

Job Description

Job Title: Service Manager – Access and Discharge (Adult Social Care)	Service Area: Adult Social Care
Division/Section: Adults and Health	Post Number(s): TBC Job Evaluation Number: LBN219
Grade: SMR B <ul style="list-style-type: none"> Service Manager – Access and Discharge 	Date last updated: September 2021
Accountable to:	Director of Operations (Adults)

People at the heart of everything we do

We are committed to putting people, Newham residents and Council staff at the heart of all we do. Our approach is a collaborative joint enterprise between residents, the Mayor, Members, Council staff and the Corporate Management Team. As a Senior Leader, you will be expected to model the behaviours required of all staff in relation to our values of Honesty, Equality, Ambition, Respect and Trust.

Equality and Diversity

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity policy in the course of their work.

Protecting our staff and services

Adherence to health and safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good health and safety practices and manage risks appropriately.

Corporate Parent

We believe that every member of staff working for Newham Council should understand and fulfil our corporate parenting responsibilities for our looked after children that we have under the Children and Social Work Act 2017.

Overall Purpose of Job

- To have responsibility for the effective delivery of the statutory responsibilities of the Local Authority to people with social care needs aged 18 and above, and their families and carers.

- The post holder will have delegated responsibility for the management of identified staff, budgets, resources and projects, and will ensure that those resources are managed efficiently and effectively, and that any projects are delivered on time and within budget.
- To lead on ensuring that operational delivery of services interfaces with health partners and delivers integrated care.
- To support the Head of Service in maintaining the ethos of the division and in enhancing the performance and reputation of the service, in the context of the council's overall objectives, national health and social care objectives & local objectives.
- To ensure services are provided and developed in such a way that promotes independence, choice and social inclusion.
- To support the Head of Service in the development and implementation of the national agenda for Adult Social Care whilst making a contribution to the national and local priorities of the Department.
- To be responsible for the effective implementation of the Council's Safeguarding Adults, Governance and Quality Assurance arrangements within the services managed.
- To directly manage and provide leadership support to Team Managers across the services managed.
- To plan, develop and deliver person-centred services for people, which promotes independence, choice and social inclusion.
- To act as one of the Council's advisors on their social care statutory responsibilities and to be a subject matter expert within the service area managed.

Job Context

The post holder reports to a Head of Service, Adult Social Care. The post holder will directly manage the Team Managers.

1. The post holder has direct line management responsibility for up to 50 staff.
2. The post holder has budget responsibility for approximately £10 million.
3. The post holder will be required to work some evenings, weekends and occasional public holidays in order to meet service requirements and in order to ensure appropriate representation of the Council with residents, the Mayor and elected members, and external bodies.
4. The post holder will be expected to be part of the Welfare On Call (WOC) rota.

Key Tasks and Accountabilities

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties, which may be required from time to time.

The role will be responsible for providing strategic management and leadership to Adult Social Care Services to ensure that the social care needs of customers are met:

- Delivery of assessments and reviews
- Development of integrated referral points and centre of contact

