

SERVICE DIRECTOR

Adult Social Care



Grade and Tier	Chief Officer – Band 4	Reference:	COF54
Reports to:	Strategic Director Adults Health & Communities	Job Type:	Strategic Leader

Role Purpose:

- Lead and manage the development and implementation of the Council's strategy for adult social care services working alongside the Service Director for Integrated Commissioning, key strategic partners and delegated services.
- Enable Strategic Directors to focus on driving the Council's overall objectives at a city, sub region, regional and national level.
- To ensure that people, resources, and budgets are managed effectively across our commissioned arrangements and that service users/carers receive a high-quality personalised service.
- To communicate the vision of the Council and motivate and influence others to acquire this.
- To provide assurance and governance over the performance and delivery of Adult Social Care and prepare the Local Authority for Care Quality Commission assessment of Adult Social Care and lead delivery of improvement priorities.

Member of federation consisting of the Adults Health & Communities, Children's Services and Public Health Directorates encouraging best use of resources, avoiding duplication and silo working and facilitating knowledge transfer across the senior team.

Statutory and Key Responsibilities/Accountabilities

- To ensure that all statutory functions in relation to Adult Social Care as specified in legislation including the Care Act 2014, Mental Capacity Act 2005 and Health and Social Care Act 2012 are discharged through the arrangements in place to safeguard the people of Plymouth, with their needs assessed and appropriate support available.
- To lead the range of in-house services to deliver care and support to those who need it.

Key Responsibilities

Corporate and organisational

- Act as the principal policy and professional advisor on Adult Social Care and provide specific subject matter expertise and advice to Directors, the Chief Executive and Members as required.
- Provide strong, visible leadership and direction through compelling communication of the Council's vision and values to own Department, Federation and wider where necessary.
- Representation and promotion of the Council across the city; regionally and nationally in relation to all matters concerning Adult Social Care and Wellbeing.
- Ensure own department delivers the policies set by elected members, ensuring all staff understand and act on the aims of the organisation, in order to meet the needs of the people of Plymouth.
- Embed climate change actions across the functions of the Adult Social Care team, contributing to core reductions in support of the Council's pledge to become carbon neutral by 2030.
- Respond to requests from elected members, scrutiny panels and service users groups; this may require the chairing of meetings and taking decisions at short notice.

Performance and Finance

- Take lead responsibility for the overall management of the Department, ensuring the Council's financial, human resources and other assets are planned, deployed and managed effectively to deliver the priorities.
- Ensure the department provides cost effective and efficient services for customers.
- Embed a positive, innovative culture, which responds effectively and efficiently to deliver an outstanding customer focused service with best-in-class policies and practices which respond continually to the changing internal and external environments.
- Oversee, authorise, verify and take decisions to manage the Adult Social Care budget against demand; prioritising work streams within the Council or with the providers delivering financial management of a service that is sensitive to market conditions.
- Evaluate local and national data and determine performance targets for areas of responsibility.

Customer and Communities

- Contribute to the development of programmes of local engagement and communication within the city with stakeholders and local communities designed to promote the work of the Council and own Department and deepen the Council's understanding of those it exists to serve.
- Create an environment and culture that empowers and requires employees to work collaboratively and effectively across the Department, with the Directorate/Federation, organisation and with partners.
- Leads and challenges own direct reports to create continuous improvement and service delivery that is innovative, customer focussed and effective in delivering the Council's agreed outcomes.

Partnerships and external relationships

- Develop and engage in mutually beneficial relationships with partners and, where appropriate, integration of service delivery, to successfully deliver expected outcomes and benefits for the City.

- Fulfil a proactive role at local, regional and if appropriate national level in promoting and advocating for the City and its communities to deliver improvements and opportunities for residents and businesses.
- Work across the Council and with partners to put in place strategies for the improvement of outcomes and performance for the community for health and social care, customer services and public perception of the Council through a defined approach to deliver high quality services that meet the needs of the community and clients.
- Promote and develop co-operative partnerships, including effective use and alignment of resources across the city. This includes developing business models to maximise the efficiency of functions across the Directorate and our partners.
- Build operational and strategic links with key external partners such as Health, Police, Probation and the Care Quality Commission

Governance

- Ensure the statutory duties of the Department are met in accordance with legislation, guidance and regulatory requirements.
- Ensure effective measures are in place to manage and mitigate risk to protect the liability of the Department (including civil contingencies).

