



Coventry City Council

Job Description

Post:	Head of Service – Localities and Social Care Operations	Job Number:	
Service:	Adult Social Care	Post Number:	
Location:	One Friargate, Coventry	Grade:	SM1

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.

Job Purpose:

To hold lead responsibility for Adult Social Care to ensure the statutory responsibilities of the local authority for the Care Act, Mental Capacity Act, and other legislative functions and accountabilities are appropriately managed including joint responsibilities with Health partners.

To provide leadership, management and professional advice on all aspects of adult social care in the delivery of high quality support to improve outcomes for the people of Coventry.

To lead specific strategic areas of activity across Adult Social Care, specifically for ongoing care and support across Adults and Older People, end of life care, stroke and locality working.

To provide leadership and management of internally provided services for Adults including discharging responsibilities in respect of compliance with Care Quality Commission standards and regulation

Main Duties and Responsibilities:

1. Provide strategic leadership and operational responsibility for the delivery of social work and provider services for adults and older people with ongoing care and support needs on behalf of the local authority.
2. Provide strategic leadership and operational responsibility for a number of policy and practice areas across Adults and Older People including but not limited to, continuing health care, end of life care, stroke and locality working.
3. Responsible for working as part of the Adult Social Care management team to ensure effective management of demand of service and financial sustainability.
4. Inform strategy and policy development and lead implementation of strategy, policies and re-design to enable the local authority to fully implement all Government and council requirements for adult social care services.
5. Responsibility for establishing, monitoring and taking corrective action in respect of the performance of social care and occupational therapy services across all of Adult Social Care and be able to demonstrate the delivery of high quality adult social care in the city.

6. Responsible for leading the development of locality working for adult social care and support. This includes leadership for the development and use of community assets in delivering outcomes and meeting support requirements.
7. Responsible for working effectively with health partners to deliver coordinated and integrated services and ensure effective arrangements are in place regarding health and social care interfaces.
8. Responsible for working with Health partners to ensure effective delivery of support to service users across health and social care including the following:
 - Ensuring the effective management and delivery of Adult Social Care responsibilities relating to health system management including hospital discharge and admission avoidance
 - Delivery of integration with health through agreed work programmes including Better Care programme
 - Leading of Continuing Health Care and joint funding arrangements for Adult Social Care
 - Delivery of the City Council elements of resilience plans
9. To assume the role of Responsible Person with the Care Quality Commission ensuring that in-house adults social care provision is delivering to required regulatory frameworks and provide quality and value for money services for the people of Coventry.
10. Responsible for ensuring that Adult Social Care is managed and delivered in a manner that maximises independence and enables people to live as ordinary a life as possible and makes best use of the entire resources available including community and voluntary sector, family and informal carers.
11. Deputise for, and represent, the Director (Adult Social Care) including relevant decision making with regard to statutory responsibilities within this service area
12. Together with the Director, to work and support elected members in identifying and delivering policies, priorities and resources for Adult Social Care. To provide professional advice and recommendations about social work policy and practice
13. Delivering improvement across health and social care to deliver personalised support that enables people to be as independent as possible.
14. Responsible for ensuring culture change and practice improvement in line with national and local policy to achieve personalised support that enables people to be as independent as possible.
15. Ensure registration, career pathways and continuous professional development arrangements are in place for adult social care staff.
16. Ensure the statutory requirements of the local authority as relating to the delivery of Adult Social Care are met.

Responsibilities of all Heads to:

17. Act as a positive role model for staff within adult social care and across the City Council and partners, treating people with respect and challenging disrespectful behaviour.

18. Contribute to the planning, development and delivery of high quality social care and to lead in developing Adult Social Care best practice, taking account of new government initiatives, guidance and legislation.
 19. Contribute to the strategic development of Adult Social Care as a key member of the leadership team including strategic decision making, performance management and accountability frameworks of the service
 20. Assume lead responsibility for establishing, monitoring and reporting performance in accordance with the Adult Social Care performance framework, as determined by national and local objectives and statutory requirements, to demonstrate the delivery of high quality Adult Social Care in the city and responding to complaints and enquiries as appropriate.
 21. Provide effective professional leadership by ensuring that the values of the Council and the vision for Adult Social Care are embedded and practised within the designated area of responsibility and communicated through the personal conduct of the post holder.
 22. Develop and maintain effective relationships with senior managers in the Council and partner agencies, to ensure that the priorities of the designated area are considered in the planning and delivery of services to improve outcomes for people of Coventry.
 23. Build effective working relationships with elected members by responding to enquiries with accurate and timely information and through effective and concise reporting, both formal and informal.
 24. Lead on the implementation of change consulting with employees, trade union representatives and service users, carers and families as appropriate.
 25. Ensure the efficient and effective use of financial and human resources, demonstrating sound financial management to ensure cost effectiveness and value for money in a sustainable way for the designated area.
 26. Lead responsibility for Safeguarding in the designated area.
 27. Actively engage in reviews of and improvement of Adult Social Care in Coventry.
 28. Lead responsibility for effective risk management in the designated area.
 29. Responsible for the effective management of performance, development, conduct and concerns of employees in the designated area in accordance with Council policies.
 30. Responsible for the continuous improvement and efficiency of Adult Social Care.
 31. Promote and maintain robust communication networks with service users, family carers, and other organisations to ensure engagement, understanding and participation in the strategic direction of Adult Social Care.
 32. Ensure leadership, development and operation of the service delivery is in line with our strategic plan that builds an inclusive culture across the organisation and ensures diversity and inclusion is central in all that we do.
- Any other duties and responsibilities within the range of the salary grade.

