

Role profile

Assistant Director Adult Services

Our values:

We are dedicated, respectful, collaborative. We are Milton Keynes City Council.

Service	Adult Services
Reports to	Director Adult Services
Job family	Strategic Leadership
Grade	O
Political restricted?	Y
DBS required?	Y / enhanced
Date	May 2024
JE Code	JE2628

The post holder reports to the Director of Adult Social Services (DASS) for Milton Keynes City Council and is accountable for the delivery, quality, and performance of social care services. As a member of the Council's Senior Leadership Team, they will work with external and internal partners, providing strategic leadership, operational oversight and management of Adult Social Care services.

The scope of this role includes:

- Social Work Services for Adults (all age)
- Access into social care
- Hospital Discharge
- Safeguarding Adults
- Deprivation of Liberty Safeguards (DoLS)
- Quality and Performance

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

Key deliverables

1	Providing strategic leadership, operational oversight and management of Adult Social Care Services, and holding a staffing and care budget in the region of £66 million.
2	Oversee a diverse workforce of 156+ colleagues, providing clear direction to Head of Service and Team Managers from various professional backgrounds.
3	Professional leadership for complex case management and the delivery of safe and effective support to the most vulnerable people in Milton Keynes.

4	Work with the Assistant Director of Commissioning to set the direction for commissioning adult social care services, monitoring contracts and ensuring quality assurance.
5	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.
6	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.
7	Lead partnership work across the Milton Keynes Health and Social Care system. Build relationships to ensure collaborative/partnership working to deliver services that promote independence, reablement, wellbeing and choice for people who use social care services.
8	Work with Senior Leaders across the Council to deliver the Council Plan, improve outcomes for people, and ensure value for money.
9	Ensure that the safeguarding policies and procedures are consistently embedded across all Adult Services and partner organisations are engaged with this agenda.
10	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.

Assistant Director roles are expected to make a wider contribution to the City Council – demonstrated by their corporate impact and external influence. The post holder will lead and shape a range of complex projects, which have significant and reaching implications for the authority and stakeholder. Assistant Directors should be capable of taking on additional service responsibilities and be able to deputise for their director when required.

Within reason these key deliverables may evolve to meet service need and it is expected that the post holder will be flexible and adaptable in their delivery to meet both service and city council wide needs.

Essential requirements Key skills, expertise, and qualifications

1	Extensive experience and proven track record at Senior Management Level of successfully developing and delivering Adult Social Care Services, including collaboration with partners, in a complex stakeholder environment (either in Local Government or other large and complex organisations).
2	Educated to degree level in a relevant subject, holding a professional qualification, and demonstrating continuous professional development in a front-line service delivery setting.
3	Experience of driving performance management using appropriate quality and management methods and models, to deliver efficient and effective services including readiness for the Care Quality Commission's assurance.

4	A solid understanding of legal, commercial, political, and operational aspects of complex environments, with significant senior experience in health and social care leadership.
5	In-depth knowledge of legislative frameworks, statutory requirements in Adult Social Care, and health service regulations.
6	Proven history in successfully providing health and social care services, managing budgets, and leading transformational change within organisations.
7	Experience in strategic planning, service delivery, and commissioning frameworks in partnership environments, with a commitment to equality and diversity.

Job family

Strategic Leadership (Grade O)

Colleague expectations

- Be professional at all times
- Work together for the good of the team, city council and local people
- Promote a supportive culture
- Challenge assumptions
- Take ownership
- Be willing to change and do things differently
- Always work in a safe manner

Manager expectations

- Be a role model by displaying positive behaviours at all times
- Make well-considered decisions
- Support, coach, and communicate with my team
- Be accountable for my team's performance

The essential characteristic of strategic leadership jobs is that they bear responsibility for the planning and development of the city council's approach to its statutory and elective aims, maximising efficiency, value for money and the quality of service delivery across entire operating functions.

This element of the profile, taken from the job family descriptor for this grade, provides a general understanding of the level of work and demands required.

Role characteristics

At this level roles are Group Heads and are very substantial management posts that cover a group of services which may be provided across more than one employer. They are responsible for a number of service streams and their attendant policy, risk management and leadership initiatives.

The knowledge and skills required

Job holders require advanced theoretical knowledge to make appropriate judgements and decisions at this level. In addition, job holders will maintain ongoing professional development and have a thorough understanding of external legislative and societal change, as well as a deep understanding of the city council's operational structures which both support and depend upon the job holder's actions and advice. Roles will be professional experts, providing expert leadership across a number of services.

Thinking, planning and communication

Job holders will use their professional expertise to deal with highly complex, pressing issues including change initiatives and risk management across an entire directorate. They will also look well ahead and take a long-term, strategic view of their project and service delivery objectives

over several years into the future, shaping several service's composition, approach and operating procedures in accordance with wider goals mandated by corporate management.

The information exchanged at this level will be routinely complex, contentious in nature and/or highly significant to the city council's reputation. Job holders will have additional demands placed upon them by the need to persuade others to adopt courses of action they may not otherwise wish to take, based on evidence-based and reasoned argument. This will occur in written interactions but can also be the case in face to face verbal exchanges where job holders will advocate the council's position in response to opposing opinion in a formal or informal setting.

Decision making and innovation

The limitations to job holders' decision making will be only the broad policy and practice guidelines that exist at both a corporate and even national/professional level. At this level of autonomy, job holders will be the final arbiter of many escalated technical and professional disputes and problems. They will report to a Group Head and will devise and implement strategic plans and policy in relation to several service areas.

Areas of responsibility

With a diverse range of jobs being represented at this level, the precise blend of responsibilities for which the job holder is accountable will depend upon the service in which they operate.

Roles will focus on the needs of external service users or partners and will be responsible for critical day to day decisions with legal, reputational dimensions and the development of directorate level policy and functional procedures.

In addition, such roles are likely to have very high levels of responsibility for such elements as finance (very substantial budget management), information assets (city council-wide systems) or premises (of extremely high value and critical operational importance).

Job holders will have full line management responsibility over several service areas, each with their own full management structure and featuring highly diverse specialties and employee profiles.

Impacts and demands

The combination of both tactical and strategic matters that job holders deal with means that roles are inherently very complex, demanding of particularly lengthy periods of concentrated mental attention. Job holders will manage very high levels of work-related pressure from deadlines, interruptions or conflicting demands.

At this level, tasks and duties will generally be carried out in a sedentary position but there will always be a requirement for standing and walking from time to time, and the occasional need to lift or carry items.

Job holders will not be required to develop and maintain working relationships with people who, through their circumstances or behaviour, place particular emotional demands on the job holder.

Job holders at this level will find themselves very occasionally exposed to some disagreeable, unpleasant or hazardous working conditions.