**Job Title SDM – Adult Social Care Admission Avoidance, Hospital and Discharge and CHC**

**Grade SMG**

**Job Description**

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| **Job Purpose** |
| This post is a designated **Service Delivery Manager** reporting to the Director for Adult Social Care (ASC).* The post holder will be part of the senior leadership team in ASC and as such will lead and contribute to the wider development of the service.
* The post holder will take the lead responsibility for all matters relating to alternatives to hospital, hospital and discharge processes and Intermediate care in the Borough with a particular focus upon driving innovation and integration within the Shropshire Telford an Wrekin urgent care system with all key partners.
* The post holder will be the ASC lead related to NHS Continuing Health Care and adherence to the statutory framework and inform and influence strategic decision making across ASC.
* To post holder will ensure continued focus upon the Quality Assurance framework driving excellence in across ASC.
* The post holder will also be part of the wider Placed Based Leadership team across health and social care and will build and maintain proactive collaborative relationships with all partners, colleagues and senior managers to ensure best outcomes for local people with care and support needs.
* To represent both ASC and the wider Council positively championing ASC and fostering confidence and trust in the work that we do in all forms of communication.
* To use the collaborative relationships to continue to drive innovation, integration and development of community multi-disciplinary working.
* To assist on workforce development and succession planning across Adult Social Care
* To take responsibility for the further development of Community Social Work and Occupational Therapy using community asset and strength based social work principles.
* To take responsibility for raising the service quality standards across the range of adult social care services provided directly by the Council.
* The post holder will be expected to attend Council and Service Management meetings in agreement with the Director ASC
* The post holder will work to the Making it Real/Think Local Act Personal principles and our local ASC Charter and ensure this is embedded in frontline practice in their area of the service.
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| **Major Tasks**  |
| * + To work closely with the other service delivery manager SDM) within ASC and the Principal Social Worker,
	+ To support the Council’s vision and priorities both internally and externally
	+ To identify and address individual development needs and manage performance of team members
	+ To prioritise and plan service objectives
	+ To ensure team objectives are delivered in the most cost effective manner, minimising waste
	+ To line manage the Commissioner for older adults and to identify opportunities to maximise community resources
	+ To ensure team members meet their objectives and targets within agreed timeframes
	+ To deliver standards which achieve equality of opportunity
* To take overall responsible for adult safeguarding matters across the Council
* To ensure robust adult social care policies and procedures are in place and reviewed at regular intervals
* To take lead responsibility in the development and implementation of a threshold guidance document for all internal and external professionals
* To contribute to Telford and Wrekin Integrated Place Partnership, Safeguarding Adults Board, Making it Real Board, Health and Well-being Board
* To ensure that the community social work service in ASC is effective in meeting statutory responsibilities and strives for excellence in service delivery.
* As part of the management team contribute to the strategic leadership of services and develop and implement standards to ensure a cohesive and high performing social work workforce which embraces cultural change and improved systems and processes.
* To champion and embed strength based social work practice across Adult Social Care
* Influence the redesign of services and initiate appropriate interventions, ensuring that greater emphasis is placed on the importance of relationships with individuals and families and promoting evidence based social work and occupational therapy practice.
* Provide professional leadership; promote professional development, and a learning environment for excellent Social Work and occupational therapy practice.
* Enable channels through which frontline practitioners can inform Senior Managers about how current organisational systems and procedures/policies are affecting direct work with individuals and families using services.
* Use data management reports to effectively manage service efficiency and effectiveness.
* Responsible for the delivery of Care Act duties and other relevant legislation for their service.
* Responsible for managing purchasing budgets
* Responsible for implementation of the further development of the occupational therapy service
* Work closely with the Community Social Work Teams to maximise peoples’ personal budgets and informal support
* Take a lead responsibility for service developments as determined by the Director
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| **Contacts & Relationships** |
| * Team Leaders – regular supervision & support
* Work in collaboration with other SDMs in ASC, Work with managers in NHS organisations to ensure that Multi-disciplinary working is active and there is continued development of integrated pathways around older adults and those with disabilities.
* Work with all other Directors and Service Delivery Managers across the council.
* Work with managers in NHS and other organisations to ensure that the appropriate levels of support from their organisations are made available to support vulnerable adults
* Members, MP Enquiries – enquiries re service users, complaints, briefings, etc
* SMT (including other Directors) – information provision, specialist advice and report writing