The post holder must comply with Coventry City Council's health and safety policy and in particular is required:-

- 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.

Any further Health and Safety responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

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

Any further Safeguarding Board responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

Post holders will be accountable for carrying out all duties and responsibilities with due regard to the City Council's Workforce Diversity and Inclusion Policy.

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

Responsible for: Service Managers (Adult Social Care)

Responsible to: Director of Adult Social Care

Date Reviewed: April 2021

Updated: April 2021



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Person Specification

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Service:	Adult Social Care	Post Number:	
Location:	One Friargate, Coventry	Grade:	SM1

Area	Description
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Knowledge:	<ul style="list-style-type: none">• Significant knowledge of the personalisation and wider transformation agenda for Adult Social Care and the health agenda as it applies to adults
	<ul style="list-style-type: none">• Significant knowledge of legislation and the statutory framework in which services are delivered
	<ul style="list-style-type: none">• Significant understanding of how to develop trusting and productive relationships with individuals and groups, including health partners and third/independent sector and representative organisations
	<ul style="list-style-type: none">• Significant knowledge of community care, continuing care and safeguarding legislation and practice
	<ul style="list-style-type: none">• Significant knowledge of performance Management and service improvement agenda in health and social care
	<ul style="list-style-type: none">• Significant knowledge of governance and Best Practice relating to adult social care

Skills and Abilities:	<ul style="list-style-type: none">• Highly developed leadership skills with the ability to articulate a vision for delivery and to command loyalty and commitment to the vision
	<ul style="list-style-type: none">• Highly developed skills to work across partner organisations to deliver agreed objectives and improve outcomes for the people of Coventry
	<ul style="list-style-type: none">• Highly developed skill to develop plans and strategies, using a range of evidence and data
	<ul style="list-style-type: none">• Highly developed skill in managing large budgets for delivery and purchasing, effectively profiling spend and managing within resources
	<ul style="list-style-type: none">• Highly developed written and verbal communication skills with demonstrable ability to communicate with staff at all levels, elected members, users and carers, confidence in public speaking and in promoting initiatives
	<ul style="list-style-type: none">• Ability to use common ICT to extract and manipulate data, generate and understand management reports, analyse and present information.
	<ul style="list-style-type: none">• Highly developed ability to lead and manage development and change programmes for which the post holder has direct management accountability
	<ul style="list-style-type: none">• Highly developed negotiating skills with the ability to manage relationships with senior managers and staff from health and social care and trade unions.



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Experience:	<ul style="list-style-type: none"> • Successful management experience in adults social work teams
	<ul style="list-style-type: none"> • Successful work in multi-agency settings and with multi-disciplinary professionals to achieve change
	<ul style="list-style-type: none"> • Success in developing strategies across multi-agencies, establishing robust interfaces and efficient processes
	<ul style="list-style-type: none"> • Success in managing budgets within allocated resources
	<ul style="list-style-type: none"> • Policy analysis, development and implementation.
	<ul style="list-style-type: none"> • Successful experience of engaging citizens/customers/organisations and utilising learning/feedback and quality assurance effectively and meaningfully
	<ul style="list-style-type: none"> • Successful experience of partnership working across and within agencies and communities to achieve change
	<ul style="list-style-type: none"> • Successfully managing conflict to achieve outcomes
	<ul style="list-style-type: none"> • Success in developing and implementing performance management processes

Educational:	<ul style="list-style-type: none"> • DipSW, CQSW or equivalent Social Work Qualification
	<ul style="list-style-type: none"> • Ability to work at post-graduate level
	<ul style="list-style-type: none"> • Evidence of management training and/or qualification and/or participation in a recognised leadership programme
	<ul style="list-style-type: none"> • Demonstrate commitment to ongoing learning

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).
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Date Reviewed: April 2021

Updated: April 2021