

JOB DESCRIPTION



Position Details	
Position: Deputy Head of Service	
Grade: 13 (£69,151 to £73,937)	
Section: Adult and Communities	Service Area: Adults and Commissioning
Responsible To: Head of Adult Social Care and Commissioning	Responsible For: Direct report: 4 x Team Manager / Team Leads Indirect Reports: 6 X Assistant Team Leads (Torfaen) 4 x Senior Practitioners (BG) 60 + social workers (BGT) 2 Support workers (BG)
DBS Required: Enhanced DBS children and adults	
Job Evaluation ID:	Date Issued:

Job Purpose

Our federated councils believe in creating a future for Blaenau Gwent and Torfaen without inequality, where everyone thrives in a fair, inclusive, and resilient community. To achieve this, our aim as a Council is to create lasting change by building trust, fostering shared responsibility, and driving innovation through strong collaboration between the council, residents, and partners.

The Deputy Head of Adult Social Care plays a key leadership role in supporting the Council's transformation in line with vision of 'The Deal', mission statements aligned to the Marmot principles as well as joining our federation journey for delivering better outcomes for adults with care and support needs. The post – although hosted and employed by Torfaen CBC, provides senior operational and strategic leadership across both Blaenau Gwent and Torfaen social work services and supports the Head of Service to embed a preventative strengths-based, outcomes-focused model, drive continuous improvement and quality assurance, and maintain effective partnership working across the health and social care system.

Reporting to: Head of Adult Social Care and Commissioning

The Adult Social Care service has a key role in delivering this vision. Specifically, this role will be responsible for:

- Senior operational and strategic leadership of adult social work / care management
- Senior operational and strategic leadership of quality assurance Adult (over 18) social work processes across both Blaenau Gwent and Torfaen Councils
- Senior operational and strategic leadership of the four long term statutory locality teams across Blaenau Gwent and Torfaen.
- Development of Adult Social Care partnerships and shared work plans with health (ABUHB) including Place Based Care / Neighbourhood Care Networks (NCNs) and the Integrated Service Partnership Board (ISPB)

Principal Accountabilities and Responsibilities

- Provide senior operational and strategic leadership for specialist adult social work services, ensuring delivery of safe, effective, strengths-based and outcomes-focused practice.
- Accountable for the design, delivery and implementation of service transformation and continuous improvement, working with the Head of Service and senior management team to implement agreed priorities.
- Provide professional leadership to social work staff across adult services, including those within integrated community services including those delivered with Aneurin Bevan University Health Board.
- Drive quality assurance activity, ensuring effective performance monitoring, robust governance arrangements and evidence-led improvement across the federated service.
- Manage, control and be accountable for significant service budgets, ensuring resources are deployed effectively and in line with financial regulations and Council priorities.
- Line manage, supervise and support senior managers, promoting a culture of accountability, learning, wellbeing and high performance.

- Deputise for the Head of Adult Social Care as required, providing continuity of leadership and representation at internal and external meetings.
- Build and maintain effective working relationships with colleagues across the Council (including elected members) and with key partners across health and social care.
- Lead and promote partnership working and integration with Aneurin Bevan University Health Board and other statutory, independent and third sector partners.
- Champion the principles of co-production, ensuring the voices and outcomes of people with care and support needs inform service design and delivery.
- Ensure safeguarding responsibilities are effectively discharged and that practice and decision-making meet statutory duties, professional standards and local procedures.
- Communicate effectively and credibly with a wide range of stakeholders, including staff, partners and elected members, providing clear, timely and evidence-based advice.
- Lead and manage change effectively, ensuring staff engagement, appropriate risk management and a sustained focus on quality and outcomes.

Corporate Responsibilities:

1. Responsible, as a member of the Adult and Communities Directorate Leadership Team, to contribute to the strategic leadership of the Directorate, challenging, shaping and securing the achievement of key priorities and strategies.
2. Contribute to the Council's corporate planning, performance management, framework through the development; implementation and monitoring of Service and Business Plans to ensure key priorities and targets are achieved.
3. Robust resource and financial planning and management, supporting the delivery of the Medium-Term Financial Strategy and the Council's long term financial viability, while promoting a commercial approach to cost reduction and income generation, including maximising external funding sources.
4. Providing clear, strong and motivational leadership to employees and creating a high-performance culture that drives continuous improvement, efficiency and high levels of citizen satisfaction.
5. Championing a collaborative and corporate approach by providing effective leadership, and management for the Service and workforce.
6. Leading and managing performance against objectives through the development and implementation of effective performance management systems and performance coaching of staff.
7. Providing expert advice to Directorate Leadership Teams and building positive and respectful working relationships.
8. Effective leadership and delivery of service transformation and change in line with Directorate and Council priorities.

