

Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Assistant Service Manager	Grade: PO5
Section: Adult Operations	Department: Adult Social Services Department
Responsible to following manager: Service Manager	Responsible for the following staff: Front line Service Practitioners (Social Workers, Occupational Therapists and Social Care Assessors)
Post Number/s:	Last review date: July 2018

Working for the Richmond/Wandsworth Shared Staffing Arrangement

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Councils. The overall purpose of the Shared Staffing Arrangement is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

The Shared Staffing Arrangement aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

Job Purpose

The Assistant Service Manager supports the Service Manager in managing and leading a service, to provide a high quality, effective and efficient social care services to adults and their carers in Richmond and Wandsworth. This role provides leadership professional supervision to practitioners in the service to provide direction, maintain practice standards and promote continuous professional development. They also have shared accountability for a given budget.

Specific Duties and Responsibilities

1. To ensure the service carries out its statutory functions under the Care Act 2014; including safeguarding adults at risk, prevention, information and advice, timely

assessment, eligibility decision-making, care and support planning and review. To also ensure provision of specialist assessments where needed, such as Occupational Therapy, Sensory, Mental Capacity Act, Deprivation of Liberty and Human Rights Act.

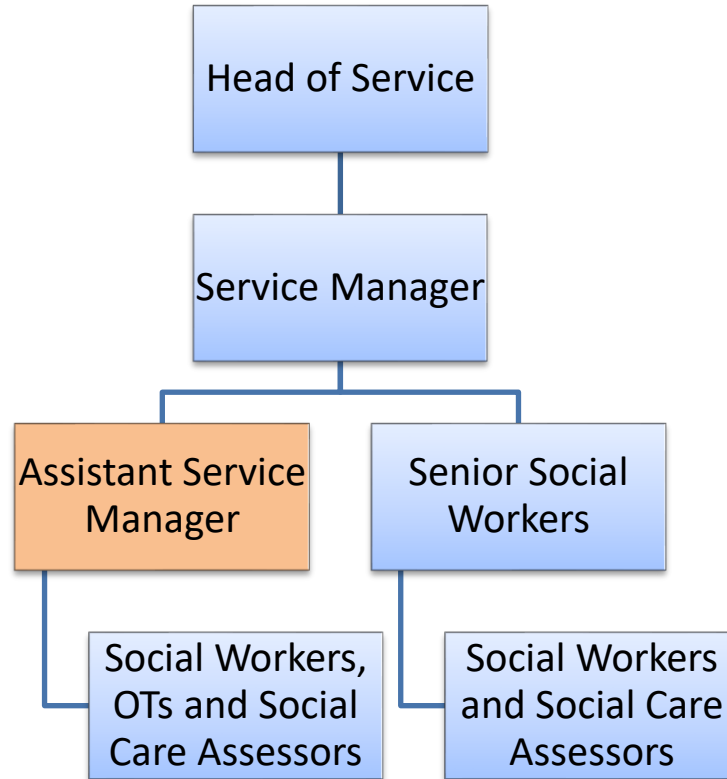
2. To provide regular, formal professional supervision for practitioners within the service being mindful of both Council's Policies and Procedures, legislation and Professional Standards.
3. To provide leadership and direction for the service on a daily basis, ensuring a positive team culture and the provision of high quality, person-centred interventions and services, based on the chosen outcomes and aspirations of the adult or carer concerned.
4. With the Service Manager to oversee the incoming work for the service, prioritising and managing risk and providing a timely response.
5. To participate in quality assurance for the Division by undertaking regular case file audits and by ensuring that the learning from audits is taken on board by the individual concerned and the service.
6. To participate in ensuring that the Council's resources are used to the best effect for adults and carers. This will include oversight of Care and Support Plans and reviews for the teams.
7. To work in partnership with other Divisions and with external partners such as Health, the voluntary sector and private providers to promote a joined-up service for adults and their carers.
8. To act as Safeguarding Adults Manager for safeguarding investigations and to chair VARMMs and network meetings.
9. To promote good communication with adults and their carers and within teams. This involves ensuring that practitioners maintain accurate and timely case records and share information appropriately. To also ensure information is passed up to the senior management team and also back from them and circulated, discussed and understood within team meetings.
10. To maintain the performance of the service, specifically in relation to the National and Local Performance targets. To contribute to the development of processes and practice for the Division. To ensure all Member queries about service delivery are dealt with promptly and effectively.
11. To take responsibility for Council resources, working within a defined budget and agreed Schemes of Delegation.

Generic Duties and Responsibilities

- To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
- To adhere to security controls and requirements as mandated by the SSA's policies, procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
- To understand both Councils' duties and responsibilities for safeguarding children, young people and adults as they apply to the role within the council.
- The Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.

Additional Information

Team structure



Person Specification

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Our Values and Behaviours

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular:

Being open. This means we share our views openly, honestly and in a thoughtful way. We encourage new ideas and ways of doing things. We appreciate and listen to feedback from each other.

Being supportive. This means we drive the success of the organisation by making sure that our colleagues are successful. We encourage others and take account of the challenges they face. We help each other to do our jobs.

Being positive. Being positive and helpful means, we keep our goals in mind and look for ways to achieve them. We listen constructively and help others see opportunities and the way forward. We have a ‘can do’ attitude and are continuously looking for ways to help each other improve.

Person Specification Requirements	Assessed by A & I/ T/ C (see below for explanation)
Knowledge	
1. Knowledge of current developments in relevant legislation, national guidance and frameworks and how to access more detailed information when necessary.	I
2. Knowledge and understanding of the local authority’s responsibility to safeguard adults at risk and the ability to act as Safeguarding	I

Adults Manager in accordance with the Pan- London policy and procedures.	
3. Understanding of the principles of budget management and best value.	I
Experience	
4. Demonstrable post qualification experience of working in a statutory Social Care or Health setting with adults.	A and I
5. Experience of managing and motivating staff including providing professional supervision and day to day management of a service.	A and I
6. Experience of working in partnership with Health, voluntary agencies and private providers and to contribute to the development of joint initiatives.	A and I
Skills	
7. Ability to communicate clearly, verbally and in writing, including the ability to present issues so that adults, carers, other professionals and members of the public are able to understand them.	I & T
8. Ability to use IT effectively to manage own time, workload and to set priorities, and to support managing the team's workload including the ability to interpret performance and financial data.	I
9. Ability to carry out delegated management responsibilities, including deputising for the Service Manager, prioritisation of the incoming work for a service and performance management.	I
Qualifications	
10. A professional qualification in Social Work and registration with Social Work England	C

A – Application form

I – Interview

T – Test

C - Certificate