* Service users & carers – involvement & engagement, mediation, statutory complaints investigation, compliments, etc.
* The post holder will be the main contact for the authority on matters relating to older adults and disabilities.
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| **Creativity** |
| * The post holder will be required to interpret and implement policy decisions which directly impact on vulnerable people
* Keeping up to date with new national practice initiatives that impact on the service and determining their application for the council
* Keeping up to date with legislative changes and legal requirements that impact on the service and determining their application for the council
* Budget management
* Prepares very highly complex reports relating to changes in procedures and policies
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| **Decisions** |
| * Majority of decisions will be taken autonomously by the post holder
* Decisions will directly impact on the lives of the most vulnerable members of our community and their families
* Decisions will directly impact on partner organisations, in particular the NHS
* The post holder will review major Council policy, recommend changes and initiate new policy
* The post holder has final decision making responsibility in respect of all determination of eligibility decisions and funding level decisions for people requiring public funding support to meet community care needs
* The post holder will be responsible for ensuring that all adult safeguarding investigations are carried out according to the Safeguarding Policy & Procedure and that appropriate risk management plans are in place for those who need one
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| **Management & Supervision** |
| * The post holder will be responsible for directly supervising three Team Leaders
* The post holder will manage diverse and highly professional groups
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| **Supervision Received** |
| * The post holder will work independently outside of policy guidelines keeping the Director informed of progress
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| **Complexity** |
| * The post holder will be responsible for assessment & case management services provided by professional staff working closely with NHS partners
* The post holder will be responsible for services which determine whether individual service users are eligible for support and what that level of support will be
* The post holder will be responsible for services managing risks relating to safeguarding and personal safety
* The post holder will manage functions with responsibility across all client groups
* The nature of this role is very highly complex and demanding due to a number of factors, including the profile of the services, the level of joint working required, the vulnerability of the service users and the management of high levels of risk
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| **Resources** |
| • The post holder is the budget holder for the Adult Community Social Work Budget • Responsibility for personal data held on council databases and budgetary information, which is highly complex and sensitive• Access to individuals health information, of a highly complex and sensitive nature• Responsibility for budgetary agreement on Agresso.• Knowledge of highly market sensitive information, through working with procurement and commissioning |
| **Impact** |
| * The purpose of the role is complex and varied to ensure the safe practice of safeguarding for Adults & Children. This is a local authority statutory requirement to ensure vulnerable individuals are safeguarded.
* The post provides advice, guidance and support solutions to service users, other council staff and partnership services on matters relating to ASCs responsibilities to support alternatives to hospital, discharge from hospital and CHC .
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| **Physical Demands** |
| The level of physical demands would be that expected of a typical desk based job, such as carrying laptop and/or files to meetings and setting up for meetings/training events. There may be the occasional demand for more than this. However, this would not be a typical or significant part of the job. |
| **Working Environment** |
| • Movement across multiple office bases within Telford and Wrekin • Predominately office based with sedate movement environment. • The role requires involvement with service users at their homes or other locations including lone working• The role may be subjected to challenges and abuse from service users.  |
| **Emotional Context**  |
| * This role has daily contact with upsetting and/or distressing subject matter this is a regular feature of the role due to managing and supporting the delivery of Adults and Children safeguarding and working with complex situations.
* This role manages teams that have daily contact with Service Users, where the consequences of actions taken or decisions made, could have long term implications for the Service User, which can at times place considerable emotional strain on the post-holder due to managing multiple concerns.
* Overall responsibility for decisions concerning detainment under the Mental Health Act
* The role manages and advises on emotional and traumatic information and events for the benefit of service users, members of the public, colleagues, council lead officers and other partner professionals.
* Highly developed and persuasive influencing, negotiating and interpersonal skills to influence decision-makers and stakeholders at the highest level
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| **Other** |
| The postholder will be expected carry out any other duties as are within the scope, spirit and purpose of the job, commensurate with the grade. The postholder will be expected to actively follow Telford & Wrekin Council policies, including those such as Equal Opportunities, Human Resources, Information Security and Code of Conduct etc. The postholder will be expected to maintain an awareness and observation of Fire and Health & Safety Regulations. |

