CITY OF BRADFORD METROPOLITAN DISTRICT COUNCIL

JOB PROFILE

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| **DEPARTMENT: Health & Wellbeing** | **SERVICE GROUP: Social Work Development** |
| **POST TITLE: Social Care Learning and Development Officer**  | **REPORTS TO: Social Work Development Manager** |
| **GRADE: SO1/SO2** | **SAP POSITION NUMBER:** |

The following information is furnished to help Council staff and those people considering joining the City of Bradford Metropolitan District Council to understand and appreciate the general work content of their post and the role they are to play in the organisation. The duties and responsibilities highlighted in this Job Profile are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and scope of the post and the grade has been established on this basis.

For posts where employees speak directly to members of the Public the post holder is required to demonstrate their ability to speak fluently in English.

As a candidate you will be expected to demonstrate your ability to meet the special knowledge, experience and qualifications required for the role by providing evidence in the application form for the purpose of shortlisting. Applicants with disabilities are only required to meet the essential special knowledge requirements shown by a cross in the end column of this section.

The employee competencies are the minimum standard of behaviour expected by the Council of all its employees and the management competencies outlined are those relevant for a post operating at this level within our organisation.

Both sets of competencies will be used at interview stage and will not be used for short listing purposes.

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| **Key Purpose of Post:**  |
| 1. To coordinate the implementation of workforce learning and development plans within Adult Social Care
2. To work with Service Managers and Team Managers across the services, to ensure the provision of high-quality plan that support recruitment and retention of staff, while also ensuring that robust arrangements are in place to support induction and ongoing learning and development needs of the workforce is in place to support the delivery of service and organisational objectives.
3. To coordinate and commission training, while also managing key internal and external relationships with training providers to ensure that course content is adapted to reflect service and organisational priorities.
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| **Main Responsibilities of Post:**  |
| 1. To coordinate the implementation of workforce learning and development plans within Adult Social Care
2. To work with Service Managers and Team Managers across the services, to ensure the provision of a high-quality plan that supports recruitment and retention of staff, while also ensuring that robust arrangements are in place to support induction of new staff and ongoing learning and development needs of the workforce that meet the needs of service and organisational objectives.
3. To work with Service Managers and Team Managers to provide specialist advice, information, support and as required constructive challenge to services which supports and promotes workforce learning and development priorities as well as safeguarding the organisation and progresses corporate objectives.
4. To coordinate and commission training, while also managing key internal and external relationships with training providers to ensure that course content and platforms are reviwed and adapted to reflect service and organisational priorities.
5. To coordinate bespoke learning and development focused workstreams as per the direction of Departmental leadership.
6. To provide specific business support to the Social Work Workforce Develoment team with all aspects of the team’s work, including use of IT systems withini the Service.
7. To deliver training, guidance and support to team managers and service managers to ensure that key corporate learning and development requirements such as values and behavious, council plan/service plan aligned goals and equality objectives are being met by the service.
8. To deal with complex problems on a regular basis, frequently using own initiative to reach creative solutions or making recommendations to the Management Team and senior leaders.
9. To work with service managers to develop and implement learning and development programme aimed at providing a highly skilled workforce that delivers outstanding practice and services to the people we support, while also ensuring that statutory and corporate standards are being met.
10. To design and deliver bespoke training to diverse groups of staff, (volunteers and carers – as appropriate) in line with local, national policy priorities and statutory requirements. While also providing guidance, support and where appropriate also design and deliver bespoke training.
11. To work proactively with Service Managers to identify development needs, including needs identified through quality assurance activity, appraisals, Complaints, Safegaurding Adult Reviews, national and local policy and system development and ensure that these are incorporated in the learning and development plan.
12. To support Service Managers and Team Managers on learning and development requirements in relation to the implementation of the Service Performance Management Framework and improvement cycle. Through the use of robust and effective analysis of information to inform department leadership on gaps within learning and development provision to ensure that staff have the required skill sets to meet service, departmental policy objectives, while also ensuring that skills are aligned to statutory requirments and meet standards/expectations set by external regulatory / inspection and internal governance processes
13. To represent the Department at key internal and external forums in line with the implementation of the Learning and Development Work Programme. Ensuring that efficiency of scales are achieved while also ensuring that Adult Social Care service objectives and priorities are kept at the fore of policy and priority considerations in these forums.
14. To develop effective relationships with key internal and external stakeholders, ensuring a high degree of organisational visibility of the learning and development programme, that its purposes are well understood and building effective multi-disciplinary links with those responsible for commissioning, contracting, financing and procuring the services included in the programme.
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| **Structure:** |
| **Special Knowledge Requirement: Will be used for shortlisting.**  |
| **Applicants with disabilities are only required to meet the essential special knowledge requirements shown by a cross in the end column**. |
|  | **Essential** |
