

## JOB DESCRIPTION

**Directorate:** Adult Social Services  
**Division:** Adult Social Services and Housing Solutions  
**Job title:** Head of Service – Integration and Service Development  
**Grade:** JM6  
**Reports to:** Strategic Head of Contracts and Commissioning



### 1. Job Purpose

To lead, manage and direct delivery of services for adults falling within the remit of the Adult Social Services Directorate and support our wider Corporate Plan priorities, particularly for Health and Wellbeing.

Develop partnership working with a range of organisations, particularly health partners, ensuring further integration of health and social care services and joint approaches which ensure most cost effective and good quality delivery models.

Contribute to the strategic leadership of the Adult Social Services Directorate acting as an active member of the Directorate Senior Leadership Team, as well as contributing to wider corporate leadership initiatives.

Contribute to the achievement of the council's overall aims, practices and policy objectives, including modelling the council's values and expected behaviours.

Accountable for the delivery of high quality, value for money services. Reducing unnecessary demand through leadership of our Maximising Independence and Wellbeing Transformation Programme and ensuring effective budgetary and performance management.

Responsible for safeguarding standards and quality assurance for across the council. Ensuring effective implementation of policies and procedures and that services are delivered in accordance with legislative requirements and council policies.

### 2. Statutory Responsibilities

Responsible for the delivery of statutory duties included within the Care Act 2014, Housing Act and Homeless Reduction Act.

### 3. Specific Accountabilities

- Ensure that the council meets its statutory obligations in relation to the quality and range of its housing and adults' care commissioning functions including the provision of effective policy and procedures to safeguard vulnerable adults.
- Direct and control the management of services and ensure sound financial management and monitoring of budgets including pooled budgets with health and forward budget preparations, and workforce development and training.
- Make an effective contribution to the Directorate Senior Leadership Team, ensuring the effective strategic planning of services, performance and budget management.
- Work effectively and constructively with the Principal Head of Commissioning, Partnerships and Housing Solutions and Assistant Director, Adult Social Services to ensure that the social care needs of residents are understood and reflect local needs.
- Responsible for safeguarding standards within the service area.

- Advise the Principal Head of Commissioning, Partnerships and Housing Solutions and Assistant Director, Adult Social Care where safeguarding standards fall short of the required requirements.
- Ensuring that the procedures for service delivery within the service area are properly maintained, reviewed and revised in accordance with legislation, regulation and council policies and ensure that they are fully complied with.
- Ensure effective working relationships are maintained with the health community i.e. North Somerset Community Health Provider, North Somerset Clinical Commissioning Group, Avon and Wiltshire Partnership (Mental Health) Trusts, other partner agencies and the voluntary sector.
- Ensure appropriate consultation and engagement is undertaken with service users, local communities and the voluntary sector.
- Develop business planning frameworks for the service area and proactively manage allocated budgets, secure levels of service and staffing resources match available funds.
- Develop and maintain good working relationships with other Directorates and other agencies to ensure appropriate consultation and agreements are made to support these strategies in support of the council's Corporate Plan priorities.
- Investigate complaints within the service area and comply with the Directorate and council-wide Complaints Procedures.
- Ensure that managers and staff are well managed, motivated and developed and supported to attain their full potential within agreed services aims and objective.
- Ensure timely and accurate advice is provided to Executive Members, Scrutiny Committees and other Members on all matters within the postholders remit.
- Prepare reports, written and verbal on any aspect of the Adult Social Care and Housing Solutions Directorate.
- Attend, where appropriate, convene and chair meetings and conferences. Participate in national, regional and local activities as appropriate, e.g. ADASS, CQC.
- Ensure effective management information systems and monitoring arrangements within the service area.
- Deputise for the Principal Head of Commissioning, Partnerships and Housing Solutions and Assistant Director of Adult Social Care as appropriate.
- Be aware of and understand the council's equality policies and ensure at all times that the duties of the post are carried out in accordance with these policies.
- To undertake any other duties commensurate with the grade of the post.

#### **4 Corporate and Personal Accountabilities**

To work with the Corporate Leadership Team as appropriate on council wide transformation programmes.

Contribute to corporate and council wide objectives and to be accountable for the delivery of corporate objectives relating to Adult Social Services.

#### **6. Dimensions**

As a member of the Directorate's Senior Leadership Team, having a shared responsibility for a gross revenue budget of approximately £70 million and approximately 600 employees.

North Somerset has a growing population and a higher number of older people than the national average and is having to meet statutory responsibilities for people with increasingly complex needs in a very challenging financial environment. Health partners are also experiencing similar challenges.

#### **7. Supervision and Work Planning**

The post holder will report to the Principal Head of Commissioning, Partnerships and Housing Solutions, who will provide support, guidance and direction.

The post holder will directly manage the following posts (subject to current consultation on the Directorate's structure), ensuring agreed work is completed on time and is in support of the council's overall aims and priorities:

- Management of ICES staff
- Management of Brokerage staff
- Management of Direct Payment staff
- Management of Court of Protection
- Management of Community Meals staff
- Management of TEC services and staff
- Management of Reablement Pathways
- Work Planning – link with Public Health
- Work Planning – Economic Development link

The post holder will convene regular management meetings to ensure that targets, objectives, projects and agreed work programmes are well communicated and being progressed.

