

SLOUGH BOROUGH COUNCIL

JOB DESCRIPTION

JOB TITLE:	Head of Directly Provided Services
DIRECTORATE:	Community and Well Being
RESPONSIBLE TO:	Assistant Director Community and Adult Social Care
RESPONSIBLE FOR:	<p>The management of the teams/units/services:</p> <ul style="list-style-type: none">• Assistant Service Manager• Elliman & Langley Resource Centres• Speedwell Enterprises & Speedwell Opportunities Group• Priors Day Services• Respond Respite Care Unit• Supported Living Team.• Lavender Court Residential Unit• Phoenix House• The Pines• Intermediate Care Team• Internal Homecare and Support to Extra Care Housing

MAIN PURPOSE OF JOB:

- To provide leadership, direction and operational management of all directly provided in-house services with SBC Community and Adult Social Division
- To inform, shape and implement service change in line with local and national policy initiatives and imperatives
- To act as operational lead manager for all service redesign and strategic review
- To contribute to strategies and policies defined by relevant Partnership Boards, be responsible for delivery of implementation and improvement plans and ensure that there is effective monitoring of service performance in line with Care Quality Commission standards and outcomes as well as Best Value principles
- Manage and lead directly provided services, promoting quality, best practice and person centred care.
- To act as the key link and where necessary registered responsible individual with the Care Quality Commission for all regulated services
- To have oversight and leadership of safeguarding arrangements within service area ensuring it is fully compliant with all safeguarding responsibilities, accountabilities and processes

MAIN ACCOUNTABILITIES:

1. To manage the service group ensuring that all staff receive appropriate supervision, are appraised, trained, developed and are aware of and act within the law, regulations and policies of the Slough Borough Council, Berkshire Health Care Trust and East Berkshire PCT.
2. To prepare annual service/business plans for the group specifying targets, performance measures, quality standards and training needs which should be regularly monitored and reported upon in accordance with the Joint Health and Social Care Performance Management Framework.
3. To identify key issues affecting the service group and to contribute to the development of service strategies, plans and policies which are in accordance with the Slough Borough Council's Key Policy Priorities, the priorities of the Partnership Board, core national strategy initiatives and with appropriate Commissioning Plans.
4. To incorporate the work of the service group within the wider corporate agenda as defined by the Local Strategic Partnership in order to ensure that services provided are responsive to the needs of customers, are sensitive to ethnic, cultural and religious needs and those of disadvantaged groups; and are in accord with the directions set in the Performance Management Framework.
5. To manage delegated budgets (combined Health and Social Care budget) allocated to the service group ensuring that these are regularly monitored and reported upon to achieve budgetary limits and that the financial regulations and procedures of partner organisations are followed. To recommend any necessary actions to achieve best value.
6. To develop, promote and sustain effective internal and external working relationships, communications and practice that enable positive and collaborative approaches with customers, community group partner bodies, other agencies, elected members and staff.
7. To lead or manage projects allocated to the group ensuring that they are planned effectively to achieve outcomes and deadlines.
8. To undertake risk assessment and ensure the safety, health and welfare of visitors and users of the service. To adhere to procedures for health and safety of the Council and partner organisations, in relation to any properties and resources managed within the Group.
9. To work in liaison with the commissioning and quality standards groups in providing regular inputs on service needs, requirements and performance information. To deal with complaints and participate in investigations as necessary in accordance with procedures of partner organisations.
10. To promote within the group policies and good practice in relation to professional standards, team management, communication, appraisal and development so that IIP Standards can be achieved to manage staff to optimise their skills, contributions and outputs.

11. To assist in the identification, implementation and delivery of VFM efficiencies
12. To undertake additional duties as required commensurate with the level of the job.

Person Specification
Head of Directly Provided Services

			Essential/ Desirable
Experience	1.1	Substantial experience of Adult Social Care Services including experience as a first line manager in a health and or social care setting with a minimum of 5 years management experience	Essential
	1.2	A track record of success in service planning and management and in managing complex issues in relation to learning disability service delivery	Essential
	1.3	Understanding and experience of delivery of service in a multi-racial community	Essential
	1.4	Evidence of financial awareness and experience of managing and delivery of safe services in an environment of risk and limited resources.	Essential
	1.5	Budget management and procurement	Essential
Knowledge	2.1	Evidence of an understanding of what constitutes quality standards for adult social care services and the need for a multi-agency and corporate approach in delivering them	Essential
	2.2	Demonstrable ability to manage both direct budgets and budgets on behalf of partner organizations within set limits (circa £15M)	Essential
	2.3	Understanding of partnership working, protocols a processes.	Essential
	2.4	Priorities and policies of the Council, Berkshire Healthcare Trust and Eat Berkshire PCT.	Desirable
	2.5	Awareness of health and safety issues relating to service delivery.	Essential
	2.6	Awareness and commitment to the Council's equalities responsibilities and a commitment to equality of opportunities.	Essential

Competencies	3.1	Understanding and evidence of working in partnership within a complex, multi-disciplinary environment to achieve organisational goals	Essential
	3.2	Ability to demonstrate leadership and motivation skills	Essential
	3.3	Experience of managing complex issues relating to learning disability service delivery	Essential
	3.4	Experience of managing and delivering safe services in an environment of risk and limited resources	Essential
	3.5	Excellent verbal, written and presentation skills Commitment to involving users and carers in service development	Essential
	3.6	Ability to develop strategies and policies in relation to the service area and excellent project management skills	Essential
	3.7	Demonstrates success in service planning and in collaborative multi agency working.	Essential
	3.8	Implementing performance management frameworks including quality processes	Essential
	3.9	Developing and maintaining effective customer friendly services	Essential
Qualifications	4.1	Degree or equivalent qualification	Essential
	4.2	A relevant professional health or social care qualification	Essential
	4.3	Management qualification e.g. CMS or DMS	Desirable
	4.4	Evidence of continuing professional development	Essential