

MILTON KEYNES COUNCIL

ROLE PROFILE

Job title	Service Director - Adult Services		
Post number	tbc		
Directorate	People		
Accountable to	Corporate Director - People		
Grade	SD 2 £86,700 - £96,900		
Date	April 16		
JE Code:	JE1472	Competency level	5

Purpose of role (outline what, why and how)

As a member of the council's senior management team, working with external and internal partners, this role provides the strategic leadership and operational management of adult social care services. These services must be of high quality, in line with national and local policy, relevant legislation and best practice and deliver the best outcomes for adults with social care need, whilst meeting the agreed financial and service performance targets.

This work includes playing a key role in relation to setting the direction for the commissioning and development of social care services and the integration of health and social care services. Partnership working is fundamental to this role in order to continue to deliver improvements for the citizens of Milton Keynes.

Key objectives (list what outcomes are essential)

1	Lead services to ensure continuous improvement, by meeting both relevant health and adult social care national and local performance targets and by setting and meeting service improvement targets, to provide early intervention and targeted and specialist services for adults.
2	Prepare, monitor and control adult social care service and relevant health budgets, to ensure that financial targets are met and systems are in place to identify pressure areas and respond appropriately.
3	Through key partners, build relationships to ensure collaborative/partnership working to deliver services that promote independence, reablement, wellbeing and choice for customers.

4	Ensure that, through collaborative working with children's services, service users experience an effective transition from children's to adult's services.
5	Work with the senior lead for commissioning to ensure that service priorities are agreed across the health and social care economy and that service specifications and the monitoring of outputs and outcomes optimise the delivery of a high standard of adult social care services.
6	Ensure that the safeguarding of vulnerable adults is consistently embedded across all adult social care services, and partner organisations are engaged with, and supported to jointly deliver the objectives of the Safeguarding Adult Safeguarding Board (SAB).
7	Take a lead role in supporting the DASS in the delivery of local authority social services functions listed in Schedule 1 of the Local Authority Social Services Act 1970 (as amended) by ensuring that all statutory requirements within adult social care are met.
8	Develop and build strong and productive relationships with councillors of all groups and to ensure that councillors are offered timely high quality professional advice and guidance.
9	The directorate leadership role and corporate leadership role is fulfilled as a member of the senior leadership team.

Main accountabilities

In fulfilling the objectives of the post, the post holder is accountable for the following services and/or corporate functions:

1	Older peoples and physical disabilities services
2	Intermediate care services (integrated service - in partnership with health)
3	Older peoples housing and support services
4	Learning disability services (integrated service- in partnership with health)
5	Mental health services
6	Adult safeguarding
7	Accountable person for all council adult social care CQC registered services

Scope

This is a key role in the delivery of statutory services which demands a professional approach to leadership and guidance to a group of managers delivering a wide range of complex and diverse services, in partnership with health to a rapidly rising population with increasingly complex care needs.

Key relationships with NHS and civil society leaders are essential and the use of influencing skills, as well as an ability to clearly articulate an ambition for continuous service improvements. The ability to understand and work within the ever changing climate and environments within public service organisations is critical and the role holder will demonstrate visible leadership, direction, and drive not only across the services they are responsible for but in the wider health and social care economy.

People

The role requires the post holder to give clear management direction to a workforce of approximately 700 colleagues through a group of five to ten direct report managers, who have a variety of professional backgrounds from health and social care. This role requires building strong working relationships with both health and social care, HR, finance and joint commissioning to ensure that the service works within the agreed budgets and agreed policies and procedures.

This role requires significant complex management of staff working in very diverse areas ranging from, for example integrated health and social care community teams, day services, social work teams, sheltered schemes, extra care schemes, intermediate care services, community alarm, mental health older people, physical and learning disability services.

The role also requires the setting of direction for the commissioning of adult social care services and also an oversight and influential role in ensuring appropriate implementation of commissioning intentions.

Financial

The role has responsibility for the largest single budget within the council of approximately £60M. These budgets are subject to unpredictable demand patterns and costs and therefore a high level of skill is required in both forecasting in-year and in the setting of the medium term financial plan for social care.

