

ROLE PROFILE

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| Job title | Group Head - Adult Services |
| JE Code: | JE1977 |
| Grade: | O |
| Accountable to | Director of Adult Service |
| Competency Level: | 4 |
| Date: | July 2019 |

Purpose of Role

As a member of the council's senior leadership team and 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 needs, whilst meeting the agreed financial and service performance targets.

The role holder reports to the Director of Adult Social Services (DASS) for Milton Keynes Council and as such is accountable for the delivery of social services, including:

- Assessing need and ensuring availability and delivery of a full range of adult services
- Professional leadership for complex case management and the delivery of safe and effective support to the most vulnerable people in Milton Keynes
- Leading the implementation of standards in statutory social care delivery
- Leading partnership work across the Milton Keynes Health and Social care system

Key objectives

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| 1 | Lead statutory 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. |

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| 3 | With key partners, build relationships to ensure collaborative/partnership working to deliver services that promote independence, reablement, wellbeing and choice for people who use social care services. |
| 4 | Work with senior leaders across the council to deliver the Council Plan and improve outcomes for people and ensure value for money. |
| 5 | Work collaboratively with children's services to ensure service users experience effective transitions. |
| 6 | Ensure that the safeguarding of vulnerable adults is consistently embedded across all adult social care services, and partner organisations are engaged with this agenda. |
| 7 | Support the DASS in ensuring the delivery of the 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. |

Main Accountabilities

In fulfilling the objectives of the post, the post holder is accountable through the DASS for the delivery of social services including:

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| 1 | Learning Disability Services Community Team for Adults with a Learning Disability (CTALD) which is a joint service delivered under Section 75 with the NHS. |
| 2 | Mental Health and Autism Services including Out of Hours and the Approved Mental Health Professional (AMHP) Service- all age |
| 3 | Physical Disability services – working age adults |
| 4 | Hospital Discharge |
| 5 | Access into social care |
| 6 | Social work services for Older People |
| 7 | Safeguarding Adults |
| 8 | Deprivation of Liberty Safeguards (DoLS) |

The post holder will support the DASS as the council's chief advisor to the Council on all areas the Adult Social Care, ensuring the council meets its statutory obligations to adults in need of care and support.

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 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.

To be fully accountable for the effective planning, organising, delivery and continuous improvement and efficiency of the service area, its resources and allocated budgets, through service delivery, efficiency and improvement plans as required. Services must be driven by quality and customer focus and be determined by the needs of the people and different communities of the borough.

People

The role requires the post holder to give clear management direction to a workforce of approximately 150+ colleagues through a group of Head of Services and Team Managers who have a variety of professional backgrounds from health and social care. The workforce includes staff members employed by the NHS but managed by adult services in the integrated service areas. The adult services workforce includes social work professionals, occupational therapy, Approved Mental Health Act Professionals (AMHP), nurses, psychology, psychiatry, and speech and language therapy and support staff.

This role requires building strong working relationships with both health and social care, HR, finance and 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, social work teams, safeguarding, older people, physical and learning disability services.

The role also requires working with the Group Head of Social care commissioning to set the direction for the commissioning of adult social care services, contract monitoring and quality assurance.

Financial

The role has responsibility through the two Head of Services for a budget of £36m expenditure consisting of demand and income led budgets. With the DASS the post holder ensures that resources management and financial management are central to strategic decision making. Services are delivered efficiently and effectively, ensuring there are sufficient available to discharge the Directorate's statutory functions in line with published priorities, performance standards and budget requirements.

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.

THE SEVEN COMPETENCY LEVELS RELEVANT TO THIS ROLE

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| Customer focus | <ul style="list-style-type: none">✓ Creates an organisation-wide culture of outstanding customer service✓ Reviews current and future customer trends and requirements to inform Council decisions✓ Allocates resources to meet customer needs |
| Communicating and engaging | <ul style="list-style-type: none">✓ Visible and regularly engages and communicates consistently with staff and stakeholders✓ Tailors messages to the audience and listens and acts on feedback✓ Reinforces messages to enhance understanding |
| Managing resources and risk | <ul style="list-style-type: none">✓ Sets direction, identifying key outcomes and determining optimum means to deliver services✓ Leads innovation and strategically commissions services for long term needs✓ Allocates resources to meet key priorities and build future resilience and succession |
| Organising and improving performance | <ul style="list-style-type: none">✓ Engages all stakeholders to create bold long term strategic plans for the citizens of MK✓ Establishes clear success criteria, reviewing progress and evaluating outcomes regularly and rigorously✓ Creates agile organisation resourced and able to respond quickly to change |
| Taking responsibility | <ul style="list-style-type: none">✓ Makes things happen and is accountable for the performance of the Council and personal responsibilities✓ Works corporately and stops actions that are not adding value✓ Establishes appropriate systems of scrutiny, review and monitoring and acts on findings |
| Team player | <ul style="list-style-type: none">✓ Always accessible and works with stakeholders across the region to get the best outcomes for MK✓ Creates an environment for people to collaborate, share knowledge, innovate and work across boundaries✓ Provides leadership to create wider partnerships |
| Excellent leadership | <ul style="list-style-type: none">✓ Provides inspiring, confident leadership and support to others and importance of work/life balance✓ Works with the current and emerging big picture in mind at all times✓ Articulates the future vision of MKC clearly, confidently and consistently |

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 significant senior experience of being a lead health and social care professional within an authority or similar environment.
- 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 and inspection frameworks and requirements.
- 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.
- 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.
- Ability to think critically and analytically to draw sound conclusions on the basis of complex data.

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 relevant professional qualification
- Be able to evidence continuous professional development.
- Proven track record of success in a front-line service delivery environment.
- Experience and delivery of strategic planning and service delivery, including statutory obligations within local or central government or private sector, with demonstrable and proven record of achievement in same.

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
- Able to travel to meet service delivery requirements
- Available to undertake work outside of normal working hours

Structure Chart

