**Job Description**

**Long Term Conditions & Acute Hospital Service Manager**

**Role Profile**  MUL190

**Service/Team** Adult Social Care

**Reports to** Head of Service Long Term Conditions

**Responsible for** Long Term Conditions Teams & Acute Hospital Teams

**Number of posts** 1

**Post number** XXXXXX

**Career Grade** N

**My job improves the quality of life for the people of Bournemouth Christchurch and Poole by ensuring people referred to the service receive professional prompt assessments, creating improved physical and mental health with clear outcomes delivered in a person-centred** **way**

**Job Overview**

To strategically lead and manage the delivery of social care services for a locality or specialised service area of 15- 49 staff to ensure that all operational practice is of high quality, in line with the Council’s policies and procedures, that meets national and local standards. Develop creativity and innovation in staff to achieve strategic aims and the best possible organisational performance.

**Key Responsibilities**

* Ensure that a diverse, skilled and knowledgeable workforce are recruited, inducted to the service and are performance managed, supervised and well lead.
* Take decisions in relation to complex and contentious cases and issues affecting service delivery, exercising professional judgement within the policy framework, so that positive outcomes are delivered for service users in line with best practice.
* Ensure that service user safety or reputational damage is assessed, and risk managed and is addressed in all procedures and guidance, so that potential issues are managed and responded to appropriately and promptly.
* The delivery of the service and priorities will be established in response to service needs, to ensure that employees and resources are deployed effectively to support service users and carers.
* High standards of practice in the service, will be promoted, monitored and the quality evaluated to ensure that professional practice meets performance targets, national and local standards, including compliance with legislation, policy and procedures.
* Contribute to the development, redesign, change programmes and improvements of the service in response to changing needs. This will include making policy recommendations developing and implementing evidence-based solutions in response to new legislation or issues based on knowledge of impact on the service.
* Contribute to medium-term and long-term financial planning and budget setting identifying savings year on year. Manage delegated social care budgets to ensure the efficient use of resources, reduce the dependency on high packages of care and ensure best value.
* Take a lead on developing and maintaining collaborative working relationships and integrated working practices with partners and other agencies, in inter-professional settings, to ensure that the service delivers cohesive care and support for service users.
* Contribute and provide professional input to the specifications for commissioned services based on service knowledge and monitor the impacts of their delivery.
* Provide management oversight and support for all statutory safeguarding adult enquiries referred onto the specific service and adhere to all statutory duties and responsibilities.
* Deputise for the Head of Service when required.

**Specific Qualifications and Experience**

* Relevant degree in Social Work or relevant Health and Social Care professional qualification. Registration with relevant professional body.
* Additional qualification and substantial experience in the area of specialism.
* Substantial experience in managing staff with complex caseloads and delivering complex social care services.
* Comprehensive knowledge of legislation, statutory guidance, local and national policy, procedures and multi-disciplinary codes of practice codes relevant to the service area.
* Substantial experience of having developed and established multi-agency working partnership in complex multi-agency settings.
* Substantial experience of managing a team, delegated budgets and staff performance.
* Ability to critically analyse, evaluate, and deal with complex issues including risk management and safeguarding adults.
* Thorough knowledge of project management gained from extensive experience and the ability to manage many projects ensuring delivery on time and within budget.
* Thorough knowledge of effective change and stakeholder management principles gained through extensive experience.

**Personal Qualities & Attributes**

* Ability to persuade, motivate and engage staff, and to change behaviour where necessary.
* High level of ability to communicate effectively both in writing and verbally to people at all levels and promote the service unit and council.
* High level of resilience, attention to detail, calm under pressure.
* Ability to complete tasks and work within required timescales and achieve deadlines and targets.
* Ability to chair and lead meetings effectively.
* Good IT skills including Word Excel and Power Point.
* Substantial ability to challenge, negotiate, influence and liaise at a senior level in order to achieve results and outcomes.
* Commitment to non-discriminatory equal opportunities practice.
* Strategic and solution focussed thinker.
* Flexible ,adaptable and diplomatic management style

**Job Requirements**

* Registered with Social Work England, Health and Care Professionals Council or other relevant professional registration body.
* Enhanced DBS clearance.
* Must be able to travel, using public or other forms of transport where they are viable, or by holding a valid UK driving licence with access to own or pool car.