- Implement and adhere to HR Policies & Procedures, including disciplinary / grievance investigations in line with the Council's Scheme of Delegation
- Effectively manage high levels of risk including reputation in respect of the Council
- Ensure Health and Safety policies are implemented and adhered to
 - Set targets and monitor performance of individuals and the service
- Work closely with managers across functions in the service and division and Council to ensure an integrated approach and to work in partnership
- To have responsibility for the management and development of the service to ensure that it is delivered in a manner that reflects the diversity of Newham Residents
- To hold operational lead responsibility for the implementation of relevant procedures necessary for the service
- To keep abreast of current trends and developments in all relevant areas concerning professional practice, relevant legislation and Central Government guidance
- To represent the Head of Service at meetings and working groups as appropriate
- Provide and support professional leadership for the Council and across the service area managed
- To ensure that the people and resources within area of responsibility are effectively and efficiently managed to balance need and risk whilst achieving the delivery of council objectives and the best possible outcomes for service users and their carers
- Participate in special developments/projects in line with business objectives
- To be responsible for complex case decisions that may involve issues of risks and safety and have significant resource implications within the scheme of delegation
- To ensure that staff have clear objectives and standards by which to work, integrating national priorities for health and social care with local priorities
- To support the Head of Service in the contribution to the development of annual service plans
- Support and own as required the Council's benefits realisation and efficiency plans as appropriate, in relation to services managed
- To provide effective leadership in the planning and supporting the department in the implementation of major change management programmes and key National / Local strategies within the transformation programmes
- Ensure statutory LA functions are accounted for within any reconfiguration of services and ensure implementation of the changes required
- Contribute towards the strategic development of services in line with personalisation
- Contribute to the Department's Transforming social care programmes
- Contribute to strategic change both within the Department, the Authority and with strategic partners, locally, regionally and nationally where appropriate
- Support staff, service users and their carers in the transformation of services for increased choice and control for service users
- Ensure systems are in place to aid successful service delivery
- Drive change in practice as required
- Prepare briefings and draft reports for SMT, DMT and other council boards/cabinet if required, on behalf of the Head of Service
- To contribute to the delivery of business, budget and performance planning frameworks, including business planning, risk management business continuity, communications and health & safety
- To lead/contribute to the development of improvement plans across the service to support the effective delivery of services
- To ensure quality assurance across the services
- To ensure further development of user and carer engagement for the service
- To lead/play a key role on corporate initiatives for Adult Services e.g. corporate inspections, service reviews, equalities, etc.
- To deputise for the Head of Service where directed

Budget

- To play a lead role in financial management and scrutiny of all budget activity within the service area
- To manage within cash limited budget and adhere strictly to the Council's standing orders and financial regulations.
- To be responsible for maximising benefits and realising the efficiencies / savings within the service

Quality

- Manage within a quality and equalities framework, based on Council policy and performance targets, professional standards and best practice to ensure that services are developed and delivered in a manner that reflects the diversity of the department's service users and staff
- Ensure regular consultation and feedback with service users and their carers on the nature and quality of services delivered in the service area and to ensure that this is utilised to improve services
- To investigate and respond to service user complaints and member/MP enquiries according to the relevant NHS & Adults Social Care complaints procedures
- To be responsible for implementing quality assurance systems and engaging with clinical governance structures
- Ensure the support, development and training of staff within career pathways to enable the functioning of multi-disciplinary teams, encourage personal growth and create effective succession planning
- Ensure workforce capacity and capability and for development activities to maintain the professionally safe delivery and viability of services

Safeguarding

To ensure that staff are adhering to the safeguarding adults procedure including liaison with contract monitoring and safeguarding governance to ensure the community are safeguarded
Implement the Safeguarding Adults policy & procedure and manage staff through the process, including chairing complex strategy meetings:

- Protect and prevent the abuse of vulnerable adults

Key Relationships:

- The post holder will be required to work with vulnerable adults and including links with Children's Services
- Directors of Operations and other Heads of Service
- Other members of staff in the Division, including the Director on a regular basis
- Members
- Other Senior officers and staff in the Health service
- Local community groups
- Voluntary organisations
- Providers
- Carers
- Other Council departments
- Care Quality Commission

Person Specification



Job Title: Service Manager – Access and Discharge (Adult Social Care)	Service Area: Adult Social Care	
Directorate: Adults and Health	Post Number(s): TBC	Evaluation Number: LBN219
Grade: SMR B <ul style="list-style-type: none">Service Manager – Access and Discharge	Date last updated: September 2021	

IMPORTANT INFORMATION FOR APPLICANTS

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

CRITERIA	METHOD OF ASSESSMENT
KNOWLEDGE: Significant knowledge and experience in managing and delivering health and adult social care services – specifically within the service area managed	Application Form/Interview
Significant management / partnership working knowledge and experience in a large multi disciplinary organisation	Application Form/Interview
Specialist knowledge of social care governance underpinned by theory and experience.	Application Form/Interview
Knowledge of accountancy practices in relation to managing the financial affairs of vulnerable adults and related functions.	Application Form/Interview
Knowledge of benefits realisation principles and approaches to delivering	Application Form/Interview/Test

