**OLDHAM COUNCIL**

**JOB DESCRIPTION**

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| **Job Title:** | Social Care Lead – Integrated Adult Services | | |
| **Directorate:** | People Services | **Division/Section:** | Adult Social Care |
| **Grade:** | 10 | **JE Reference:** | 9717 |

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| **Job Purpose** |
| * To take responsibility for the day-to-day management, development and co-ordination of the activities of the social work function in the multi-agency team within a key cluster / neighbourhood/ specialist area. * To ensure the delivery of a high quality, effective and efficient service which is responsive, flexible and reflects the needs of adults within the adults designated geographical area and supports the delivery of the services objectives. * To develop and facilitate close working relationships with partner agencies, from both the statutory and voluntary/community sectors to ensure that integrated support is being provided to adults and their families to achieve the required outcomes. * To oversee the delivery of services for adults and their families/carers based on an assessment of need and within available resources. |
| **Key Tasks** |
| **Main Duties and Responsibilities**  • Ensure the delivery of services to continuously improve the quality-of-life outcomes for adults within the clusters.  • To operationally manage the Integrated Health & Social Care within a specified specialist team/ clusters to ensure the most effective service contribution to a range of service provision.  • To continually review the operation and effectiveness of the contribution of the cluster teams to integrated multi-disciplinary pathways of care and implement required improvements.  • To actively support the management group to ensure the service complies with CQC Standards and other national targets.  •To deputise for the Service Manager/Head of Service (Council) when required.  • To lead on the management of specific projects or speciality as defined within the clusters portfolios supported by the management group, colleagues, and service leads.  • Ongoing development of service contribution in the light of patient/ service user feedback and national policy developments.  • Development of effective relationships with patients/ service users, partners, other service providers and commissioners  • To work with the Head of Service and the management team to plan, co-ordinate and develop contribution of the clusters to a range of pathways within context of the Integrated Health and Social Care Service Provision.  • To ensure deployment of staff within services and care pathways to enable effective delivery of integrated services, reviewing skill mix as required.  • To work with the Head of Service and management team to contribute effectively to the business and service development planning process, taking account of National and local targets.  • To work with the management team to implement actions which are identified by any Service Improvement Reviews.  • To work with the Service and management team to implement policies and procedures to ensure all staff function effectively and safely to implement and monitor governance and risk management standards for the Integrated Health and Social Care Adult Services.  • To work with the Service and management team to implement eligibility criteria and assessment processes for the Council or PCFT to ensure all staff function effectively and safely to implement and monitor governance and risk management standards, including safeguarding policies for the Integrated Health and Social Care Adult Services  **Policy and Services Development**  • To work with the Senior Practitioners, Social Workers and Care Co-ordinators to ensure policies, professional standards and requirements are implemented and understood within the clusters.  • To advise the Service Manager & Head of Service on issues of service delivery, including shortfalls, service pressures and to propose and implement remedial action, as appropriate.  • To negotiate with health and social care professionals, service users and other agencies in developing multi-disciplinary and inter-agency team working.  •Focusing on service transformation and redesign as appropriate.  • To develop and respond to service needs in line with Business Plan Provider Services plus national and regional requirements.  **Planning and Organising**  • To contribute to the business planning process as requested by the Head of Service, within the context of the Oldham community services and neighbourhood working.  • To work with Senior Practitioners and Care Co-ordinators to implement service plans which reflect the priorities of the Divisional Business Plan for Provider Services, Oldham Council and national guidelines  • To ensure deployment of staff within services and care pathways to enable effective delivery of integrated services, reviewing skill mix as required, supported by Key Leads and head of Service as necessary.  • To work with the Senior Practitioners and Care Co-ordinators to ensure all staff attend mandatory and professional training programmes.  • To plan, organise and Chair regular team meetings for staff, or support Senior Practitioners and Care Co-ordinators in undertaking this task.  • To work with Senior Practitioners and Care Co-ordinators to implement agreed changes in service delivery.  **Responsibility for Patient / Service User Care**  • To ensure a personalised & strengths-based approach is taken in supporting people, making best use of their assets, personal, family and community resources, working closely with the local community before consideration of any statutory intervention is considered.  • To ensure the specialist cluster’s services have provision of advice/information to prevent ill health, promote health gains and advise treatment where appropriate. This will include an ability to demonstrate, consider interpret and communicate a range of options to meet individual’s needs.  • To ensure the specialist cluster’s services are provided in accordance with the Care Act 2014, following eligibility for social care where the Adult Social Care professional is the lead worker, and fairer charging is applied to any provision of service in this case.  • To ensure referrals are responded to in a timely manner and demand is managed as effectively and efficiently as possible.  • To ensure all staff understand safeguarding and protect patients / service users from harm and neglect by following the multi-agency safeguarding policies and procedures.  To act as Safeguarding Adults Manager (SAM) for safeguarding enquiry processes in accordance with the multi-agency safeguarding policy  • To ensure through close working with the Senior Practitioner and Social Workers that practice standards are of the highest order, and clinical management is effective.  • To ensure that all staff are aware of and maintain client confidentiality in accordance with current data protection guidance, managing and maintaining both written and electronic contemporaneous records.  • To ensure effective communication with the Integrated Health and Social Care, secondary care and partnership agencies striving to achieve service integration in patient care.  • To ensure the deployment of staff within services and care pathways to enable effective delivery of integrated services, reviewing skill mix as required.  • To support and promote the importance of patient / service user feedback; acting on this in future planning and responding to key messages from the local population.  • To work with Senior Practitioners and Care Co-ordinators to ensure patient/service user/carer complaints are managed sensitively and that they are used to inform the improvement of services in line with local and national policy.  • To ensure that all patients/service users, clients, family and carers are accorded dignity, respect and are afforded treatment in a non- discriminatory manner.  **Governance**  • To advise and liaise within the parameters of the integrated governance framework alongside the HoS on operational issues/risks within the cluster.  • To work with the Principle Social Worker and Clinical Leads for Governance to ensure quality standards are maintained (may change dependent on emerging structures).  • To support the Head of Service (Council and PCFT) in identifying risk, and developing plans to address this; engaging service and team leads in the process.  • To work with Senior Practitioners and Care Co-ordinators to ensure risk is assessed within the workplace and environment and advice the Principle Social Worker and Clinical lead for Governance of all accidents and omissions.  • To work with the Senior Practitioners and Care Co-ordinators to act on and implement the conclusions of risk assessments and ensure staff compliance.  • To ensure staff practise within the legal and ethical boundaries as determined by the Health Care Professions Council/NMC or other performance requirements  **Responsibility for Human Resources**  • To ensure systems are in place for and to undertake appraisal of all staff within the service and to ensure regular auditing and reporting mechanisms are in place.  • To ensure that continuing Professional Development is undertaken by all staff in order that mandatory professional registration with Social Work England is maintained within the legal requirements for practice within the requirements.  • To ensure that staff comply with statements of conduct and practice safely within defined professional standards.  • To be responsible for the recruitment and selection of new staff within the team. This will include working in collaboration with other colleagues and partners, to write a job description, person specification, advertisement and ensuring appropriate induction and training is provided.  • To ensure that all staff comply with HR policies relevant to their employing organisation  • To be accountable for all the disciplinary and grievance procedures which may arise within the service, working with Senior Practitioners and Care Co-ordinators (as appropriate) and consulting with Human Resources and Provider Governance, as appropriate.  • To work with the Senior Practitioners and Care Co-ordinators to monitor and manage performance. To take appropriate action where poor performance and/or inappropriate working practices are identified.  • To undertake Senior Practitioners and Care Co-ordinators (as appropriate) appraisal, personal development planning and peer review, supporting the development of practitioners in their own and other disciplines, actively pursuing opportunities of multi-disciplinary learning.  • To contribute to the development of students from other professional groups as appropriate, including apprenticeships and social work placements  • To work with the Development Academy, Learning and Development Department, Governance Teams and Stakeholders in relation to the supervision and training of students and work experience placements.  **Finance**  • To be accountable for the management of the Adult Social Care budget for the service through close working with the management group, supported by information on the needs of the local population in the relevant cluster  • To work with the Head of Service (Council) to ensure effective use of resources within the team.  • To monitor and manage delegated budgets within the clusters, this will include several budgets within service, with due regard for the Standard Financial Instructions of the organisation supported by the head of Service and service leads.  • To ensure funding decisions are made within available resources and in accordance to relevant organisational policies. For council funded support application of eligibility and charging policies must take place  • To work with the Head of Service to manage budget pressures and ensure effective use of resources by liaison with Management accountants.  • To oversee and be responsible for the procurement of supplies and equipment for the service following tendering guidance; supported by the Head of Service strategic directions.  • To oversee and ensure that equipment and other resources required for the safe delivery of the service are purchased, delivered, secure, maintained and replaced  • To oversee and ensure the cost-effective use of equipment, instruments and consumables.  • To work with the Head of Service to develop and agree contracts for new and existing services in conjunction with the appropriate corporate support services.  • To work with the Head of Service (Council) and the appropriate corporate support services to identify the potential for income generation and cost improvement schemes  • To be an authorised delegated financial signatory at a level to be agreed by the Council  **Analysis and Data Management**  • To work with Senior Practitioners and Care Co-ordinators to ensure data collection systems are in place for all services and that this information is systematically recorded and reported in a timely manner through the appropriate channels.  • To use this data to evaluate patterns of service delivery to ensure that the service is operating effectively and that resources are deployed equitably to meet the demands on the service.  • To analyse monthly budget reports and liaise with the Finance departments of the Council, PCFT and CCG regarding actual or predicted variances, supported by the Head of Service, Service and Senior Practitioners and Care Co-ordinators.  **Research, Development and Audit**  • To work with the Business Intelligence and Governance Team to initiate and develop research/audit across the service, developing and maintaining an audit calendar.  • To work with the Senior Practitioners and Care Co-ordinators to facilitate the development and implementation of innovations in areas of quality standards and clinical effectiveness.  •To collect, provide and disseminate research as required.  • To work with Senior Practitioners and Care Co-ordinators to co-ordinate appropriate professional and clinical input into research and audit projects via collaboration with professional colleagues.  •To undertake the measurement and evaluation of own work and current practices through the application of evidence based best practice projects, reflective practice, clinical supervision, peer review, audit, research and outcome measures, applying them into practice. |

