

Head of Provider Services

Grade 14

Our Vision

An innovative, ambitious, and sustainable county, where everyone has the opportunity to prosper, be healthy and happy.

Our Outcomes

We want everyone in Staffordshire to:

- Have access to more good jobs and share the benefit of economic growth.
- Live in thriving and sustainable communities
- Be healthier and more independent for longer.

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, flourish and contribute to our ambitious plans. Our values are at the heart of the Strategy to ensure 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

Staffordshire County Council are a provider of regulated and non-regulated social care services for adults. Known internally as 'Provider Services' we specialise in supporting adults with complex needs, profound and multiple learning disabilities, and behaviours that challenge. Our mission is to provide opportunities and choice so that individuals can thrive, and our vision is to be leaders in creating a future where people with complex needs can thrive.

Provider Services are a CQC regulated provider with services including residential care homes, bed-based respite, supported living and home care. In addition, Provider Services offer centre-based and community-based support to provide the people we support with opportunities for meaningful activities so they can live their best life.

All posts within these services are subject to an enhanced DBS check.

Reporting Relationships

Responsible to: **Assistant Director Care Commissioning**

Responsible for: **Strategic leadership and operational management of Provider Services across the county**

As the Nominated Individual, you will be responsible for the strategic leadership and operational management of care services across a range of settings to ensure an outstanding level of care and support is provided.

Key Accountabilities:

This job description provides an indication of the main duties involved in supporting individuals across our settings but is not intended to be an exhaustive list of tasks and duties which will ultimately be determined by the requirements of the service.

- Ensure there is a strategic, commercial, and outcome-focused approach to the leadership, management, and delivery of services, which is effectively performance managed, ensures best value and statutory compliance and delivers improved outcomes.
- Consult with County Councillors and elected members to gain ongoing commitment and understanding of the strategic development of care services.
- Develop and present reports to the Provider Services board and Cabinet.
- Provide inspirational and effective leadership for Provider Services
- Produce and implementing strategic and operational plans in response to commissioning requirements, to improve people's outcomes and make the best use of resources, in line with the Corporate Plan
- Transform services to ensure sustainability in the face of changing user and regulatory requirements and take advantage of technological innovations.

- Ensure the provision of high-quality care services that promote the independence, health and wellbeing of people who use the services and their families.
- Ensure that Care Services are compliant with statutory and regulatory requirements, including act in the capacity of 'Nominated Individual' with the CQC.
- Ensure services offer value for money for taxpayers and services operate within budget.
- Analyse and interpret insight, intelligence, and data to ensure that decisions are intelligence led and evidence based and that this informs the future shape, design, and activity of Provider Services
- Ensure the workforce is motivated, engaged, trained, and supported to carry out their roles, including line management of operational managers.
- Lead on culture and workforce change processes and initiatives to deliver strategic objectives and priorities, to support delivery of efficiencies, savings, flexibility and change within the service offer and workforce.
- Ensure that Provider Services comply with all relevant corporate policies and lead on the development and implementation of local policies, procedures, and operating guidance.
- Developing and maintaining effective relationships with other services, including the NHS, and ensure effective joint working and seamless handovers where necessary.

Other Duties

- Drive Staffordshire County Council or private vehicles for work purposes.
- To undertake any other duties, which, may from time to time, be allocated commensurate with the grading of the post, to ensure the needs of individuals and services are met.

Professional Accountabilities:

The post holder is required to contribute to the achievement of the Council objectives through:

Financial Management

Personal accountability for delivering services efficiently, effectively, within budget and to implement any approved savings and investment allocated to the service.

People Management

Engaging with People Management policies and processes

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

Minimum Criteria for Disability Confident Scheme *	Criteria	Measured by
	Qualifications <ul style="list-style-type: none"> Degree or equivalent level qualification or experience. 	A/I
	Knowledge and Experience <ul style="list-style-type: none"> Knowledge and understanding of Social Care legislation and regulation and ability to interpret this in a modern context. Significant experience of working in a senior strategic role in a social care provider organisation Experience of successful change management Knowledge and understanding of the issues facing people using social care services and their carers. Intellectually curious and a proven track record of innovation and continuous improvement Evidence of moving from thinking to action quickly, demonstrating appropriate balance between risk and opportunity. 	A/I
	Skills and Abilities <ul style="list-style-type: none"> Demonstrable commitment to the values and ethos of Provider Services and own continuous professional development Empathy with the needs and aspirations of people who use adult social care services. Engenders and harnesses the hearts and minds of others, at all levels to the vision and outcomes of Provider Services Flexible, passionate, and adaptive leadership approach that is genuinely interested and curious about others and what motivates/drives people. Intellectual rigour, able to identify priorities and harness talent and capacity to deliver. Creates collaboration and commitment, through a diplomatic and engaging style balancing risk appropriately. Believes in the art of possible, not the actions of the past. Enhanced written and verbal communication skills and able to communicate with the people who use services and carers openly and honestly. Able to analyse and evaluate complex information/data and produce effective and practical recommendations and solutions. 	A/I

	<ul style="list-style-type: none"> • Ability to take account for a significant budget, demonstrating understanding key drivers of good financial management. • Creative with the ability to imagine and try new approaches. • Model behaviours that are consistent with a positive approach to risk, continuous improvement, and learning • Able to produce clear and concise written information, reports and presentations. • Change management skills and the ability to identify, initiate and complete change. • Able to develop successful working relationships with other internal and external stakeholders including Cabinet, Senior Leadership Team, County Councillors, regulatory organisations and other providers. • Energetic with the ability to flex and accommodate multiple competing priorities at short notice. • Resilient and able to respond and work well under pressure. • The ability to travel independently across the county as required. <p>This post is designated as a casual car user</p>	
--	---	--



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 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 the **Talent and Resourcing Team on 01785 237800**