**Job Profile comprising Job Description and Person Specification**

**Job Description**

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| **Job Title:** Service Manager | **Grade**: MG1 |
| **Section:** Adult Social Care Services  | **Department:** Adult Social Care and Public Health  |
| **Responsible to following manager:**Head of Service  | **Responsible for following staff:**Assistant Service Managers, Senior Social Workers, Social Workers, Occupational Therapists and Social Care Assessors |
| **Post Number/s:**TBC | **Last review date:**December 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 Service Manager has overall responsibility for the operational functionality of a team, ensuring that all agreed service plans and statutory responsibilities are met and quality services delivered. The role has responsibility for ensuring that services are outcome-focused, that needs of people with care and support needs and their carers are met, risks are mitigated as far as possible and that the effective use of resources is maximised. The role requires high levels of professionalism, drive and tenacity to work with people with care and support needs and their families as partners, alongside statutory, private voluntary and third sector organisations.

The Service Manager has a defining role in promoting the independence and wellbeing of citizens and empowering people with care and support needs and their Carers within the service. At the heart of this role is delivering on the Personalisation agenda, seeking opportunities for integrated working to deliver best outcomes for service users and their families, working across organisational boundaries

**Specific Duties and Responsibilities**

1. To provide operational and motivational leadership of staff, providing a visible presence to the workforce and promoting a good working environment with the primary aim of delivering high quality services.
2. To provide effective management of staff, including recruitment, training, development and appropriate application of policies and codes of practice on staffing matters. Ensure that the different skills, experience and knowledge of team members are harnessed to maximise the benefits of an integrated approach to service delivery for people with care and support needs and their Carers and to maintain a high standard of professional practice and competence and innovation within a culture of continuous learning in keeping with the relevant professional codes of conduct.
3. To assist as required with the management of budgets, including ensuring that all necessary processes and procedures are carried out in a timely and effective way. To take responsibility for the management and financial control of team budgets ensuring that care provision and workforce expenditure is in line with corporate guidelines with appropriate use of the Council’s financial systems, and taking remedial action to address identified financial pressures and overspends.
4. To contribute towards the development of good working relations and collaborative arrangements with relevant third party organisations including private, voluntary and other public organisations, to forge effective partnership working. Develop effective working partnerships with primary healthcare providers and community healthcare providers in order to ensure that all opportunities for integrated working are identified and maximised, and are delivered seamlessly.
5. To proactively assist and as required carry out performance review and improvement measures on an ongoing basis, helping to ensure that a customer focus is embedded within the function and innovative and creative solutions are evaluated to securing the highest quality and value for money function.
6. Hold lead responsibility for statutory adult safeguarding and judicial Deprivationof Liberty safeguardswithin the service, ensuring high quality of practice, response and links to wider processes, as well as both clinical and care governance processes with the Council and partners.
7. Ensure that the assessment and provisionof social care services is in accordance with the legal framework and that arrangements are in place to effectively support and review the needs of adults receiving long term care, in conjunction with the NHS Continuing Healthcare Team where appropriate.
8. Ensure effective action is taken to manage and reduce risk to the service, to people with care and support needs and their carers and partner organisations in accordance with Council and partner organisations’ policies and procedures.
9. Participate in and contribute to the Council’s and partner agencies' business planning processes and the overall management and strategic development of services, taking delegated lead responsibility for appropriate meetings and working parties.
10. Promote the inclusion of hard to reach communities, including those protected under the Equality Act, in all aspects of service development, design and innovation.
11. Any other duties which are consistent with the role arising from legislation, policy or organisational change.

**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**

* The Service Manager is responsible for a range of professional social care staff including social workers and occupational therapists. The post holder is responsible for recruiting, training and developing staff, their productivity and the quality of their performance.
* The Service Manager is responsible for the management and financial control of staffing and social care provision budgets; complying with Council Standing Orders and Scheme of Delegation, ensuring budgets are appropriately managed, reported on and maintained within cash limits, taking remedial action to address identified financial pressures. The financial value of budget responsibility will be confirmed.
* Leading or managing projects relating to service development and change ensuring that they are planned effectively to achieve outcomes and deadlines.
* Representing the Head of Service as appropriate.

**Current 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.

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| **Person Specification Requirements** | **Assessed by** **A**  **&**  **I/ T/ C (see below for explanation)** |
| **Knowledge**  |
| 1. A sound knowledge of relevant social care and health legislation, relevant policies and issues that affect the delivery of social care services and the ability to advise practitioners in their application.
 | A and I |
| 1. An understanding of the Professional capabilities framework and ability to evidence those capabilities at social work manager level.
 | A and I |
| **Experience**  |
| 1. Substantial post-qualification experience of working in a statutory Health or Social Care setting demonstrating increasing levels of responsibility and of achieving positive outcomes for people with care and support needs, Carers and the wider community through multi-disciplinary and partnership working.
 | A and I |
| 1. Substantial experience of leading, managing and motivating staff including performance management and staff development to deliver high quality results.
 | A and I |
| 1. Experience of identifying and managing risk, planning appropriate interventions.
 | A and I |
| 1. Experience of effectively managing and controlling budgets.
 | A and T |
| **Skills**  |
| 1. Ability to communicate clearly and effectively both verbally and in writing for a variety of audiences and purposes.
 | A and I |
| 1. Ability to analyse and interpret data relating to performance and to financial issues.
 | A and I |
| 1. Ability to demonstrate professional and strategic leadership and to build constructive relationships with colleagues, partners and providers in complex situations, including where there may be tensions and to be able to influence, persuade, negotiate and inform.
 | A and I |
| **Qualifications** |
| 1. A relevant professional qualification (e.g. Social Work or Occupational Therapy).
 | A/C |
| 1. A recognised management qualification (e.g. ILM Level 5) or, if not already completed, a commitment to undertaking management training.
 | A/C |
| 1. Current registration with SWE as appropriate.
 | A |

**A – Application form**

**I – Interview**

**T – Test**

**C - Certificate**