**Head of Service**

**Job Description and Person Specification**

**BCP Council**

**Job Description**

**Job Purpose & Objectives**

Support the Corporate Director/Service Director, Adult Social Care to achieve a high performing Social Care Service taking specific responsibility for operational functions within a designated ‘service team’, along with some key areas of the Council’s wide responsibility.

**Main Duties and Responsibilities**

* As part of the Adult Social Care Leadership Team, take responsibility for delivery of high quality, responsive and effective social work/care management services, including safeguarding, to ensure the Council continues to improve service provision to meet the changing needs of service users, legislation and national guidance governing Adult Social Care.
* To be accountable to the Corporate Director/Service Director, Adult Social Care for the submission of service team objectives, service team outcomes and performance and the presentation of regular reports on service development, delivery and achievement.
* Provide motivational leadership and support to a large operational staff group, ensuring clarity of direction, effective communication and development of potential in management and employees, leading to maintenance and enhancement of skilled and motivated workforce.
* Line management of a set of defined managers (the ‘service team’) within Adult Social Care. Including the provision of quality management, support (including robust risk management arrangements), supervision and personal and development review.
* Contribute to and as directed by the Corporate Director/Service Director, lead the development of strategies, policies, tools (e.g. assessment tools) and staff guidance to ensure that services are delivered in line with customer expectations, legislative requirements and both Council’s philosophy and vision.
* To ensure that all policies, statutory duties and guidance associated with the Adult Social Care service are implemented, effectively followed and delivered.
* Ensure a person-centred and outcomes focus is maintained for all existing service delivery arrangements and new service developments, facilitating teams to work flexibly and responsively to meet service users and carers needs. Via co-ordination of the development and delivery of robust quality assurance frameworks, ensure good practise standards and recording are maintained, for delivery of self-directed support processes, safeguarding and personal budget arrangements.
* Ensure timely and good quality responses to complaints, ensuring learning themes are taken from complaints and compliments, to ensure service improvements are made when required.
* To deliver appropriate financial management, budget planning and control, with the ability to evaluate competing budgetary and political priorities, to determine financial and business plans that achieve a balanced budget.
* Through personal example, open commitment and clear action, ensure equality of access and treatment in employment and service delivery. Ensure all service delivery and development takes account of the diversity of the local population and Equality Impact Assessments are completed for any significant service change.
* Maintain appropriate individual and service arrangements to ensure effective communication and joint working arrangements with key internal and external partners, to ensure a joined up and robust approach to improvements in service quality and successful service change and development.
* Lead partnership relationships at a local level in connection with the specific area of service.
* Ensure that information management and client case recording arrangements are robust and in line with statutory and national guidance, as well as good practise standards.
* Contribute to the development and analysis of management information reports, with the purpose of ensuring that this information enables service outcomes and performance to be adequately measured, to satisfy questions as to whether the service is efficient, effective and of good quality, or if not, identify the improvement plans required.
* Ensure that staff are CRB checked, appropriately qualified and ensure that staff have training and development plans to meet their needs, via contribution to workforce development plans.
* Ensure that staff undergo formal, effective supervision and appraisal (PADR) in line with agreed policies and procedures.

**Communications/Contacts**

Corporate Director/Service Director Adult Social Care

Executive Leadership Team of BCP Council

Adult Social Care Leadership Team

Other BCP Council staff

Councillors

Colleagues in partner organisations such as Health and Voluntary sectors

Members of the public

**Person Specification**

**Qualifications/Training**

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| **Requirement** | **Criteria** |
| The successful candidate will have a relevant professional qualification (social worker or allied health professions) or equivalent registration: or a management/leadership qualification relevant to social care at NVQ5 or equivalent relevant experience. | Essential |

**Achievements & Experience**

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| **Requirement** | **Criteria** |
| The post holder will have substantial experience of social care management and the operational application of legislation and policy knowledge in practice. | Essential |
| Substantial track record of effective participation at a managerial level within Adult Social Care or closely related organisation, reflecting proven ability to make improvements and positive change. | Essential |
| Experience of professional management within Assessment and Care Management / Social Work Services or equivalent in Adult Social Services. | Essential |
| A successful track record of implementing positive changes and developments at a managerial level and in a multi-disciplinary or multi-agency environment, incorporating proven ability to successfully lead and manage staff through significant change processes. | Essential |
| Experience of working in partnership and ability to establish and develop positive relationships with Council Members and senior health managers that generate confidence, respect and joint progress. | Essential |
| Experience of programme management and delivery of projects within restricted resources and timescales. | Essential |

**Knowledge**

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| **Requirements** | **Criteria** |
| Knowledge and significant understanding of relevant legislation, guidance and the local and national context including statutory responsibilities and the ability to apply it to develop local policy, guidance and direction. | Essential |
| Knowledge and understanding of equalities/disability legislation and the ability to promote and apply this to relevant situations, whether workforce development or service development. | Essential |
| Knowledge and significant understanding of financial management, budget planning and control, with the ability to evaluate competing budgetary priorities and political priorities, to determine financial and business plans and experience of effective management in this arena. | Essential |

**Skills**

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| **Requirements** | **Criteria** |
| Ability to identify, develop and gain ownership for a positive service change or development, with ability to utilise motivational communication to maintain progress and momentum. | Essential |
| Ability to maintain clear communications, with a proven track record of communicating effectively and in different formats, with a wide range of audiences, both internally and externally, to achieve objectives. | Essential |
| Proven ability to develop and utilise management information (e.g. service activity reports / outcome measures) to achieve effective service analysis, development and improvement and ability to utilise this approach to deliver whole service improvement. This includes the ability to utilise relevant information and communications technology to best effect as an individual and in terms of effective service development. | Essential |
| Ability to utilise a wide range of leadership and management skills to develop and improve the service (e.g. strategic thinking, collaborative working, risk management, partnership working, facilitation, coaching and enabling) | Essential |

**Qualities and Attitude**

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| **Requirement** | **Criteria** |
| Able to adapt quickly and flexibly to new demands and change, effectively managing own workload and supporting the line management team to establish effective arrangements. | Essential |