

Department:	Adults and Communities
Job Title:	Service Manager
Grade:	14
Post Number:	
Service/Section:	Adult Social Care
Base/Location:	Various
Responsible To:	Head of Service
Responsible For:	Operational Teams.
Key Relationships/ Liaison with:	Stakeholders including NHS, Housing, Criminal Justice, Voluntary and Independent Sector, Police, LA's and C & F's.

Job Purpose
<p>To improve outcomes for people by developing and implementing improved ways to deliver social care.</p> <p>To improve outcomes for people by developing and implementing improved working across and between agencies.</p> <p>Support the Head of Service to ensure effective leadership, management, supervision and the development of services, ensuring the delivery of excellent services and outcomes. Effective management of performance and resources, including maximising integrated working with partner organisations.</p>

Main Duties and Responsibilities
<p>1. Work with the Head of Service to develop, plan, deliver, review and improve high-quality, integrated and holistic social care services across Leicestershire</p> <ul style="list-style-type: none"> a. Develop efficient and reliable partnership working with local citizens, statutory and voluntary agencies, independent providers and community resources as well as other Council departments b. Ensure that the development of the service is informed by analysis of need, citizen experiences, and an understanding of best practice c. Ensure that services are easily accessible and meet the diverse needs of citizens, that policies and practice for race, gender, disability, age and sexuality have a high profile and that equality of opportunity is actively pursued in both recruitment and service delivery d. Develop and maintain one's own and others' knowledge of local and national social care and health developments, relevant legislation and major trends

	<p>e. Develop integrated plans and reports which deliver departmental and corporate priorities and cater for emerging demands and developments through changes in staffing structures, skills, targets and spending plans</p> <p>f. Lead and participate in departmental, council-wide and inter-agency projects and ensure that new developments are reflected in policies, practice and operational procedures</p>
2.	<p>Provide oversight, governance and leadership to deliver a safe, effective, community-focused social care service by ensuring that:</p> <p>a. Management, supervision and professional leadership is provided to staff within span of line management in order that they lead and manage their teams effectively</p> <p>b. Every member of the team is given clear frameworks and timely decisions as to priorities when dealing with competing demands</p> <p>c. That a range of quantitative and qualitative information is used to understand how services are working</p> <p>d. Continuous improvement is sought and prompt action is taken to address shortfalls</p> <p>e. Direct reports receive constant and consistent performance management and audit to measure delivery of effective services, and that appropriate corrective actions are identified that encompass clear professional and performance standards</p>
3.	<p>Develop policy, resources and performance management processes and practice in the service to:</p> <p>a. Ensure the provision of quality, cost effective services which comply with council procedures and national regulations and deliver improvements</p> <p>b. Ensure that service performance targets are linked to the delivery of departmental priorities</p> <p>c. Exercise control of service budgets, ensuring robust monitoring and auditing systems are in place to effectively manage budgets, staffing structures and posts</p>
4.	<p>Develop and maintain good working relationships with relevant partners and stakeholders in order to develop services to achieve the best outcomes for people and making best use of the available resources</p>
5.	<p>Work across service and organisational boundaries to prioritise demands, taking joint responsibility for developing effective responses</p>
6.	<p>Provide cover for other Service Managers</p>
7.	<p>Provide Management participation in out of hours services.</p>
8.	

Special Factors

- The nature of the work may involve the jobholder carrying out work outside of normal working hours.
- Management participation in out of hours services.
- As this job is grade 13 or above, it is responsible for all elements of risk management within its area of control.
- This post is eligible for a DBS check under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (i.e. it involves certain activities in relation to children and/or adults) and is defined as regulated activity under Part 1 of the Safeguarding Vulnerable Groups Act 2006. Therefore a **DBS enhanced check for a regulated activity (includes a barred list check) is an essential requirement.**

This job description sets out the duties and responsibilities of the job at the time when it was drawn up. Such duties and responsibilities may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the job.

