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| **Department** | **People Services** |
| **Job Title** | **Head of Service (Adults) South, Safeguarding & DoLS** |
| **Grade** | **Grade M** |
| **Primary Purpose of Job** | **To assist the Director of Operations – Social Care and Health to do everything possible to ensure the Department fulfils its primary purpose both effectively and efficiently; within this to manage and improve adult social work services** |
| **Reporting To** | **Director of Operations – Social Care and Health** |
| **Staffing** **Responsibilities** | **Responsibilities for an additional team/service as identified by Director of Operations within the Adult Services Portfolio** |

**Main Duties**

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| **1** | To be responsible for establishing strategies to guide the work of the service. |
| **2** | To review external and internal operating environments. |
| **3** | To manage change in service activities. |
| **4** | To be responsible for the management, assessment and planning of needs led services in accordance with legislation, national and local policies and best practice including the protection and Safeguarding of children and Adults. |
| **5** | To manage, evaluate and improve team’s performance. |
| **6** | To manage and sustain health relationships and the integrated health functions for neighbourhoods. Promote and maintain joint working with primary care and health colleagues to ensure the delivery of an integrated partnership approach |
| **7** | To ensure the specialist, primary and secondary care health needs of people with needs continue to be (are) integral to future service design” |
| **8** | To secure financial resources for the department’s plans and determine the effective use of resources. |
| **9** | To establish information management and communications systems. |
| **10** | To manage, organise, support and maintain the use of information technology systems and software. |
| **11** | To use information to take critical decisions. |
| **12** | To manage develop and enhance the performance of teams and individuals, and have the ability to delegate work to others. |
| **13** | To manage the development of management teams. |
| **14** | To promote the importance and benefits of quality and manage continuous quality improvement by implementing and monitoring quality assurance systems. |
| **15** | To select personnel for activities using appropriate recruitment and selection processes/techniques. To be responsible for and have knowledge of disciplinary and grievance procedures. |
| **16** | To enhance productive working relationships. |
| **17** | To plan prepare and manage the running of projects. |
| **18** | To continuously develop own knowledge and skills and optimise own resources to meet objectives. |
| **19** | To chair and participate in meetings as appropriate. |
| **Date Job Description prepared/updated:** | **July 2020** |
| **Job Description prepared by:** | **R Tanner** |



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| **Department** | **People Services** |
| **Job Title** | **Head of Service – Adult Social Care** |
| **Stage One** | Disabled candidates are guaranteed an interview if they meet the essential criteria |
| **The Minimum Essential Requirements for the above Post are as Follows:** | **Method of Assessment** |
| **1.** | **Skills and Knowledge** |
|  | **Service Delivery** |
| 1. | A clear demonstrable understanding of the legislation and statutory framework affecting social care, including but not limited to: The Care Act 2014, The Mental Capacity Act (2005) and Deprivation of Liberty Safeguards, The Mental Health Act 2007, The Human Rights Act 1998  | Application Form/ Interview |
| 2. | A detailed understanding of Government initiatives, Social Care and Health Policy and legislation  | Application Form/ Interview |
| 3. | Ability to ensure effective and co-ordinated service delivery in line with legislation, polices and best practice. | Application Form/ Interview |
| 4. | Evidence of systematic involvement and consultation with service users and/or carers in pursuit of meeting need and service development. | Application Form/ Interview  |
| 5. | Ability to ensure necessary resources are available and allocated accordingly to ensure equitable service delivery | Application Form/ Interview  |
|  | **Management and Leadership** |
| 6. | Ability to lead by example, inspiring confidence and trust, tackling performance issues if they arise and creating an atmosphere of ‘can do’ and positive thinking. | Interview/Assessment Centre |
| 7. | Ability to set and prioritise realistic goals and objectives ensuring a professional service is delivered whilst striving to ensure the development and sustained improvement of the service.  | Application / Interview/Assessment Centre |
| 8. | Ability to work in and lead a range of different teams, including multi-agency, to achieve desired outcome of needs led service.  | Application/Assessment Centre  |
| 9. | Ability to use a variety of management tools and techniques to analyse and address problems. Transfers learning and evidence-based practice to own area as appropriate. Encourages and promotes networking. | Interview/Assessment centre |
| 10 | To be responsible for managing the allocated budget, reviewing the generation and allocation of financial resources, and evaluating proposals for expenditure.  | Application Form/ Interview  |
| 11 | Ability to plan, prepare and manage projects, using appropriate project management tools. Leading, developing and monitoring activities, resources and plans, maintaining communication with project stakeholders, and providing solutions to project problems. | Interview/Assessment centre |
| 12 | To have experience in obtaining and analysing the information needed for decision making and the ability to advise and inform others in taking critical decisions.  | Interview  |
| 13 | Ability to identify information and communication requirements, select, implement and monitor information management and communication systems. | Interview  |
|  | **Performance** |
| 14 | Ability to work within a performance management framework, understanding the relationship between performance and practice and seeking to achieve continuous improvement across service area. | Interview/Assessment Centre  |
| 15 | The ability to manage, organise, support and maintain the use of information technology systems and software. | Interview |
| 16 | To be responsible for the delivery of high quality services by developing and implementing quality assurance systems, to monitor maintain and evaluate the division’s performance, services and processes. | Interview  |
|  | **Partnership** |
| 17 | Deliver results, through collaboration, partnerships and work with groups in accordance with the organisation’s aims.  | Application / Interview/Assessment Centre  |
| 18 | Ability to use knowledge and understanding of the political context, processes and sensitivities to influence own approach to deliver outcomes, in particular developing a relationship with elected members. | Application / Interview  |
| 19 | Able to build relationships with others both within and outside the organisation in order to develop services for and with customers. | Interview  |
| 20. | **Competencies** – Please note the council’s corporate competencies, which are considered to be essential for all roles, are in the attached CORE COMPETENCIES document | Interview |