**Person Specification**

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| **Criteria** | **Standard** |
| **Qualifications** | * Degree level or equivalent
* Qualification in Social Work/Occupational therapy/Nursing or equivalent
* Social Work England registration
* Evidence of commitment to continued professional, leadership and personal development
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| **Experience** | * Directing Diverse major projects
* Significant and substantial experience at a senior managerial level in the following areas:
* Experience at a senior level in delivery of social work, occupational therapy including managing complex safeguarding and practice issues
* Experience of leading and developing teams and working within a public sector organisation with multiple statutory requirements both in terms of delivery for people and staff
* Experience of managing budgets and ensuring effective use of
* resources
* Experience of managing multiple relationships in a collective, co-operative and enabling way to ensure that the service is delivered with
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| **Knowledge** | * Knowledge of current government policy relating to all areas covered by the main job task.
* Knowledge of relevant local priorities as set out within Council plans
* Working knowledge of all areas covered by main tasks attained through qualification or CPD.
* Knowledge of legislation including statutory requirements for areas identified by main tasks
* Knowledge of inspection regime relating to main tasks
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| **Skills** | * Ability to communicate effectively using a range of media at all levels
* including senior management, employees and external partners
* Ability to negotiate and persuade with external partners and other organisations concerning complex and large scale issues
* Ability to effectively convert data into information which can inform strategy and develop priorities
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| **Personal style & behaviours** | * As a council employee you will be supported and expected to demonstrate the Councils Core Behaviours. Please note that these may be updated from time to time and are available on the Council’s intranet pages.
* Develops good relationships with others by behaving with integrity, treating people with respect and leading by example
* Promotes diversity and equality of opportunity for both service users and staff
* Provides leadership which promotes a high standard of practise within staff
* Must demonstrate a commitment to Safeguarding
* Ability to work flexibly, on occasions outside of normal working hours
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| **Fluency Duty** | * This post has been identified as a customer facing role and therefore the Council is required to fulfil their statutory duty under Part 7 of the Immigration Act 2016. As a public body the Council is obliged to ensure member of staff in such roles are able to have a command of spoken English which is sufficient to enable the effective performance of their role.
* It has been assessed that as the post holder requires a broad knowledge of Social Care legislation and the services that are provided by Social Care services within the authority. They must ensure that requests for services are dealt with appropriately within existing policies and procedures and within the law. They must have strong and natural customer care and communication skills in order to deal with the diversity of service user’s needs and deal with the varied emotional customer complexities in a compassionate and professional manner at all time. The post holder must also be able to interpret complex legislation and explain it to customers in simple and easily understandable terms.
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| **Political Restrictions** | * This post is politically restricted
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We will ensure, so far as is reasonably practicable, that no disabled applicant is placed at a substantial disadvantage. This person specification includes what we believe are fully justifiable essential and desirable selection criteria. Provided that the selection criteria unconnected with the disability are met, we will make ALL reasonable adjustments in order that someone with a disability can undertake the duties involved.

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| **Type of criminal records checks required for this post** | **Ticked as required** |
| None |  |
| Basic Disclosure |  |
| Standard Disclosure |  |
| Enhanced Disclosure | X |
| Working with Adults - Regulated Activity | X |
| Working with Children - Regulated Activity |  |

Information on types of criminal records checks is available at:

<https://www.gov.uk/disclosure-barring-service-check>