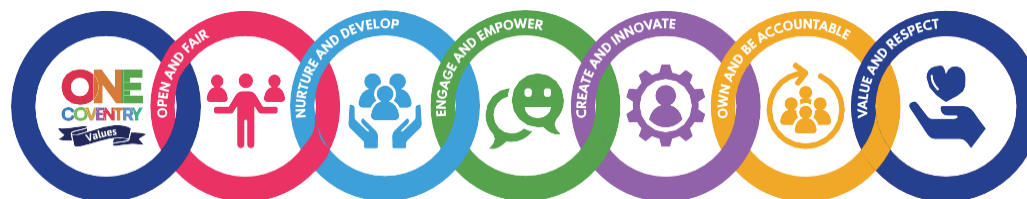


Job Description and Person Specification



Job Description

Job Title	Service Manager – Operational Development
Grade	10
Service	Business Systems and Continuous Improvement – Adult Social Care
Reports to	Head of Service – Business Systems and Continuous Improvement
Location	One Friargate
Job Evaluation Code	



About Coventry City Council

Who we are: At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

Our aim is simple – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

Our Values: We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:



About the Service your team will provide

Purpose of the role / Output

To provide effective leadership and management of services for adults in Coventry. This includes direct management of operational support functions and administration and management of services operating within multi-agency and community settings.

To efficiently and effectively lead and manage services, ensuring they meet relevant quality standards, are responsive, personalised, outcome focused, promote independence and enhance choice and control of people with care and support needs and carers.

To lead and contribute to the overall development of service provision in response to new government initiatives, guidance and legislation and to offer direct support to the management of the s75 agreements for Mental Health.

To establish effective links with programme delivery staff to ensure development initiatives are successfully operationalised.

Main Duties & Key Accountabilities

Core Knowledge

1. Establish, maintain and update operational policies for services within their area of responsibility and ensure their effective implementation.
2. Support the Head of Service in the strategic planning and development of services for adults and ensure that adults and carers participate in the policy and decision making processes.
3. To ensure that assessments are completed and services provided in accordance with the Care Act 2014, Mental Health Act 2007, and other relevant legislation and guidance, and within defined service standards.
4. To provide senior level leadership to staff working within the service that positively influences the development and operation of the service.
5. To be responsive and accountable for the effective management of staff, ensuring that services are responsive, flexible and to quality standards to meet the needs of people with care and support needs.
6. To be the lead link service manager with Commissioning and project management colleagues to realise improvements in services e.g. CQC, budget and performance management systems, Case Record Management Systems.
7. To promote and develop effective partnership working with a range of partners, particularly NHS commissioning and provider services, other statutory agencies and third sector organisations. Including the development of new service initiatives to improve local service delivery and outcomes for adults and carers. To ensure appropriate governance arrangements are in place within multi agency settings. This includes joint use of resources e.g. Better Care Fund, Improving Lives Programme.
8. To support services that promote independence, and which optimise choice and control.

