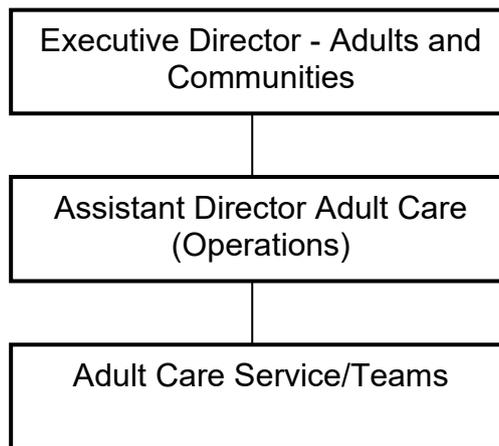




Job Description & Person Specification

Post Title	Assistant Director - Adult Care (Operations)				
JE Reference	H0118	Grade	Chief Officer B	SCP Range	N/A

Reporting line:



Job Purpose:

The Assistant Director - Adult Care (Operations) is responsible for the leadership, delivery and management of Adult Care services across the Council. To contribute to the strategic leadership of Adult Social Care through membership of the Departmental Management Team. To work alongside the Assistant Director - Adult Care (Service Development and Integration) to ensure residents access safe, quality services, that promote their independence and meet their needs. To widen our “offer” to a broader range of people through targeted prevention.

The postholder will have direct responsibility for the following teams/services:

- The service provision of all directly provided community services, which includes a 40 bed intermediate care centre, reablement services, one learning disability care home and day services.
- Social work teams responsible for hospital discharge, mental health, older people, learning disability and sensory impairments.
- The Access Team, Occupational Therapy, Safeguarding, Brokerage and Financial Assessment Services.

The postholder will be responsible for ensuring that effective arrangements are put in place to meet performance indicators and national best practice care standards within these services.

To develop a high quality, integrated infrastructure alongside increasing organisational capability that supports the delivery of our vision.

To ensure statutory duties within the remit of the post are met.

Strategic Leadership

To deputise for the Executive Director - Adults and Communities.

To contribute to the corporate leadership across the business as part of the senior leadership team, delivering the corporate strategic plan, setting the agenda across portfolios through strong leadership, being a change advocate, forward planning, management, and delivery against available financial and people resources.

With vision and focus, lead the development and delivery of robust strategies and establish business and political priorities, which support the objectives and ambitions of the council ensuring that the post holders service(s) contribute to the cooperative ambitions.

To lead a range of service, projects and initiatives that benefit the organisation and as appropriate our communities, focusing resources through the effective redesign of services focused on preventative measures to reduce demand and promote self-help.

Leading by example, the post holder will role model the Council's cooperative values and behaviours demonstrating commitment to the Borough of Redcar and Cleveland and drive behavioural change in others, championing new ways of working that includes leading virtual teams and matrix management, adapting to thematic priorities when appropriate.

Relationships: Key relationships with Managing Director, members of the Executive Management Team and Directorate Management Teams, external advisers, and partnership working with other service providers and agencies including:

- Elected Members
- Trade unions
- Relevant professional bodies and networks
- Regional and local health and care organisations
- Regional and national local government bodies
- Regional and national agencies and departments of central government
- Public, private, voluntary and community sector partners
- Service users and carers

Accountable to: Executive Director - Adults and Communities

Accountable for: Adult Care Teams

General Contacts: Elected Members, Directors and other Assistant Directors, internal and external organisations, senior personnel within partnering organisations and the community and voluntary sector

Key duties and responsibilities:

1. To ensure adult protection procedures are consistently and appropriately implemented within the work of the service.
2. To ensure safeguarding is embedded across the service and the wider council so that people's safety is actively promoted and rigorously pursued.
3. To ensure a *one team* approach is adopted across all services through participation in the Directorate's Management Team and sharing responsibility for ensuring the wider success of the Council.
4. To secure the development of a holistic family approach in order to help young adults develop and work towards independence and to ensure the ageing population of the borough benefit from good services and reduce the impact of poverty.
5. To ensure that the service user and carer perspective is considered across all service activities, underpinned by robust mechanisms for feedback to be incorporated into the planning and delivery of services.
6. To ensure the effective management of Social Work teams across the Service and to ensure effective professional supervision is undertaken.
7. Establish effective joint practices with our health partners to facilitate effective and timely management of assessment for older people to be discharged from hospital.
8. To develop the Council's relationship with partnership agencies and the voluntary sector to ensure value for money services are available for residents.
9. To ensure adults with learning disabilities, mental health or sensory impairments are well supported and that the Council's responsibilities are discharged.
10. To ensure the effective management of Learning Disability and Older People's Centres within the borough and that services are targeted at the most vulnerable.
11. To ensure that the service's budget planning, expenditure and monitoring arrangements are robust and in accordance with the Council's standards and that financial resources are used to achieve high-quality, effective, and efficient services and provide value for money.
12. To develop a strong financial management culture across the service.
13. To lead, direct and motivate all staff in the achievement and co-ordination of the relevant policies, programme and statutory obligations as set out in business plans and ensure they are consistently met.
14. To put in place robust workforce support and planning arrangements including succession planning that builds resilience and capacity across the service.
15. To be part of the Authority's on call rota.

