication skills at all levels * High level recording and report writing skills * An ability to be organised, practice good time management and take responsibility for own workload and planning. * High standards of ICT literacy and skills * Car driver (suitable adjustments made in line with Equality Act 2010) * Ability to work in partnership with other agencies supporting disabled children in achieving positive outcomes | A/I  A/I  A/I  A/I  A/I  A/I  A/I  A/I  A/I  A/I  A |

**employer_small** If a disabled person meets the criteria indicated by the Disability Confident scheme symbol and provides evidence of this on their application form, they will be guaranteed an interview.

We are proud to display the Disability Confidence Symbol, which is a recognition given by Job centre plus to employers who agree to meet specific requirements regarding the recruitment, employment, retention, and career development of disabled people.

If you need a copy of this information in large print, Braille, another language, on cassette or disc, please ask us by contacting **Talent and Resourcing team on 01785 278300**

**Shared Services on 01905 947446**