**Job Description**

**Role Profile**  \_ Adult Social Care Specialist Co-ordinator - Quality

**Service/Team** \_ Adult Social Care Services

**Reports to** \_ Principal Social Worker

**Responsible for** \_

**Number of posts** \_ One

**Post number** \_

**Career Grade** \_ J Grade (Specialist J)

**My job improves the quality of life for the people of Bournemouth Christchurch and Poole by** ensuring a consistently high standard of service is provided as part of Adult Social Care and the wider Council.

**Job Overview**

Specialist Adult Social Care Co-ordinator – In a time of change and development over the coming years, Adult Social Care (ASC) have a number of key changes that will involve and impact on operational services. This role is to support the Principal Social Worker and Principal Occupational Therapist, in key areas of change, embedding our Fulfilled Lives approach to practice, Equality Diversity and Inclusion and Practice Quality Improvement. To be able to deliver written and verbal information to a wide range of audiences that provides a clear picture of the service area. Facilitate and assist with collaborative working with other ASC services and external partnerships. The role will co-ordinate and work with ASC staff, which will involve overseeing several proactive based processes related to evidence gathering, report writing and liaising with other specialists and practitioners across all of Adult Social Care to seek out the required information.

**Key Responsibilities**

* Proactively support the Principal Social Worker and Principal Occupational Therapist with operational complex matters and where needed bring about change and further developments.
* Where directed, receive and scrutinise Adult Social Care operational process concerns and facilitate improvements and remedies using effective narrative techniques for impactful communication.
* To actively engage and collaborate with other Adult Social Care teams, BCP services departments and external partnerships including NHS Trusts and Local Authorities.
* Develop knowledge of the wider Adult Social Care processes and procedures (including legal and regulatory requirements and the risks of non-compliance).
* To make informed Adult Social Care decisions/recommendations that will influence service outcomes.
* Undertake the monitoring related to specific projects, liaising with Managers, Practitioners and other staff members as required.
* Build collaborative working relationships with partners and other agencies over organisational boundaries.
* Monitor the operational compliance with regulations and internal policies to ensure they are up to date with the relevant laws, specifically related to casework.
* Creatively design & coordinate improvements in relation to EDI, Quality of Practice and workflow management.
* Identify monitor and manage risks, escalating as required, to ensure that situations are addressed at the earliest possible time.
* Monitor and review operational policies and make recommendations on procedural processes and service improvements. Contribute to the development and improvement of social care services.
* Analyse information, highlight relevant trends or issues to managers to support informed decision making
* Develop and maintain a range of monitoring spreadsheets to ensure deadlines are met.
* To assist with Adult Social Care recruitment preparations and work alongside managers to introduce new diverse roles in line with Adult Social Care transformation.
* Organise partnership and internal engagement events, and where requested, distribute relevant information.
* Coordinate and plan own workload in an environment of frequently conflicting priorities, changing demands and strict deadlines.
* To comply with all decisions, policies and standing orders of the Council and any relevant statutory requirements, including the Equality Act, the Health and Safety at Work Act and Data Protection Act.
* To undertake such other duties as may be required from time to time commensurate with the level of the post.

**Specific Qualifications and Experience**

* Substantial experience and knowledge of Adult Social Care.
* A relevant degree or significant experience gained in a professional discipline, supported by evidence of continuous professional development and/or a vocational qualification.
* Advanced ICT skills including the use of Word, Excel and Outlook and other specialised programmes relevant to the role. Able to present information and format in an engaging way for a variety of business purposes.
* Experience of obtaining and collating information from a variety of sources with the ability to interpret information, trends and work independently to inform management decisions.
* Evidence of a good understanding of current best practice and knowledge of practice and procedures, including a broader commercial awareness. A working knowledge of legal and regulatory requirements and the risks of non-compliance to the Council.
* Experience of working in a multi-agency or partnership situation across health and social care and able to work collaboratively to identify and implement improvements to the efficiency of the service.
* Contribute to the service’s strategy and planning by identifying improvements, making recommendations, and supporting changes to improve the service delivered.
* Experience of financial management including the preparation of budget bids and budget monitoring.

**Personal Qualities & Attributes**

* Will plan own workload effectively and respond positively to conflicting priorities, changing demands, and challenging deadlines.
* Effective problem solving and decision-making ability and able to reach innovative solutions based upon sound evidence and accurate analysis.
* Effective communication and interpersonal skills. Able to present information and recommendations in a professional and engaging manner.
* Demonstrable commitment to the provision of high-quality services which are responsive to people and carers needs.
* High level of resilience, attention to detail, emotional intelligence, calm under pressure.
* Able to develop and sustain effective working relationships with colleagues from within the organisation and external partners. Self-confident and able to challenge unhelpful behaviour and overcome barriers to collaborative working through purposeful persuasion and constructive compromise where necessary.
* Ability to engage with people and carers to ensure their voices are heard.
* Experience of coaching or mentoring staff and providing constructive feedback to support continuous professional development and drive service improvement.
* Evidence of contributing to and celebrating the success of the whole service.
* Commitment to non-discriminatory equal opportunities practice.

**Job Requirements**

* Member of a professional body or relevant experience.
* Enhanced DBS check
* 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.