<p>efficiencies</p> <p>Knowledge of developing and delivering adult social care strategies which maximise efficiency and develop partnership</p>	<p>Application Form/Interview/Test</p>
<p>QUALIFICATIONS:</p> <p>Diploma in Social Work or equivalent (Degree)</p> <p>OR</p> <p>Diploma/Degree in Occupational Therapy recognised by the College of Occupational Therapists (registered with Health Professions Council)</p> <p>OR</p> <p>Registered Nurse</p> <p>Other relevant management qualifications would be advantageous</p> <p>Leadership / Management training or willingness to undertake</p>	<p>Application Form/Certificate/Registration</p>
<p>EXPERIENCE:</p> <p>Experience of managing social care services for adults.</p> <p>Experience of managing resources and delivering services within budgetary limits.</p> <p>Experience of working in partnership with service users, carers and other key stakeholders.</p> <p>A track record of delivering continued change or taking a key role in service improvements within a social care setting.</p> <p>Experience of safeguarding adults</p> <p>Experience of delivering against benefits realisation targets and profiles within adult social care</p> <p>Experience of working with programme management principles and structures</p>	<p>Application Form/Interview/Test</p> <p>Application Form/Interview</p> <p>Application Form/Interview/Test</p> <p>Application Form/Interview/Test</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p>

<p>SKILLS AND ABILITIES:</p> <p>Highly skilled operational leader</p> <p>Excellent oral and written communication skills.</p> <p>Highly effective decision maker</p> <p>Managerial skills including those of performance management, budget management and risk management.</p> <p>Excellent leader of operational change</p> <p>Excellent interpersonal skills.</p> <p>Detailed understanding of social care governance. Understand and translate national directives and agendas into appropriate local strategies and plans.</p> <p>Knowledge of recent practice and policy developments relating to social care governance.</p> <p>Ability to prioritise conflicting demands and to work effectively under pressure to meet deadlines.</p> <p>Ability to monitor and evaluate performance of staff and the service as a whole.</p> <p>Ability to develop benefits realisation plans and implement the change to maximise the efficiency of the service and deliver savings</p>	<p>Application Form/Interview</p> <p>Application Form/Interview/Test</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview/Test</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview/Test</p> <p>Application Form/Interview/Test</p> <p>Application Form/Interview/Test</p> <p>Application Form/Interview</p>
<p>PERSONAL STYLE AND BEHAVIOUR:</p> <p>Highly skilled leader</p> <p>Ability to negotiate, influence and work in partnership with others</p> <p>Well developed and mature networking skills</p> <p>Ability to manage budgets and performance effectively</p> <p>A strategic thinker with good analytical skills</p>	<p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p>

Highly effective decision maker	Application Form/Interview
Excellent communicator	Application Form/Interview
OTHER SPECIAL REQUIREMENTS:	
Willingness and ability to work occasional evenings and weekends to maintain service delivery.	Application Form/Interview
This post is subject to a full Disclosure and Barring check.	Satisfactory clearance at conditional offer stage

Additional Information - Service Manager – Access and Discharge

Responsibilities	To be responsible for the management and good service delivery of the following services / teams within the service: <ul style="list-style-type: none">• Access, Discharge and Interim / short term Care
-------------------------	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Service Specific components

To effectively lead and manage:

- Access
- Hospital Discharge
- Hospital to Home
- Rapid Response

- Delivery of Access (front door) and Discharge responsibilities with expert knowledge and application of legislation and good practice guidance.
- To support the transformation of LBN's adult social care access and discharge services through effective leadership and management, the post holder has continuing responsibility for the delivery of a seamless high quality social care access and discharge service.
- Work in partnership with the local NHS acute provision, community health services, primary care and other partners to provide a strong health and social care partnership.
- To provide expert advice to the local Integrated Care System on creating a seamless customer journey to enable the NHS and Local Authority to meet key strategic and operational objectives.