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| **Standard Duties:** | |
| 1. | To actively promote the equalities and diversity agenda in the workplace and in service delivery. |
| 2. | To uphold and implement policies and procedures of the Council, including customer care, data protection, finance, ICT, safeguarding and health & safety policies. |
| 3. | To actively engage with the behaviours and values of the Council to promote and support our Co-operative Agenda. |
| 4. | To undertake continuous professional development and to be aware of new developments, legislation, initiatives, guidelines, policies and procedures as appropriate to the role. |
| 5. | Undertake any additional duties commensurate with the level of the post. |

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| **Contacts:**  Contacts are employees of the team, division, the council, partners, external organisations and the public. |

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| Relationship To Other Posts In The Department: | |
| **Responsible to:** | Service Manager- Learning Disability & Autism Service |
| **Responsible for:** | Senior Practitioners, Social Workers and Care Co-ordinators |

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| **Special Conditions:**  Enhanced DBS |

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| **Values and Behaviours:** |
| We have a clear set of values that outline how we do business. We share these Borough-wide with our residents, partners and businesses:   * **Fairness -**We will champion fairness and equality of opportunity and ensure working together brings mutual benefits and the greatest possible added value. We will enable everyone to be involved. * **Openness -**We will be open and honest in our actions and communications. We will take decisions in a transparent way and at the most local level possible. * **Responsibility -**We take responsibility for, and answer to our actions. We will encourage people to take responsibility for themselves and their actions. Mutual benefits go hand-in-hand with mutual obligations. * **Working together -**We will work together and support each other in achieving common goals, making sure the environment is in place for self-help. * **Accountability -**We recognise and act upon the impact of our actions on others and hold ourselves accountable to our stakeholders. * **Respect -**We recognise and welcome different views and treat each other with dignity and respect. * **Democracy -**We believe and act within the principles of democracy and promote these across the borough. |
| Internally we’ve translated these values into five Co-operative behaviours which outline the priority areas of focus for staff at all levels.   * Work with a Resident Focus * Support Local Leaders * Committed to the Borough * Take Ownership and Drive Change * Deliver High Performance   More information around our Values and Behaviours can be found on our Greater.Jobs pages. |

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**OLDHAM COUNCIL**

**PERSON SPECIFICATION**

**Job Title:** Social Care Lead – Integrated Adult Services

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|  | **Selection criteria**  **(Essential)** | **Selection criteria**  **(Desirable)** | **How Assessed** |
| Education & Qualifications | Recognised registered professional qualification in Social Care  Evidence of continued professional, managerial and personal development acquired through degree/diploma, specialist training, management qualification and/or equivalent  Post graduate diploma or equivalent experience | Management Qualification | AF / I / AC  AF / I / AC  AF / I / AC |
| **Experience** | Experience of managing a team in an Adult Health and Social Care setting.  A proven track record of leading, motivating staff teams, leading through change and of developing a performance culture, working successfully and effectively as part of a management team and of formulating strategies, policies, objectives and targets  Experience of supporting the delivery of effective performance and continuous improvement  Evidence of successful resource and financial management, including evidence of managing budgets  Experience of managing and successfully delivering projects  Experience of multi-agency working and networking  Experience of developing governance systems to plan and manage performance to oversee quality and safety service provision |  | AF / I / AC  AF / I / AC  AF / I / AC  AF / I / AC  AF / I / AC  AF / I  AF / I |
| **Skills & Abilities** | Able to work through problems, evaluate risks and offer practical solutions  Using persuading and influencing skills to bring about behavioural change and achieve desired results/outcomes as necessary  Effective presentation, communication, conflict resolution and interpersonal skills and ability to apply these effectively to a variety of audiences  Ability to manage change in a positive way and adapt quickly and flexibly to a constantly changing environment  Ability to provide clinical/professional governance/supervision to ensure the safe delivery of high quality services. | Able to use new technologies in improving services, and modernising working processes | AF / I / AC  AF / I / AC  AF / I / AC  AF / I / AC  AF / I / AC |
| **Knowledge** | An understanding of the issues and challenges facing the Team both operationally and strategically  Detailed knowledge and understanding of the legislation, regulations and guidance relating to own professional discipline and practice and those specific to Oldham  Good understanding of the multi-agency roles and responsibilities in relation to adult services  Understanding of principles of service transformation  A clear understanding and knowledge of the workings of local government and including its legal, financial, social and political context, political processes and the current issues faced in a multi-cultural area  Knowledge of project management techniques and their application in a business context |  | AF / I / AC  AF / I / AC  AF / I / AC  AF / I / AC  AF / I / AC  AF / I / AC |
| Work Circumstances | Able to work flexibly to meet the demands of the service (including evening and weekend as necessary) |  | I |

*Abbreviations:* AF = Application Form; I = Interview; AC = Assessment Centre; T = Test

**NB. - Any candidate that meets the criteria of our** [**Guaranteed Assessment Scheme**](https://greater.jobs/content/13405/greater-manchester-guaranteed-assessment-scheme) **and meets the essential criteria of the role, will be guaranteed the first stage of assessment (whether that is an interview or another assessment, as appropriate).**

**Our Guaranteed Assessment Scheme supports candidates with disabilities, those who are aged 24 or under and have previously been in or currently in care, those that are carers, and those whose last long term substantive employer was the Armed Forces.**