

Role Profile

Health & Social Care



People Care & Support - Direct Provision Level 4

Role Summary

Role holders will be professional specialists with the high-level of expertise required to develop effective working partnerships, applying strategic awareness and a significant degree of judgement to problem solving and decision making.

Working within a multi-agency environment they will provide a professional social work service in accordance with national and local policies and procedures.

Delivery of the role may be linked to professional capability frameworks or standards as dictated by the specific area of work

Key Accountabilities

Service Delivery

- ◇ Lead and manage a functional area/section to provide a cohesive and high functioning social work service
- ◇ Apply professional expertise and knowledge to make highly complex decisions and identify solutions that meet service objectives and standards, ensuring good practice and legislative requirements are met
- ◇ Review service performance and implement service plans, performance targets and resourcing schedules to ensure the sustainability of the service.
- ◇ Maintain an awareness of legislative requirements and new initiatives and priorities that impact on the service or area of work and take responsibility for encompassing them into working practices
- ◇ Ensure programme management arrangements are in place to support effective and efficient delivery of the service and the ownership of policy by all stakeholders

Change and Innovation

- ◇ Actively encourage and seek ideas from a range of sources and stakeholders and use these to inform the longer term planning and development of the service
- ◇ Maintain awareness and understanding of legislative requirements and new initiatives and priorities that impact on the service or area of work and encompass them into strategic priorities and working practices
- ◇ Critically appraise current strategy in light of market and performance intelligence and take a lead role in sourcing, developing and securing opportunities and initiatives that will enhance service provision and/or generate new and additional funding and income streams

Engagement and Partnership Working

- ◇ Initiate, build and maintain effective relationships with internal and external stakeholders to provide direction and to influence/negotiate outcomes through the provision of high level professional expertise and advice
- ◇ Liaise and work in partnership with other professionals, providing highly specialist advice, support and guidance to staff and partner agencies in line with Council and National Standards

Policy and Compliance

- ◇ Lead on the development and implementation of policy in own area of specialism, contributing to the delivery of organisational objectives
- ◇ Lead on the implementation and review of processes, systems and practices to ensure they meet legislative and business requirements

Delivering Results and Value for Money.

- ◇ Contribute to service plans and plan staff resources to maintain operational delivery of services
- ◇ Develop organisational strategies in consultation with internal and external organisations/stakeholders and contribute to their development and implementation
- ◇ Critically appraise current strategy in light of market and performance intelligence and take a lead role in sourcing, developing and securing opportunities and initiatives that will maximise existing and/or create new/additional funding and income streams
- ◇ Maximise the effective use of technology in all aspects of daily work, ensuring data is maintained appropriately through the correct application of procedures

Resource and Financial Management

- ◇ Manage and deliver services through effective resource planning, continually improving standards, procedures and working practices
- ◇ Manage allocated budget / resources / funding effectively and flexibly and control all related expenditure to ensure delivery of targets / objectives within budget
- ◇ Utilise professional expertise to motivate improved performance, including evaluating existing provision, ensuring innovative solutions are proposed to maximise service quality, efficiency and continuity

Core Qualifications, Knowledge and Experience

- ◇ Professional qualification and/or relevant degree plus significant practical experience in a relevant area, with a clear understanding of the principles and concepts of their professional field and the applicable standards and regulations
- ◇ Able to demonstrate the high level of knowledge and skills required to:
 - * Support the Council's vision and corporate objectives.
 - * Effectively manage the significant day to day challenges of the role.
 - * Achieve continuous improvement in performance, encouraging innovation and appropriate challenges to the status quo.
- ◇ * Maintain an evidence based culture, which is person centred, commands the confidence of commissioners and customers, and promotes multi-disciplinary and cross organisational working
- ◇ * Ensure a strong customer focus with clear emphasis on the importance of relationships with people who use services,
- ◇ Able to manage a wide-ranging portfolio, informed by a sound knowledge of the social care sector and the regulatory framework within which the sector is required to work
- ◇ Highly developed interpersonal skills, and ability to focus on enabling the highest practice standard
- ◇ Ability to provide a clear sense of direction and take ownership of planned objectives, delegating successfully when required

Personal Attributes

- ◇ A committed and effective leader with the ability to motivate teams, creating a positive environment which encourages open discussion and innovation, supports high performance and builds capability.
- ◇ Able to demonstrate a broad range of skills to resolve difficulties through negotiation and leadership
- ◇ A modern approach to people management, demonstrating an effective balance between direction, empowerment and assertiveness.
- ◇ Able to work effectively, building productive relationships with sensitivity and diplomacy.
- ◇ Decisive and assertive when required. Able to challenge constructively and to deal with conflict.
- ◇ Able to interact confidently and effectively and display sound professional judgements and work collaboratively to provide specialist advice and support.
- ◇ Ability to identify issues and risks to service delivery and work with stakeholders to develop solutions using a positive can do attitude
- ◇ Resilient and calm when under pressure, able to balance conflicting priorities and manage time well.
- ◇ Demonstrates the highest standards of personal integrity at all times, leading by example
- ◇ Demonstrates respect for others at all times and is a supporter of the equalities agenda.

The Behaviours Framework and relevant professional standards / frameworks should be demonstrated alongside this role profile