Leicestershire County Council is seeking to promote the employment of disabled people and will make any adjustments considered reasonable to the above duties under the terms of the Equality Act 2010 to accommodate a suitable disabled candidate.

Date Prepared/Revised: 2/5/17

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	Essential	Desirable	How assessed
Qualifications <ul style="list-style-type: none"> • Educated to degree level or equivalent management experience, or appropriate professional qualification in social work or occupational therapy • Registration with the Health and Care Professionals Council (or other appropriate registration body) and responsibility for maintaining registration • Management qualification 	✓		Doc/Int
		✓	App/Doc
		✓	App/Doc
Experience <ul style="list-style-type: none"> • Significant and successful experience of service delivery in a social care or health organisation • Good level of management or supervision experience • Successfully initiating and implementing change • Safeguarding and protection of vulnerable adults • Dealing with a breadth of issues and complex situations • Extensive experience of multiagency, multidisciplinary and/or partnership working • Quality assurance and customer care • Policy development • Managing a multi-disciplinary team • Managing budgets • Performance improvement • Effective business planning 	✓		App/Int/Ref
		✓	Int
Knowledge			

<ul style="list-style-type: none"> • Advanced theoretical, practical and procedural knowledge of social work and social care policy • Excellent knowledge of partnership agencies in statutory, voluntary and independent sectors • Knowledge of relevant Care, Mental Health and NHS legislation • Knowledge of supervisory and appraisal processes • Advanced skills and knowledge relevant to hosted specialist team or area of professional and technical knowledge • Knowledge of diversity and equality 	<p style="text-align: center;">✓</p>		
<p><u>Skills and Competencies</u></p> <p><u>Managing People</u></p> <ul style="list-style-type: none"> • Able to lead and motivate staff, setting a clear vision with clear priorities and objectives and negotiating and implementing effective outcomes <p><u>Working in Partnership</u></p> <ul style="list-style-type: none"> • Proven ability to lead partnership work with carers, colleagues and a variety of external agencies • Ensures commitment, at all levels, to working across boundaries and silos which traditionally separate policies and programmes, in order to provide a more joined up, citizen-centred service • High levels of political awareness and a strong understanding of the wider strategic and political context within Leicestershire <p><u>Innovating & Improving</u></p> <ul style="list-style-type: none"> • Reviews current ways of working and is prepared to challenge the status quo to ensure alignment of services to existing and future market conditions. • Alert to national and local developments and best practice <p><u>Deliver Results</u></p> <ul style="list-style-type: none"> • Able to represent the department and its functions, policies and procedures • Achieves critical outcomes by 	<p style="text-align: center;">✓</p>		<p style="text-align: center;">App/Int</p> <p style="text-align: center;">Int</p> <p style="text-align: center;">App/Int</p> <p style="text-align: center;">nt</p>

<p>focusing on priority areas, pursuing the best possible results and owning decisions</p> <ul style="list-style-type: none"> • Able to develop and implement strategies to improve outcomes for people 	✓		App/Int
<p><u>Managing Services</u></p> <ul style="list-style-type: none"> • Evidence of highly developed analytical skills and an ability to work with complex statistical, financial and performance information • Seeks to understand the environment in which they operate using multiple sources of information to shape strategy and direction 	✓		App/Int
<p><u>Communicating Effectively</u></p> <ul style="list-style-type: none"> • Ensures all stakeholders understand their role and expected contribution to the achievement of the organisation's vision and strategy • Communicates effectively with individuals and groups of all sizes using a range of methods and styles 	✓		App/Int
<p><u>Other Requirements</u></p> <p>An understanding of, and commitment to Equal Opportunities, and the ability to apply this to all situations.</p> <p>Must be able to perform all duties and tasks with reasonable adjustment, where appropriate, in accordance with the provisions of the Equality Act 2010</p>	✓		App/Int
	✓		Med

<p>Key: App = Application Form Test = Test Int = Interview</p>	<p>Pre = Presentation Med = Medical Questionnaire Dc = Documentary Evidence (E.g., Certificates)</p>
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