9. Effective leadership and management of risk, assurance and governance.
10. Making a positive contribution as appropriate to influence local and regional partnership and collaborative working, promoting Blaenau Gwent and ensuring the Council maximises the opportunities and benefits arising for service delivery.
11. Effectively managing relationships with multiple stakeholders to enhance the Council's performance, reputation and image.
12. Provide strong and visible leadership and act as a role model in developing high levels of motivation and development amongst staff, a culture of openness and the promotion of equal opportunities in all services, together with maintaining positive and progressive relations with employees and trade unions.
13. Demonstrate the Council's values and behavioural competencies, i.e. providing positive leadership, acting with openness, honesty and integrity and instilling a clear sense of direction, priority and pace.
14. To ensure that the principles of equality of opportunity are fully integrated and actively pursued within all areas of the Council's service provision and employment policies, practices and procedures.
15. To comply with the relevant sections of the Council's policy statements on Health, Safety and Welfare at Work and Safeguarding.
16. To undertake responsibilities and contribute as appropriate in the event of an emergency including during periods when the multi-agency arrangements are convened as part of the Local Resilience Forum.
17. To undertake any other duties commensurate with the role and represent the Head of Service as appropriate.

Resources/Equipment/Material

- Laptop
- Mobile phone
- Budget of approximately £30 million across Blaenau Gwent and Torfaen Councils

General

- To observe confidentiality in all aspects of work.
- To participate in the service area's supervision process and/or Corporate Appraisal process.

- To demonstrate a willingness to undertake training development and learning opportunities to improve skills.
- Comply with and support others to observe Health and Safety Act 2009 procedures and processes.
- To adhere to the terms of the Alternative Working Strategy should the post be eligible.
- To work within the Councils' policy and procedures in respect of equal opportunity, anti-discriminatory and anti-oppressive practices.
- To adhere to Data Protection principles whilst undertaking your duties and report data breaches to the data protection team at dpa@torfaen.gov.uk
- You are responsible for undertaking your duties in a manner which safeguards and promotes the welfare of children, young people and adults at risk. You must bring issues of concern regarding the safety and welfare of children, young people and adults at risk to the attention of the Designated Officer in your Service. You must raise any concern or allegation of abuse and neglect without delay.
- To accept that this job description may be periodically subject to review.
- To undertake any other duties and/or times of work as may be reasonably required of you, commensurate with your grade or general level of responsibility within the organisation, at your place of work or based in any other establishment.

PERSON SPECIFICATION



Position Title:	Date:
For office use only	
Shortlisted By:	
Name of Candidate:	Date:

Requirements	Selection Method		
	Essential or Desirable	Score	Tested at Interview and/or Application Form
Education/Qualifications/Knowledge			
Educated to degree level in a Social Work qualification	E		A
Equivalent professional Health / Social Care qualification including allied health professions, for example Nurse, OT or Physio.	D		A
Qualification in Management / Leadership.	E		A
Experience			
Substantial experience of working at a senior management level in a relevant public sector, health or social care organisation.	E		A
A proven track record of successfully managing, leading and developing a health and/or social care service.	E		A
Experience of establishing a performance culture and effectively monitoring performance standards.	E		A/I
Experience of implementing successful change within a social services, health or similar environment.	E		A/I
Experience of working across corporate and interagency boundaries.	E		I
Evidence of successful resource and financial management and monitoring, including resolution of conflicting	E		I

priorities, budget formulation and maximising available grants.			
Experience and understanding of key social care and health legislation, including the Social Services and Well-being (Wales) Act 2014, RISCA 2016 regulations, the Mental Capacity Act and legislation relating to DoLS/LPS.	E		A
Experience of leading a model of care and support delivery that promotes independence and outcome-based solutions for vulnerable adults.	D		I
Experience of leading regulated care services, for example care homes, domiciliary care or supported living.	D		I
Skills and Abilities			
Commitment to excellence in customer services.	E		I
Commitment to a culture that promotes diversity and prevents discrimination.	E		I
A strong corporate orientation. Sound financial management skills.	E		I
An ability to embrace and adopt Artificial Intelligence to support service delivery and customer experience.	E		I
An ability to embrace and adopt digital technologies to support service delivery and customer experience.	E		I
Excellent oral and written communication skills.	E		I
Possess current driving licence and have access to a vehicle for work purposes.	E		A
Personal Attributes			
Ability to provide inspirational leadership and act as a role model to others.	E		I
Ability to make informed decisions, work in partnership and lead change positively.	E		I

Possess a current driving licence and have access to a vehicle for work purposes.	E		A
Total Short Listing Score			

Please note you will need to meet the essential criterion to be invited for interview.

Score key: 0 = Not Met Criteria 1 = Fully Met Criteria