Corporate Leadership Role

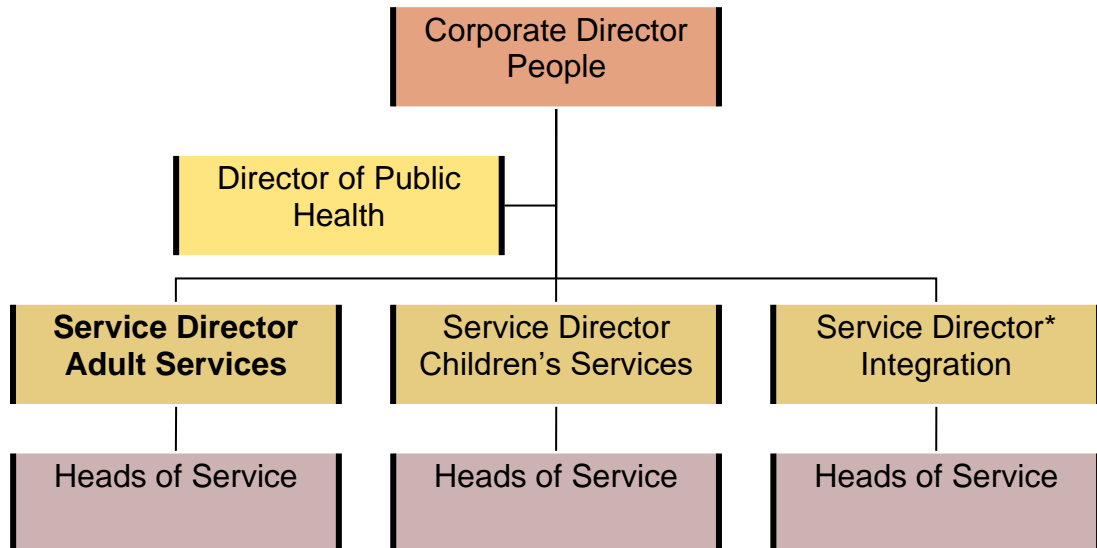
As members of the Council's senior leadership team, Service Directors have collaborative and individual responsibilities to be fulfilled in a 'one council' context.

The key elements are:

1	Collective and strategic responsibility for working with the Chief Executive, the Corporate Leadership Team, other senior managers, the Cabinet, other elected members and external partners to improve outcomes in line with the Council's corporate priorities.
2	Active engagement with transformation and change programmes to shape the organisation as it evolves; constantly scanning the environment for opportunities to embed the 'one council' approach and identifying effective strategies to challenge resistance.
3	Individual accountability to the Corporate Leadership Team for service group performance including the delivery of service plan objectives, revenue and capital projects, budgets, human resource management, business continuity, and risk management.
4	Application of corporate systems, frameworks and relevant statutory requirements to meet agreed standards for managing people, budgets, services, programmes and projects, health and safety, risk, and fulfilment of all the requirements of the senior manager role in Milton Keynes Council.
5	Lead, manage and develop effective relationships with contractors and partners, ensuring the Council's outcome requirements are clearly specified, delivery is monitored and managed, and performance standards met.
6	Commit to and model for other employees the Council's commitment to safeguarding and promoting the welfare of children and vulnerable adults. Follow the Council's safeguarding policies and procedures and behave appropriately towards children and vulnerable adults at all times, both in work and in their personal lives.
7	Ensure the service group meets corporate equalities requirements; promoting the Council's equalities and diversity policies within the organisation, with partners and in all aspects of the role; ensuring that the services provided by Milton Keynes Council meet the needs of its diverse population and customer base.
8	Contribute to meeting the Council's emergency planning responsibilities.
9	Adopt sustainable working practices and targets both in terms of how services are delivered but also in respect of the way in which the organisation consumes materials and energy.
10	Engage with the development of the Council's approach to Public Access; strengthen and continuously improve the way we inform, interact with and make services accessible to the community; facilitate and embed an effective customer service culture across the whole organisation.

Job Context

Refer to organisation chart/s for the role that shows level and context of job.



* This appointment is planned to be made in partnership with the CCG but is subject to final agreement.

PERSON SPECIFICATION

The method of assessment during recruitment processes will be via application form, interview, testing, and reference.

Experience and Knowledge

- A solid understanding of the relevant legal, commercial, political, operational and social community aspects of a similar diverse and complex environment. Previous experience of being the lead social work professional within an authority.
- Detailed understanding of the legislative frameworks and statutory requirements relating to adult social care services and the technical knowledge of the requirements of the health service.
- Proven track record of success in health and social care provision.
- Experience and knowledge of the relevant regulatory frameworks and requirements in the social outcomes performance agenda.
- Practical evidence of developing and maintaining good working relationships with a wide range of customers/stakeholders, developing a positive personal and organisational profile and building partnerships
- Evidence of high level management achievement and/or training.
- Track record of leading transformational change in a complex organisational environment.
- Track record of leadership and development of high performing teams.
- Extensive experience of strategic planning and service delivery within local or central government, with demonstrable and proven record of achievement in same.
- Experience of developing and implementing planning, commissioning and performance frameworks in a multi-disciplinary and partnership environment.
- Experience of having worked at a senior level in a political environment, skills in understanding and responding to different perspectives and taking a cross-organisational perspective.
- High level written and oral communication skills.
- Demonstrable commitment to equality and diversity issues in both service provision and employment practices.
- Demonstrable achievement in successfully managing budgets in a demanding public arena against high levels of demand.

To underpin this experience and knowledge, the role holder must:

- Be educated to degree-level or have equivalent experience in a relevant subject
- Have a professional social work qualification
- Be able to evidence continuous professional development

Other requirements

- This is a politically restricted post
- This post is exempt from the provisions of the Rehabilitation of Offenders Act 1974. A satisfactory Disclosure and Barring Service Declaration check will be required prior to appointment