The post holder will engage with other agencies e.g. health, private sector, voluntary sector, etc., and will convene and chair liaison meetings and project management meetings as part of the local authorities' overall objectives and joint arrangements.

Ensure that through recruitment, induction, staff development and training, that the service has an effective workforce capable of meeting its objectives and meeting statutory requirements.

#### **8. Job Context**

This post is a senior one in the Adult Social Services Directorate and a key post to assist the Principal Head of Commissioning, Partnerships and Housing Solutions, Director and Assistant Director in managing adult care services and managing the Directorate as a whole. The post holder has a key role in developing and supporting strategic partnerships with health and other key partners.

The post holder is a member of the Directorate Senior Leadership Team and works alongside other senior managers to promote, develop, co-ordinate and facilitate service and strategic planning, in the directorate and across council.

### **9. Scope for Impact**

The scope of this post impacts across the whole of Adult Social Services and Housing Solutions and influences the corporate activities that the council undertakes, including inter-agency planning with other major agencies e.g. health, and those working in the community e.g. voluntary and private sectors and other agencies. Many older and disabled vulnerable people live in the community and the services for which the Head of Service is responsible includes those services which are externally purchased and key to their personal safety and quality of life in the community.

The postholder will be expected to manage services within allocated budgets, securing levels of service and staffing resources that match available funds and taking early action to address any budget pressures.

### **10. Contacts**

Significant contact with all senior managers across the authority and external agencies.

The post holder will be expected to respond promptly to enquiries from the Principal Head of Commissioning, Partnerships and Housing Solutions, Director and Assistant Director, Directorate Leadership Team, elected Members and senior officers from other Directorates and agencies.

The post holder will have to develop good working contacts with Government agencies e.g. CQC, to ensure he/she keeps such agencies informed of development in North Somerset, prepared appropriately for inspection visits, etc.

### **11. General**

This job only contains the main duties relating to this post and does not describe in detail the tasks required to carry them out.

The postholder will be required to use his/her initiative in ensuring that the Council's Equal Opportunities Policies, where they have been developed, are implemented in relation to the work area.

Satisfactory enhanced DBS disclosure certificate (relevant applications and checks will be carried out before any job offer is confirmed).

To be aware of and understand the council's Equality Scheme and ensure at all times that the duties of the post are carried out in accordance with the policy.

### **12. Special Notes or Considerations (if applicable)**

Much of the work undertaken within the Directorate is of a highly confidential nature. The postholder must at all times maintain confidentiality and should be aware that, given the nature of the services provided by the Directorate they may on occasions be exposed to information that they may find upsetting.

Much of the work undertaken within the council is of a highly confidential nature. The postholder must at all times maintain confidentiality.

## PERSON SPECIFICATION

**Directorate:** Adult Social Services  
**Division:** Adult Social Services and Housing Solutions  
**Job title:** Head of Service



### Assessment Criteria

#### Qualifications

The postholder should have a significant, successful, track record of managing achievement at a high senior level in a multi-disciplinary organisation with significant senior leadership experience, normally demonstrated by several years in senior positions.

The postholder will demonstrate the ability to negotiate, manage teams and large scale and complex change effectively. Political awareness and sensitivity are essential requirements, as is the ability to initiate and manage.

The successful postholder would normally have a management qualification or be able to demonstrate the competencies required of such.

In addition:

- Relevant management experience in a social care or health context;
- Proven experience and ability to provide effective and innovative leadership in managing teams and budgets, motivating and empowering staff to effectively manage demand and modernise services and packages of care;
- An extensive knowledge of adult social care legislation and regulations to ensure that the Directorate's statutory obligations and accountabilities are met, and to provide advice to the Principal Head of Commissioning, Partnerships and Housing Solutions, Director and Assistant Director of Adult Social Care and Housing Solutions and to elected Members;
- Experience of successfully managing complex budgets;
- Experience of successfully working closely with elected Members, voluntary and other agencies and the wider community;
- The ability to demonstrate highly developed communication, diplomacy, advocacy and negotiating skills, including successful employee relations management;
- The ability to comprehend and react appropriately to complex and changing situations and keep the Principal Head of Commissioning, Partnerships and Housing Solutions, Director, Assistant Director and Members briefed appropriately;

#### Essential

- Recognised qualification (NQF level 6)
- Commissioning experience

#### Desirable

- Management qualification
- Relevant post graduate qualification

## **Work related experience and associated vocational training**

### **Essential**

- Experience of working in a management capacity in Local Government or related body.
- Managing multi-disciplinary professional areas.
- Proven experience of leading and managing complex, large scale projects.
- Experience of identifying, appraising and advising on relevant service opportunities.
- Track record of successful negotiations and advocacy in controversial and complex subject areas.

## **Other relevant experience**

### **Essential**

- Able to demonstrate the competencies set out in the job description.

## **Specialist knowledge**

### **Essential**

- A thorough understanding of the commissioning role and responsibilities.
- Awareness of key legislation and current proposals for change, insofar as they affect council services.

## **Job related skills**

### **Essential**

- Strategic thinking, self-motivation and ability to act decisively.
- Partnership working and persuasive skills.
- Experience of communicating at a high level through all mediums.
- Well-developed analytical and problem-solving skills.
- Able to provide and direct advice to guide policy making.

Satisfactory enhanced DBS disclosure certificate (relevant applications and checks will be carried out before any job offer is confirmed).