Role Accountabilities	Role Outcomes
Corporate and Organisational • Lead the Adult Social Care and Retained Client teams • Build a consistent approach to leadership styles across the organisation to derive an empowered leadership culture. • Representation and promotion of the Council across the city; regionally and nationally in relation to all matters concerning Adult Social Care and Wellbeing. Performance and Finance • Management of people, services, resources and budgets (circa £70M) making decisions on structure and efficiency as required. Overseeing the budget for social care services, ensuring resources are allocated effectively. • Leadership of front-line operations ensuring quality, value, performance and direction in line with Governmental, Corporate, and Strategic targets • Monitoring and evaluating the quality and effectiveness of services, making improvements where necessary.	• Managers are provided with the right level of consistent advice and support and coached to deliver good people management practices. • There is a collaborative approach to managing Trade Union/professional association and other relationships relating to employment matters. • Adult Social Care has a long-term financial strategy and plan (MTFP) which is clear and actively communicated to Corporate Management Team, Members and the wider departmental workforce. The revenue and capital budgets are delivered within agreed tolerances.

- Ensuring that services meet regulatory standards and are compliant with relevant legislation. - Supporting the recruitment, training, and development of staff within the social care sector. Customer and Communities - Collaborating with service users, families, and other stakeholders to gather feedback and improve services. Partnerships and External Relationships - Development, support and, in areas leading strategic partnerships within the city, focused on improving the wellbeing of the citizens of Plymouth Governance - Overseeing PCC in-house Adult Social Care direct provision, ensuring such provision is safe, efficient and effective meeting all CQC regulatory requirements	ASC services make a demonstrable contribution to Plymouth being recognised as a safe place to live because of the services it delivers.
Essential Qualifications and Experience	Essential Skills and Behaviours
- Substantial knowledge of national and local Government contexts, strategic frameworks and legislation for the services under the posts direct management - Substantial experience of maintaining high safeguarding standards and practice for Adults and understanding of systems to protect vulnerable groups. - Strong record of the involvement of service users in the design and determination of services within the relevant sectors. - Substantial experience of leading and developing successful partnerships and cross disciplinary/multi-agency working at high level. - Leadership experience in a culture change environment. - Experience of deploying commercial and transformational acumen within medium or large organisations.	- Able to be a collaborative system leader across council with focus on culture change and transformational leadership. - Able to effectively manage and motivate a diverse team of employees, enabling them to deliver quality customer services. - Able to translate complex strategies into what is required to deliver cultural, organisational and technological improvements. - Able to work as part of a high-functioning non-silo'd Directorate Team - Able to translate vision, complex concepts, financial information, principles and practices into clear compelling organisational strategies and plans. - Business planning skills - including analysing demand, priorities, trends and predicting future customer needs.

• Experience of developing strategies and translating them into effective operational plans gained in a multi-disciplinary organisation. • Experience in working effectively and impartially with elected members/senior board/executive members and in supporting democratic decision-making processes. • A broad knowledge of public sector service delivery including direct delivery and commissioning of third-party contracts / SLAs. • Experience of engaging and involving communities to whom statutory or other services are provided. • Proven experience of commissioning/delivering services to achieve quality and value for money for customers. • Understanding of the principles of System Leadership. • Experience of using a range of change management and transformation methodologies to deliver impactful organisational change at pace. • Experience of working and succeeding in complex partnership arrangements. • Experience of leading a multidisciplinary workforce to drive performance and a successful culture. • Experience of working within and promoting a health and safety and safeguarding culture. • Demonstrable commitment and experience of celebrating and valuing diversity and addressing inequalities.	• Commercial acumen to be able to interpret and interrogate complex financial and other information. • Ability to think innovatively to identify income generation opportunities/income streams in own Department in line with Council vision. • Able to understand performance management systems and methods to drive continuous improvement for customers. • Ability to influence, coach and mentor others to improve and build a high-performance culture. • Authentic and effective communication skills. • Ability to challenge in a constructive manner, not afraid to tackle difficult behaviour and situations. • Stakeholder management skills within the public and private sector. Ability to develop and maintain effective dialogue and develop trust with stakeholders including other Service Directors, Directors, CMT, politicians and partners who provide of key public services, to protect and promote the best interests of the city. • Ability to deal with competing interests while maintaining effective working relationships and a productive work environment. • Advanced negotiation and influencing skills, with the ability to establish pragmatic solutions and agreed outcomes. • Political awareness and acumen. • Innovative and able to challenge traditional ways of doing things in a positive, constructive way.
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