9. Establish and maintain, with the delegated responsibilities, operational policies for Adult Social Care services in conjunction with relevant service managers within the Directorate and other agencies.
10. Responsibility for budgets, ensuring the services operate within established financial frameworks, and undertake full monitoring and reviewing processes.
11. Implementing information systems and the development and maintenance of budgetary control reporting systems, ensuring that appropriate records are kept to audit standards.
12. Responsible for the cost effective use of available resources to optimise service delivery and development.
13. Operate within a Performance Management Framework. Responsibility for operational planning and review processes. Working to the achievement of specified performance standards for the service, monitoring and reviewing qualitative and quantitative evidence of achievement and working to performance targets.
14. Operate within an Integrated system and support integrated work practices.
15. Responsible for the implementation of effective communication strategies and working relationships with people with care and support needs, internal and external users and stakeholders, including third sector organisations.
16. Responsible for the appropriate representation and promotion of services in public health and social care arena.
17. Responsibility for promoting user involvement within the service, e.g. providing accessible information to users about services available and gaining the views of users e.g. satisfaction surveys.
18. Develop and enhance the resources available to provide a flexible range of services which promote equality and are sensitive to the needs of individual adults (particularly those from diverse communities).
19. Direct and advise staff on the interpretation of their role and practice in accordance with their position and level of accountability, including advice on prioritisation, risk management and to delegate as appropriate in accordance with their responsibilities.
20. Responsibility for deployment of a range of staff from all backgrounds necessary to ensure the effective and efficient operation of their teams. Responsible for the development of recruitment and retention strategies for the service.
21. Accountable for managers, regarding the management of their teams, providing professional supervision and support to the managers and, if appropriate, other staff in accordance with the supervision policy and associated guidance. This will involve the active monitoring of supervision and case files and maintaining an overview of computer records.
22. Overall responsibility for the recruitment and development of the workforce including implementing and maintaining systems for staff recruitment, induction, probation, supervision, progression, training, appraisal, discipline, grievance, etc within guidelines / procedures.
23. Ensure effective communication is established and maintained within the service. Convene regular staff meetings, ensuring the briefing of staff is efficiently undertaken and that relevant policies and procedures are also effectively communicated.
24. Investigate complex complaints, disciplinary and grievance matters and contribute towards positive employee relations, taking advice from and advising service managers of issues in these areas as they arise.
25. Chair complex case conferences and reviews as required.
26. In conjunction with workforce development colleagues, manage training budgets and ensure staff training needs are identified and met in line with service priorities, central government standards and external value standards.
27. Manage positive employee relations within the service and be involved proactively in local discussions with Trade Unions when this is applicable.
28. Maintain a working knowledge of all relevant legislation, statutory instruments, codes of practice and policies and procedures, ensuring that these are adhered to and communicated within the post holder's areas of responsibilities.

General

29. Maintain confidentiality, security and integrity of information relating to patients, staff and other Health / Social Services business in accordance with the requirement of the Data Protection Act / GDPR.
30. Responsibility for own continued professional development, including maintaining registration with appropriate professional bodies.
31. Participate in the corporate appraisal scheme.
32. Undertake all mandatory training and attend external courses where identified as part of the individual appraisal.
33. Provide cover for colleagues and senior managers as appropriate.
34. Any other duties and responsibilities within the range of the salary grade.

Key relationships

External	Internal
Coventry and Warwickshire Partnership Trust University Hospital Coventry and Warwickshire Commissioned contractors and suppliers Warwickshire County Council Integrated Care Board	Business Systems Team Continuous Improvement Team Financial Operations Team Financial Assessments Team Adult Social Care Operations Teams Commissioning Team Insight Team

Standard information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Smoke Free

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

Training

The postholder must attend any training that is identified as mandatory to their role.

Responsible for:

Staff managed by postholder:

Mental Health Senior
Administrators

Person specification

Job Evaluation Code	
Knowledge	
National Government agenda and priorities for the NHS and Social Care	
The range of services available to people with care and support needs	
The principles and application of performance management	
The key issues involved in partnership and multi-disciplinary working	
Programme and project management and implementing change	
Administering and managing large scale Case Management Record Systems	
Skills and Abilities	
Advanced communication skills with all professional groups, senior managers, councillors/ non executives, public and people with care and support needs.	
Able to manage a range of staff, using management interventions to improve performance.	
Able to produce clear and concise reports and written communication	
Ability to analyse a range of services, HR and financial information.	
Ability to work under pressure, flexibly, able to prioritise and focus on goals.	
Negotiation with the Third Sector regarding commissioned services	
Able to develop and deliver services for diverse communities	
Experience	
At least three years management experience with health or social care services for adults / older people.	
Multi/ cross agency working at a management level.	
Interpreting complex budgets and of maintaining services while adhering to tight financial targets including presentation of complex financial and service information in a timely manner to support decision making and forward planning.	
Successfully provide leadership and managing change in service delivery to achieve improved outcomes.	
Working with private/ Third Sector providers and contracted services, including of working within a commissioning environment.	

Managing and successful completion of projects and programmes within the public sector.

Qualifications

Good general education to degree or equivalent standard with excellent numerical, verbal and written skills.

Evidence of personal development and commitment to learning e.g. through attainment of management qualification

Special Requirements

This post is exempted under the Rehabilitation of Offenders Act 1974 and as such appointment to this post will be conditional upon the receipt of a satisfactory response to a check of police records via Disclosure and Barring Service (DBS).

Date Created	June 2019	Date Reviewed	24.07.24
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