**Job Outline**

**Post Title:** Head of Service: Adult Care Services

This may include Adult Short Breaks, supported tenancies, domiciliary care services, enrichment programme or other regulated activities.

**Location:** Head Office (or other main office)

**Directorate:** Education and Care Services

**Terms:** Equivalent to NJC Point 35 – 42, £30,785 - £37,306 per annum

Salary is based on a notional 37 hours per week contract however actual hours worked will be arranged to best meet the needs of Birtenshaw

Holiday Entitlement: 26 days plus 8 public holidays

**Report To:** Director of Operations

**Overall Purpose of Job**

To promote the welfare of all service users and ensure they are protected from harm

To operate as part of Birtenshaw’s Senior Management Team (SMT)

To actively positively promote Birtenshaw at all times

To have overarching leadership and management responsibility for a number of operational adult services

To manage and supervise up to six front line managers

To ensure compliance with relevant legislation, regulatory frameworks and organisational policies and procedures

To ensure safe, positive and nurturing services for all service users

# **Key Responsibilities**

**Service Users**

To ensure the needs of service users are appropriately assessed

To ensure key working and case management strategies are efficiently managed

To contribute to the overall safeguarding of service users

To ensure all service users have an appropriate and up to date care plan

**Partnership Working**

Contribute to the development and maintenance of joint working between front line managers, front line staff, service users and their families (where appropriate)

Contribute to the development and enhancement of joint working between partner agencies

**Staff Development**

To Chair management, planning, review and other such meetings

Facilitate supervision and appraisal of front line managers

Actively participate in personal supervision and appraisal

Participate in training and personal development opportunities

Engage in Continuous Professional Development

**General**

To have overall leadership and management responsibility for up to six front line services

Carry out organisational objectives in line with relevant legislation

Comply with the organisation’s administrative and financial procedures

Maintain accurate, well-kept and up-to-date records

Fully utilise IT facilities and modern technology

Promote, monitor and maintain health, safety and security at work in line with all relevant legislation

Promote people’s equality, diversity and rights and contribute to the development and maintenance of an environment and ethos where all people are respected and valued as individuals

Carry out duties in an appropriate and professional manner at all times

**Note**

This job outline forms part of the contract of employment of the person appointed to this post. It reflects the position at the time of writing only and may be changed at the discretion of the Chief Executive or Directorate Management Team in the future.

As a general term of employment, Birtenshaw may affect necessary change in job content, or may require the post holder to undertake other duties provided that such changes are appropriate to the employee’s remuneration and status.

**Person Specification**

**Post Title:** **Head of Service: Adult Services**

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| --- | --- | --- |
| **CATEGORY** | **Essential (E)**  **Desirable (D)** | **Application (A)**  **Interview (I)**  **Reference (R)** |
| **Skills** |  |  |
| Ability to have overall management responsibility for up to six front line services | E | A + I + R |
| Ability to support and supervise front line managers | E | A + R |
| Ability to manage own time and workload effectively | E | A + R |
| Ability to form and maintain professional relationships with all stakeholders | E | A + I + R |
| Ability to overseeing all care planning processes | E | A + I |
| Ability to work as part of the senior management team | E | A + I |
| Ability to work calmly in difficult situations | E | A + I |
| Good written and spoken communication skills (in English) | E | A + I |
| Ability to produce professional, accurate and factual reports | D | A + I |
| **Knowledge** |  |  |
| Theories and practices relating to Mental Capacity, Deprivation of Liberty, Learning Disability and related matters | E | A + I |
| Relevant regulatory frameworks | E | A + I |
| **Attitudes** |  |  |
| Commitment to representing the Birtenshaw and organisation decisions at all times | E | A + I + R |
| Commitment to working effectively and collaboratively with your line manager and peer group | E | A + I + R |
| Non-judgmental | E | A + I + R |
| Acknowledging the potential for personal growth/change in every individual | E | A + I + R |
| Actively promote the culturally and ethnically diverse ethos of Birtenshaw | E | A + I + R |
| **Experience** |  |  |
| Substantial management experience in regulated adult services settings | E | A + I |
| **Qualifications** |  |  |
| Educated to Bachelor Degree or equivalent | D | A + I |
| At least Level 5 management qualification or willing to commence within three months of appointment | E | A + I |
| **Special Requirements and Environmental Factors** |  |  |
| All candidates must be able to demonstrate a good attendance and performance record | E | A |
| Commitment to work flexibly to meet the needs of the service including weekend and some public holiday working. There may be a need to work additional hours from time-to-time. There is no time off in lieu for additional hours worked to meet the needs of the service. | E | A + I |
| Be available for ‘out of hours’ support on a rota basis | E | A + I |
| Actively promote ‘No Smoking’ and other company policies | E | A + I |