| Due to the Governments Fluency in English Duty for posts where employees speak directly to members of the public the post holder is required to meet the Advanced threshold level which will be implemented where the post requires a greater level  of sensitive interaction with the public,( e.g. in children’s centres) – where the person is able to demonstrate that they can during the interview:a) Can express themselves fluently and spontaneously , almost effortlesslyb) Only the requirement to explain difficult concepts simply hinders a natural smooth flow of language  | X |
| Demonstrate knowledge and understanding of the duties and responsibilities that underpin the work of Adult Social Care Services. |  |
| Able to successfully initiate and manage projects through to completion, including the development and introduction of new initatives, inclusive planning, risk management and establishing clear end points with measurable outcomes. | X |
| Able to work effectively with a wide range of colleagues (and other stakeholders) across the Council and in partner organisations in related strategic support and operational activitiesl including planning, performancement management, research, consultation, finance, HR and Legal | X |
| Demonstrate understanding of key government policies and new legislation impacting on functions within Adult Social Care, leadership and organisational parameters of CBMDC and its partners. | X |
| Carries out the working practices, procedures and basic operations aligned to the role – spefically to meet learning and development needs within the service.  | X |
| Uses specialist knowledge of health, safety and environmental policies, procedures and regulations, including risk in own area and/or across other areas of work (inc legislation) |  |
| Carry out analysis of and report information and data from a range of sources to identify financial and other issues, resolve problems and ensure compliance with statutory and financial procedures and requirements. | X |
| Leads shapes and influences cutting edge thinking and innovative practice within the organisation | X |
| Moves the Council forward by planning, commissioning, securing and monitoring outcome focussed services to meet District needs and achieve value for money. | X |
| Demonstrates the ability to achieve and sustain measurable improvements and transformational change whilst ensuring economy, efficiency and effectiveness | X |
| Uses a range of specialist ICT systems across own work area and or acorss other areas of work. |  |
| Uses, interprets, analyses and communicates complex information from a variety of sources. | X |
| **Relevant experience requirement: Will be used for shortlisting**  |
| The applicant is required to provide evidence of having previously spoken fluently to members of the public in order to meet the advanced threshold level outlined under Special Knowledge above.  |
| Relevent experience of the design, delivery and coordinaton of bespoke training aligned to service, corporate and legislative requirements. |
| Relevent experience of coordinating the commissioning of learning and development related training.  |
| Relevent experience of inter-agency working including experience of consultation processes with other organisations and/or service users |
| **Relevant professional qualifications requirement: Will be used for shortlisting**  |
| Level 4 qualification or higher in a relevant discipline or similar evidence relevant to the skills and ability to do the job*(Certificate of higher education, higher national certificate or other Level 4 award)* |
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| **Core Employee competencies at manager level to be used at the interview stage.**  |
| **Carries Out Performance Management –** covers the employees capacity to manage their workload and carry out a number of specific tasks accurately and at a high standard.  |
| **Communicates Effectively** - covers a range of spoken and written communication skills required as a regular feature of the job. It includes exchanging information/building relationships, giving advice and guidance, counselling, negotiating and persuading and handling private, confidential and sensitive information. |
| **Carries Out Effective Decision Making** - covers a range of thinking skills required for taking initiative and independent actions within the scope of the job. It includes planning and organising, self effectiveness and any requirements to quality check work. |
| **Undertakes Structured Problem Solving** **Activity** - covers a range of analytical skills required for gathering, collating and analysing the facts needed to solve problems. It includes creative and critical thinking, developing practical solutions, applying problem solving strategies and managing interpersonal relationships.  |
| **Operates with Dignity and Respect** - covers treating everyone with respect and dignity, maintains impartiality/fairness with all people, is aware of the barriers people face.  |
| **Management Competencies: to be used at the interview stage.**  |
| **Operates with Strategic Awareness** Our managerswork with corporate priorities and policies in a joined up way with others, internally and externally. Works democratically, transparently and accountably. |
| **Practices Appropriate Leadership** Our managers motivate their staff to exceed expectations through raising their awareness of goals and moving them beyond self interest for the sake of the team or service. They consider serving the District in all that they do. |
| **Delivering Successful Performance** Our managers monitor performance of services, teams & individuals against targets & celebrate great performance. They promote the District’s vision & work to achieve Council’s values & agreed outcomes. |
| **Applying Project and Programme Management** Our manager’s work to ensure that outcomes and objectives are achieved within desired timescales, make best use of resources and take a positive approach to contingency planning. |
| **Developing High Performing People and Teams** Our managers coach individuals and teams to achieve their potential and take responsibility for continuous improvement. They champion the Council’s values and goals. |

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| **Working Conditions:**  |
| Must be able to work evenings, weekends and Bank Holidays as required by the needs of the Service. Must be able to perform all duties and tasks with reasonable adjustment, where appropriate, in accordance with the Equality Act 2010 in relation to Disability Provisions |
| **Special Conditions:**  |
| You will be informed outline if there is a requirement for the post to have recruitment checks such as DBS, Warner Process. |
| **Compiled by:****CM/RM****Date: March 2022** | **Grade Assessment Date:** | **Post Grade: SO1/2** |