CITY OF BRADFORD METROPOLITAN DISTRICT COUNCIL

JOB PROFILE

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| **DEPARTMENT: Health and Wellbeing** | **SERVICE GROUP: Operational Services** | |
| **POST TITLE: Service Manager** | **REPORTS TO: Service Manager** | |
| **GRADE: SPECIAL C** | | **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.

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. As a candidate/employee you will be expected to demonstrate your ability meet the special knowledge, experience and qualifications required for the role.

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| **Key Purpose of Post:** | |
| The key purposes of this post are to lead and provide highly skilled and adaptable knowledge of the legislation and requirements with regards to legislation specifically around implementation of sustaining peoples independence in keeping with Section 1 and 2 of the Care Act 2014 the duty to promote well being and to delay and prevent the need for care and support, ensuring that people are able to remain happy, healthy and at home. and also develop, implement and manage business change initiatives that will assist with the sustainability of the service district wide.  To be manager for Assessment Teams and manage a large multidisciplinary team consisting of a variety of professionals, inclusive of Social workers. | |
| **Main Responsibilities of Post:** | |
| 1. To act as the responsible Individual on behalf of the Strategic Director of Health & Wellbeing in carrying out requirements under Section 60 of the Health & Social Care Act 2008 specifically in relation to supervising the management of the enablement and short term reviewing services in providing people with safe, effective, compassionate, high quality care. Will also provide effective and structured supervisions and appraisals in line with the Department’s Policies, including induction where appropriate. 2. Will lead in providing information, advice and guidance to managers and front line workers– with regards to the key lines of enquiry, legislation and outcome measures and will also provide reports. Have the ability to work to agreed timescales. 3. Will lead in developing and reviewing departmental policies to support the department in achieving its objectives within the Care Act statutory framework to promote good practice and high standards – but more specifically focussing policies that relate to services for older people/ adults and adults with physical and complex mental health issues – making recommendations for any future policy service and process development. 4. The post holder will be expected to deal with complex issues/ problems on a regular   basis using own initiative to reach creative solutions, or making recommendations to  the appropriate Service Manager, Strategic Director, Assistant Directors and  Departmental Management Teams. And jointly with the service manager will have  responsibility for overseeing budgets and ensuring managers are effectively managing  the resources appropriately and economically.   1. Will apply Council policies, particularly in respect of industrial relations, recruitment and selection, finance, health and safety, training and development and Equal Rights & Diversity and to be the senior nominated Officer within the Councils Discipline and Grievance Procedures. 2. Will provide management oversight of qualified workers to ensure that they are sound and are working to high standards delivering good quality, and incorporate the views of people accessing services, his/her carer (where appropriate) and they are recorded on appropriate systems. 3. Will be required to manage programmes successfully and participate in the development of services within the Department and ensure that service shortfalls are identified ,recorded and actioned and also work closely with the integration agenda promoting and monitoring interagency collaboration 4. Will implement strategies to meet Departmental targets and policy aims in respect of Equal Rights & Diversity in service provision and employment. 5. Deputises within the Departmental arrangements for Service Managers i.e. Residential & Day Care and Community Services. 6. Will support and supervise work with regard to priority and level. Will ensure the maintenance and development of systems for monitoring timely progress and quality assurance including periodic audits. 7. Will maintain effective multi-disciplinary working relationships with partner agencies related to the delivery of team priority outcomes. 8. Will lead and contribute to project groups or working parties and to develop the service within the philosophy and principles of current and new legislation and related government guidance. 9. Will identify and agree personal and team development programmes via the appraisal process in line with organisational targets. Will hold staff meetings and support positive communication within the team and service, while monitoring the performance of the team and take action to improve where necessary. 10. To act as the responsible individual for identifying, tracking and realising the benefits and outcomes required in making service improvements. Will support the development and use of new technologies and digital solutions. 11. Where necessary, will contribute to the commissioning of services from independent providers and commission/purchase to meet individual needs of users and the service. | |
| **Structure:**    Head of Service  Service Manager  Transitions Manager  Team Managers | |
| **Special Knowledge Requirement:** Will be used in 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 – where the person is able to demonstrate that they can during the interview’s  a)can express themselves fluently and spontaneously , almost effortlessly  b)Only the requirement to explain difficult concepts simply hinders a natural smooth flow of language | X |
| Demonstrate the ability to safeguard human rights and promote the well being and welfare of adults ie understanding to delay and prevent the need for care and support, responding proportionately to perceptions of risk, critically reflective practitioner applying evidence informed practice and acting within local procedures, arrangements and others roles. | X |
| Demonstrate extensive knowledge of the Health & Social Care Act 2014 especially in relation to Section 1 and 2 of the Care Act 2014 the duty to promote well being and to delay and prevent the need for care and support, ensuring that people are able to remain happy, healthy and at home | X |
| Demonstrate how to put person – centred values into practice in a way that promotes the values of individuals and to plan for their future well-being and fulfilment. | X |
| Carry out effective communication and engagement with adults and carers, ie building trust and establishing relationships to meet their cultural, religious, language and health needs | X |
| Able to support individuals to be the decision maker, developing their own support plans which uphold their wishes, feelings and beliefs. | X |
| Be able to work in ways that support equality and inclusion, to reduce the likelihood of discrimination | X |
| Partnership Working – Working with others within the service and external partners to put adults and carers at the heart of decision making.   * Communicating well, sharing appropriate, succinct, objective information and analysis to aid joint decision making | X |
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| Demonstrate an understanding of the duties and responsibilities that underpins the work of Adult Services | X |
| Demonstes an advanced understanding of the departments approach towards safeguarding the human rights of adults  This requires understanding how to undertake a safeguarding adults enquiry under Section 42 of the Care Act.   * Assessing risks and emotional resilience * Reflecting and making informed judgments * Upholding the Mental Capacity Act and the principles of Making Safeguarding Personal so that the person determines their own outcomes * Acting within local procedures, arrangements and others roles | X |
| Able to gather and share information appropriately to ensure the safety and wellbeing of Service Users ie knowing the limits of consent and confidentiality including the Data Protection Act, distinguishing fact from opinion, appraising information and identifying gaps, being open and honest about information sharing with adults and carers and writing reports clearly and ethically. | X |
| Uses a range of specialist ICT systems across own work area and or across other areas of work. | X |
| Oversees a budget, keeping costs within agreed levels for own department and contributes to Corporate savings. | X |
| Uses, interprets, analyses and communicates complex information from a variety of sources. | X |

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| **Relevant professional qualifications requirement: Will be used in shortlisting** |
| Minimum of a Level 5 Management Qualification / Social Care Qualification Level 4 or above or CQSW/CSS/DIPSW/Degree in Social Work/MA in Social Work OR Degree/Masters in Occupational Therapy |
| **Experience** |
| Significant management experience 3 of which must be in Adult Social Care  Experience of managing service provision  Understanding of statutory regulations |
| **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 to 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. |

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| **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. And hold a management programme certificate | | |
| **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. | | |
| **Working Conditions:** | | |
| 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. | | |
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| **Special Conditions:** | | |
| You will be informed if there is a requirement for the post to have recruitment checks  such as DBS, Warner Process. | | |
| **Compiled by:**  **Updated:**  **Dean Roberts**  **Date: July 2022** | **Grade Assessment Date:** | **Post Grade:** |