

Job Description and Person Specification

Role: Head of Operations and Safeguarding



Job Description

Job Title	Head of Operations and Safeguarding (post no 1037422)
Grade	AD2 £90,234 to £99,620
Service	Adult Care and Support
Reports to	Director of Care, Health and Housing
Location	Friargate (but flexible dependant on demands of the job)
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

This is a senior role within Adult Social and corporately with the Council, with delegated authority from the Director of Adult Services for the management of functional areas within the Directorate. Specific job purposes are:

1. To provide leadership and professional support to Adult Social Care, ensuring that statutory obligations and local targets are met on time and within budget.
2. The oversight and maintenance of high service and professional standards.
3. To manage resources effectively and in line with the principles of value for money.
4. To manage the provision of services in line with Council, Directorate and Service strategies, plans and policies along with compliance with relevant legislation.
5. Have delegated authority over functional areas of Adult Social Care, driving forward the service improvement, ensuring capacity in key areas to support service outcomes, in the context of local and national priorities.
6. To provide clear, visible and motivational leadership, communicating the vision and objectives, to create a high performance culture that drives continual improvement, efficiency savings and high levels of customer satisfaction, aligned to the strategic direction and customer focus of the Council.
7. To promote, develop and maintain effective partnership working and strategic alliances with internal and external stakeholders in order to achieve system wide improvement in health and care services
8. To take lead responsibility for ensuring operational activity and standards and safeguarding practice is robust and evidentially meets regulatory and legislative requirements.

Main Duties & Key Accountabilities

Core Knowledge

To provide effective leadership and management direction to services and teams to improve and assure practice and outcomes for adults and older people.

- To lead the strategic planning, implementation and evaluation of the services, in line with aims and objectives of the local health and care system, regulatory requirements, city council objectives, statutory requirements and other relevant strategies and plans.
- To work in partnership with other departments and external agencies to develop and provide services which meet the needs of Adults and Older People in Coventry and deliver the best possible outcomes for Adults, older people and their families and carers.
- To promote equality and anti-discriminatory practice, and to assure equality for both service users and staff.
- To ensure that the operational and safeguarding responsibilities of Adult Social Care including assessment, reviews and care and support planning, alongside our responsibilities for safeguarding are met and the service is 'inspection ready' as required.
- Together with the Director of Adult Social Care to work with, and support, Elected Members in identifying and delivering policies, priorities and resources for Adult Social Care.
- To manage the budgets associated with the role including community purchasing and staffing budgets, ensuring robust oversight, cost effectiveness and taking action to ensure budget expectations are met.
- To develop and encourage innovation and creativity in the design and delivery of Adult Social Care.
- To assure that the City Council exercises statutory powers with due care and attention ensuring the service complies with statutory legislation and guidance.
- To ensure the existence of a stable and resilient Adult Social Care workforce; addressing recruitment and retention challenges and the provision of learning and development frameworks and resources which inspire employees and ensure key objectives are achieved on time, to agreed standards and within the resources available.
- To work directly with Adults with care and support needs and their carers and families to make sure their views are listened to and inform service development or changes.
- To develop the most effective models for discharging the functions associated with Adult Social Care ensuring the best possible outcomes for adults with care and support needs and their families and carers.
- To work across the council and with other council services to ensure that as corporate body we are effectively supporting vulnerable people within the City.
- To lead and ensure the council's partnerships work effectively across the city in order to improve inequalities for adults with care and support needs that live in the city.
- To work with other local authorities, regulatory bodies and central government on areas of shared issues and areas of interest.
- Any other duties and responsibilities within the range of the grade of the role.

Key relationships

<p>External Coventry and Warwickshire Partnership Trust University Hospital Coventry and Warwickshire Integrated Care Board Warwickshire County Council West Midlands Police West Midlands Fire Service Voluntary and Third Sector Organisations Providers of Adult Social Care and Support People with Care and Support needs and their unpaid carers</p>	<p>Internal Internal teams and different levels of management within the organisation as required Elected Members</p>
--	--

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.

- To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions
- To cooperate with their line manager and senior management, to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required
- Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare
- To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements.

The post holder must comply with the Interagency procedures of the Safeguarding Boards and Coventry City Council’s policies for safeguarding children and safeguarding adults and in particular is required:-

- To ensure they are aware of the signs that may suggest a child or vulnerable adult is being abused or neglected
- To report to their manager, or other appropriate manager, any concerns they may have that suggest that a child or vulnerable adult may be being abused or neglected immediately

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:**

Head of Practice Development and Safeguarding

Head of Service (Partnership and Social Care Operations)

Head of Services (Localities and Social Care Operations)

Person specification

Job Evaluation Code	
Knowledge	
<ul style="list-style-type: none"> • Extensive knowledge and understanding of the major issues facing Adult Social Care, the health and care sector and Local Government in general 	
<ul style="list-style-type: none"> • Detailed knowledge of relevant legislation and national strategies, policies and frameworks 	
<ul style="list-style-type: none"> • A well-developed strategic perspective of Adult Social Care and its position within the wider health and care economy 	
<ul style="list-style-type: none"> • How to manage performance in a manner that raises standards and delivers service improvements 	
<ul style="list-style-type: none"> • Detailed knowledge of the regulatory and inspection requirements related to Adult Social Care and Support and how to evidence performance and prepare a service for these processes 	
<ul style="list-style-type: none"> • Strong financial awareness and understanding of the breadth of social care operations from first contact through the service provision, and service end and safeguarding 	
Experience	
<ul style="list-style-type: none"> • Successful delivery of ambitious transformational change 	
<ul style="list-style-type: none"> • Significant experience of senior leadership in Adult Social Care or a related field. 	
<ul style="list-style-type: none"> • Working successfully with partner organisations and Elected Members. 	
<ul style="list-style-type: none"> • A record of innovative achievements and joint working with partners and • Stakeholders 	
Qualifications	
<ul style="list-style-type: none"> • Postgraduate qualification in management or equivalent 	
<ul style="list-style-type: none"> • Evidence of ongoing professional development 	
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).
- This post holder will be expected to deputise for the Director of Adult Social Care and contribute to the provision of senior out of hours management cover

Date Created	31 July 2024	Date Reviewed	31 July 2024
---------------------	--------------	----------------------	--------------