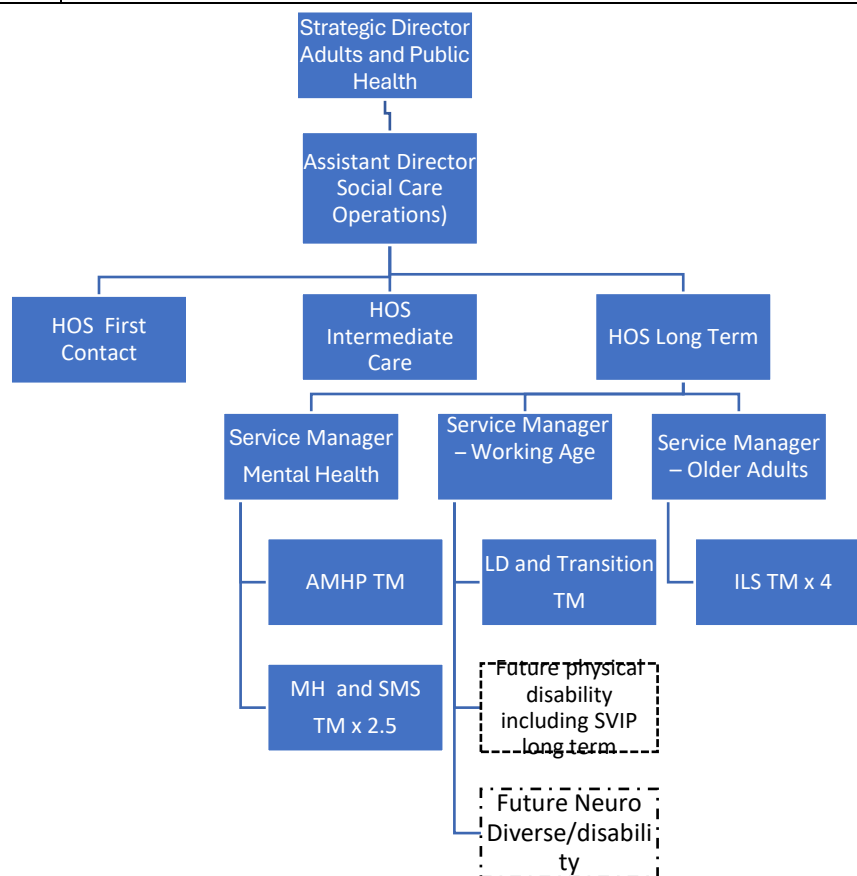


Role profile

Job Title:	Service Manager (Older Adults / Working Age and mental Health)	Grade:	17
Department:	Adults Operations	Post no.:	
Directorate:	Adults and Public Health	Location:	Perceval House

Role reports to:	Head of Service Long Term
Direct reports:	4 -5
Indirect reports:	50



Job description

Recruitment practices to safeguard and promote the welfare of children and/or vulnerable adults apply to this post in addition to the requirement to obtain a Disclosure and Barring Service (DBS) check.

Purpose of role

- To work as part of a leadership team ensuring the provision of efficient and professional long-term services, ensuring that all statutory and other functions are discharged effectively.

- To ensure the delivery of best outcomes for people with long term support needs, their carers in line with Connected Communities, Better Lives and principles of best value.
- Along with the Head of Service and other service managers, provide effective leadership for all long-term service users.
- To deliver effective safeguarding for people with long term social care needs.
- To provide expert advice and consultation to Social Work teams.
- Support management of £100m gross care budget.

KEY ACCOUNTABILITIES:

1. To ensure that specific care act duties are met for up to 4,000 people who access services including the provision of high-quality care act assessments and support plans.
2. To ensure that statutory duties are met in line with all relevant legislation (and their successors) included but not limited to Care Act 2014, Mental Health Act 1983, Mental Capacity Act 2005.
3. To lead the effective use data to drive high performing social work teams.
4. To maintain up to date with emerging national and local learning relating to best practice in Social Care, and ensuring the service reacts and develops to this.
5. To visibly lead teams of up to 150 staff, ensuring suitable development plans and continued professional development.
6. To contribute to the effective budget management of care budgets of up to £120m per annum.
7. To lead a number of transformation workstreams ensuring social work is delivered including implementing best practice and developing how support plans are developed.
8. To ensure that the needs of unpaid carers are identified effectively, and that support is delivered in the best way possible.
9. To work flexibly and to undertake any other duties and responsibilities of a professional nature and at a similar responsibility level to those described above as delegated.
10. To develop effective partnerships and be key link with a broad range of stakeholders including the NHS, Police, voluntary sector, providers and those who draw on support services.
11. To be responsible for ensuring that the service is responsive to the voice and the needs of residents that it supports.
12. To ensure that Connected Communities is at the heart of everything that the service does, this includes identifying opportunities to improve connections across the borough for the most vulnerable residents.
13. To manage own workload, to ensure availability for professional supervision and training, and to be responsible for developing own professional knowledge and skills.
14. To manage daily operational risks, using escalation processes where required. Ensure the Head of Service is kept apprised and assured of emerging and ongoing risks.