General/Corporate Responsibilities:

1. To undertake such duties as may be commensurate with the seniority of the post.
2. To ensure that the Council's corporate Health & Safety policy is followed, and training is undertaken in all pertinent health and safety procedures.
3. To partake in the Council's and Directorate's staff training and development policies as well as the Council's system of performance appraisal.
4. To treat all information gathered for the Council and Directorate, either electronically or manually, in a confidential manner.
5. All employees are required to demonstrate a commitment when carrying out their duties which promotes and values diversity and the equality of opportunity in relation to employees and service users which is in line with the Council's Equality & Diversity Policy.
6. To be responsible for identifying and managing all risks associated with the job role through effective application of internal controls and risk assessments to support the achievement of Corporate and Service objectives.
7. To ensure the highest standards of customer care are met at all times.
8. To ensure the principles of Value for Money in service delivery is fundamental in all aspects of involvement with internal and external customers.
9. To ensure that the highest standards of data quality are achieved and maintained for the collection, management, and use of data.
10. To positively promote the welfare of children, young people, and vulnerable adults and ensure that it is recognised that Safeguarding is everyone's responsibility; and to engage in appropriate training and development opportunities which enhance an individual's knowledge and skill in responding to children, young people and vulnerable adults who may be in need of safeguarding.

Last Updated: May 2022

Author: Patrick Rice

POST TITLE	GRADE
Assistant Director - Adult Care (Operations)	Chief Officer B

NOTE TO APPLICANTS

Whilst all points on the specification are important, those listed in the essential column are the key requirements. You should pay particular attention to those points and provide evidence of meeting them. Failure to do so may mean that you will not be invited for interview.

CRITERIA	NECESSARY REQUIREMENTS		* M.O.A.
	Essential	Desirable	
EXPERIENCE	<ul style="list-style-type: none"> • Significant experience of leading/managing at a senior level in a complex health/social care operational environment with significant budgetary responsibility. • Extensive experience of having led and successfully delivered a significant service improvement/change programme. • Significant experience of having managed under challenging and financial conditions with a strong record of delivering cost improvement and performance targets. • Considerable experience of having worked at a senior level in a political environment, skills in understanding and responding to different perspectives and taking a cross-organisational perspective. 		A, I, C
SKILLS AND ABILITIES	<ul style="list-style-type: none"> • Highly developed leadership skills. • Excellent project and change management skills. • Highly effective people management skills with evidence of having managed challenging human resources and employee relations issues. • High level communication and presentation skills. • High level of awareness of local and national strategies and policies relating to Adult Care. 		A, I, C

	<ul style="list-style-type: none"> • Excellent understanding of changes to commissioning and the impact on providers. • Robust working knowledge of key policies such as Adult Protection, Risk Management, Health and Safety, Disciplinary, Grievance and Attendance Management. • Ability to lead people through significant change. • To operate at a senior level within the Council and with external partners. • Evidenced results of setting and delivering a clear vision for the redirection of front line resources and services. 		
EDUCATION/ QUALIFICATIONS/ KNOWLEDGE	<ul style="list-style-type: none"> ▪ Educated to degree level with relevant social care qualification coupled with significant post qualification experience gained either in the public, private or voluntary sector. ▪ Extensive experience and delivery of strategic planning and service delivery, including statutory obligations within local or central government or private sector, with demonstrable and proven record of achievement in same. 	<ul style="list-style-type: none"> • Management qualification. 	A, I, C
OTHER REQUIREMENTS	<ul style="list-style-type: none"> • Flexible approach to work by responding to the needs of the services including, at times, requirements to work beyond normal working hours. • Commitment to own continuous personal and professional development. • Strong team player, committed to an ethos of continuous improvement. • Full Driving licence. 		A, I, C
COMMITMENT TO EQUAL OPPORTUNITIES	<ul style="list-style-type: none"> • Commitment to equal opportunities and the ability to recognise the needs of different service users. 	<ul style="list-style-type: none"> • Evidence of having completed training in equality and diversity awareness. 	A,I
COMMITMENT TO SERVICE DELIVERY/	<ul style="list-style-type: none"> • Commitment to provide a customer-focussed service. 	<ul style="list-style-type: none"> • Evidence of surpassing customer expectations or service targets / goals. 	A,I

CUSTOMER CARE			
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METHOD OF ASSESSMENT: (*M.O.A.)

A = APPLICATION FORM C = CERTIFICATE E = EXERCISE I = INTERVIEW P = PRESENTATION T = TEST AC = ASSESSMENT CENTRE
R = REFERENCE