

Health and Social Care Services

- Roles within this family will be concerned with offering direct, critical or specialist support to ensure the well-being of Hertfordshire citizens, assuring their protection, safety and development. Roles in this family may be social work/care qualified or unqualified, and chiefly concerned with protecting the vulnerable in the community, improving quality of life and well-being. The key areas being adult social care, the elderly, the disabled and children.
- The job family will be made up of a large 'front line' workforce (and those leading them), as well as specialist and professional roles (and those leading them) engaged in the assessment, management, improvement and safeguarding of vulnerable people and families. Many of the roles will be highly visible and will undertake a great deal of multi-agency, collaborative work with partners across the wider public sector. The family will also include roles which support the provision of care by providing analysis, improvement, training, safeguarding and specialist support to direct people care providers.



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Level 12

Roles at this level autonomously manage complex caseloads in social care, health, and wellbeing to deliver complete solutions and expert advice in an area of specialism, contributing towards the delivery of overarching strategy and inputting into wider organisational and resident benefits. Roles at this level will be expected to undertake capacity-building with Hertfordshire residents, communities and user groups in order to contribute their views on service provision to commissioners.

Scope of Work

Role holders will be expected to work on complex or broad social care, health, and wellbeing cases with an expectation to supervise the work of more junior professionals within the same service, linked to a similar area of expertise. Role holders will need to know their way around a wide range of procedures and use these to fit each local situation as they arise. Although corporate frameworks, procedures and processes exist, there is a requirement to feedback on what works, what doesn't and what should be done in future to improve in the short- to medium-term. Communication skills will be required to provide advice and technical guidance within specific area of specialism, to manage streams of activities, and to use expertise in social, health and care services to deliver outputs, liaising with a number of stakeholders to deliver improvements and solutions to residents' needs.

Accountabilities/Responsibilities

- Undertake assessments packages and develop support plans, to ensure that management of health, care and wellbeing of residents is done in line with agreed service procedures and national legislation.
- Work with multiple stakeholders to deliver solutions in complex and broad cases, providing expertise and technical knowledge to support residents of Hertfordshire, as well as providing guidance to more junior members of staff.
- Represent the Council in multidisciplinary work with health, police and other colleagues, working collaboratively to ensure effective communication and information sharing to support decision making processes on specific cases, projects, or areas of work.
- Use advanced skills and knowledge within their area to assess, support planning and manage risks for residents, applying Council policy to support the team to manage risk appropriately.
- Decide and applies agreed standards to services, identifying improvements and developments locally, that can be influenced by best-in-class externally.

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Level 12 continued...

Accountabilities/Responsibilities continued...

- Build relationships with internal and external stakeholders/customers to deliver expert social, health and care services to residents of Hertfordshire.

Managerial

- Supervise or manages a medium-sized team to provide specialist social care, health, and wellbeing services to the residents of Hertfordshire.
- Cascading information on the corporate context so that organisational messages are understood in the team and disseminating best practices to help teams understand and enact changes and improvement.
- Manage allocated budgets and other resources (such as equipment or buildings) to deliver the agreed results.

Professional

- Provide specialist social, health and care services to particular area of the Council, often ensuring that they bring an external perspective to internal issues.

Skills, knowledge and experience

- Typically professionally qualified and/or relevant degree (or equivalent), plus substantial experience OR substantial vocational experience demonstrating development through involvement in a series of progressively demanding roles. Formal professional qualification (where relevant).
- Up to date and authoritative knowledge of the work practices, systems, processes and procedures relevant to the role, and able to apply this knowledge in new and varied circumstances.
- Detailed knowledge in area of social care, health, and wellbeing specialism including an understanding of broader issues and practices in the sector.



Skills, knowledge and experience continued...

- Experience in supervising the work of others, holding them to account on deliverables and results, and proven track record of planning and organising own work and the work of others in a small/medium team or unit.
- Organisation and political awareness, and the ability to understand the political implications for certain decisions and provide advice and guidance for political representatives.
- Ability to contribute to wider team or departmental budget planning through the provision financial activity analysis or budgeting related to own area of work.
- Able to identify and alert senior managers to any areas where agreed policies, procedures and systems may not be up-to-date or sufficient to protect the organisation from risk, particularly when dealing with families or residents.
- Excellent communication skills to deal with members of the community, providing specialist advice to residents in differing situations with empathy, and to communicate at different levels across the organisation.
- Ability to influence and provide specialist guidance and advice to others, including the ability to motivate others.