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| **2. Experience/Qualifications/Training etc** |
| 1. | Management experience in a health or social care setting.  | Application Form/Interview |
| 2. | Experience of performance indicator targets and requirements  | Application Form/Interview |
| 3. | A relevant managerial qualification or commitment to gaining a managerial qualification within 2 years or evidence of systematic training in management. | Application Form/Interview |
| 4. | Understanding of partner agencies’ functions and responsibilities. | Application Form/Interview |
| **3. Work Related Circumstances** |
| 1. | This post has been designated an essential car user post. Applicants must hold a full, current and valid driving licence and a vehicle with a current valid MOT certificate. There must also be adequate vehicle insurance cover to comply with the council’s requirements, in line with the Travel Costs Reimbursement Policy | Interview |
| 2. | This post is subject to an enhanced disclosure from the Disclosure & Barring Service | Application FormInterview |

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| **STAGE TWO** | Will only be used in the event of a large number of applicants meeting the minimum essential requirements |
| **Additional Requirements** | **Method of Assessment** |
| **1. Experience/Qualifications/Training etc** |
| 1. | Qualified Social Work registered with HCPC | Application / Interview |
| 2. | Management experience in a health or social care setting, with specific experience of working within Adult Services | Application / Interview |
| 3. | Experience of managing change successfully  | Application Interview |

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| **Date Person Specification prepared/updated:** | **July 2020** |
| **Person Specification prepared by:** | **R Tanner** |



**These core competencies are considered essential for all roles within Bolton Council. Please be prepared to be assessed on any of these during the interview process and, for the successful applicant, throughout the probationary period**

**Developing Self & Others**

Promote a learning environment to embed a learning culture.  Support others to develop their skills and knowledge to fulfil their potential. Actively pursue your own development. Support and promote the principles of Investors in People.

**Civil Contingencies**

Bolton Council has a statutory duty under the Civil Contingencies Act to respond in the event of an emergency. If Bolton Council’s Emergency Management Plan is activated, you may be required to assist in maintaining key Council services and supporting the community.  This could require working outside of routine working hours and working from places other than your normal place of work.

**Equality & Diversity**

Uphold the principles of fairness and the Equality Act in all undertakings as a Bolton Council employee, including providing a fair, accessible service irrespective of customer’s race, religion, gender, sexuality, disability or age.

**Customer Care**

The ability to fully understand, assess and resolve the needs of all customers including those who present with complex situations, in a manner that respects dignity and expresses a caring & professional image.

**Health & Safety**

Take responsibility for the health and safety of yourself and others who may be affected by your acts or omissions, and comply with all health and safety legislation, policy and safe working practice, including participating in training activities necessary to your post.

**Data Protection and Confidentiality**

Ensure that any personal data or confidential data you hold is kept securely and is not disclosed, whether electronically, verbally or in writing, to any unauthorised third party. Follow Council policies and procedures on dealing with personal information and information assets, including The Code of Conduct, Data Protection, Acceptable Use and Information Security policies. Personal or confidential data should only be accessed or used for council purposes.

**Fluency Duty**

Should you be required, as a regular and intrinsic part of your role, to speak to members of the public in English, you must be able to converse at ease with customers and provide advice in accurate spoken English, as required byThe Immigration Act 2016.

**Working Hours**

The nature and demands of the role are not always predictable and there will be an expectation that work will be required outside of normal hours from time to time.

**Safeguarding**

This Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. Should the role involve working with the above groups, you will be subject to an Enhanced Disclosure and Barred List check by the Disclosure & Barring Service.