15. To develop and lead “surge” activity to address specific demands of the day, as necessary.
16. To ensure that Social Work practice is person centered, strengths based and built on best practice.
17. Depending on registration be responsible for Approved Mental Health Practitioner service.
18. To undertake the duties of the post at any time which may include weekends, evenings, nights and bank holidays to ensure the functioning of the service and acceptable standards of support of the service users.
19. To work flexibly and to undertake any other duties and responsibilities of a professional nature and at a similar responsibility level to those described above as delegated.

Key performance indicators

- **Waiting times for assessment**
- **Overdue reviews**
- **Mental Health Act Assessment timeliness**
- **Budget forecast**
- **ASCOF measures**
- **Safeguarding performance – MSP and timescales**

Key relationships (internal and external)

- Housing providers
- Adult Social work teams
- Adults Support team
- Universal health services
- DWP
- CQC
- Children’s Services/transition
- Adults commissioning
- Finance and accountancy
- Adults Market Management Team

Authority level

- xxx
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Additional Requirements

- Any other duties appropriate to the post and grade

Person specification

Community and partnership working are essential for all roles as are a commitment to Equality, Diversity and Inclusion and ensuring Health and Safety at Work for everyone working at Ealing Council.

Recruitment practices to safeguard and promote the welfare of children and/or vulnerable adults apply to this post in addition to the requirement to obtain a Disclosure and Barring Service (DBS) check.

Essential knowledge, skills and abilities

1. An understanding of equalities and diversity and a strong interest in and commitment to social justice for people who draw on social care support.
2. Excellent knowledge of relevant legislation including The Care Act, Mental Capacity Act and Mental Health Act.
3. Ability to lead, manage and support a team of managers to ensure effective and consistent social care delivery in line with statutory and organisational framework.
4. Experience in the management of staff recruitment, induction, supervision, performance appraisal, professional development and dealing with poor performance.
5. Ability to work successfully across professional organizations and with a multitude of stakeholders; including health and social care professionals, families, members of the public, housing providers and commissioners.
6. Knowledge and experience of budget management / monitoring, developing and delivering budget management plans.
7. Excellent verbal and written communication skills as demonstrated in the production of presentations and reports aimed at senior audiences.
8. Skills in personal workload management and the ability to meet agreed performance targets.
9. Ability to use information technology, including the production of documents and spreadsheets.
10. Ability to use data sets through PowerBI and other sources to drive performance and address barriers to high performing teams
11. We have high aspirations for people in Ealing who draw on social care services, and all those working in adults will share this ambition to enable people to live happy, independent and connected lives

Essential qualification(s) and experience

1. Social Worker registered with Social Work England.
2. Significant experience working at a manager or senior manager level in local authority Social Work teams.

Values and behaviours

Improved life for residents	Trustworthy	Collaborative	Innovative	Accountable
<ul style="list-style-type: none"> • Is passionate about making Ealing a better place • Can see and appreciate things from a resident point of view • Understands what people want and need • Encourages change to tackle underlying causes or issues 	<ul style="list-style-type: none"> • Does what they say they will do on time • Is open and honest • Treats all people fairly 	<ul style="list-style-type: none"> • Ambitious and confident in leading partnerships • Offers to share knowledge and ideas • Challenges constructively and respectfully listens to feedback • Overcomes barriers to develop our outcomes for residents 	<ul style="list-style-type: none"> • Tries out ways to do things better, faster and for less cost • Brings in ideas from outside to improve performance • Takes calculated risks to improve outcomes • Learns from mistakes and failures 	<ul style="list-style-type: none"> • Encourages all stakeholders to participate in decision making • Makes things happen • Acts on feedback to improve performance • Works to high standards