


Job Description			
Title	Service Group	Post Ref	
Service Director – Community Social Work and Therapy	Adult Social Care and Health		
<p>Job Purpose</p> <p>Provide strategic leadership and operational direction of an Adult Social Care service within a geographic area or countywide, to ensure effective delivery of services, using an understanding of the changing demographic profile of adults and how to manage increasingly complex demand within an extremely challenging financial environment.</p> <p>Engage with and develop effective partnerships within the local health and social care economy to maximise opportunities to enable adults to live independently and exercise choice and control over their lives.</p> <p>Develop, manage, and improve services that meet corporate and departmental objectives whilst delivering high quality outcomes to people who use services, their carers and the wider population.</p>			
<p>Key Responsibilities</p> <ol style="list-style-type: none"> 1. As a member of the departmental leadership team, providing overall leadership on aspects of departmental strategy and policy implementation together with collective responsibility for departmental performance and quality. 2. To develop and implement Service Plans ensuring the identification of projects and initiatives to continue the improvement of the services to meet changing operating environments. 3. Ensuring high quality service delivery through robust support and supervision of Group Managers. 4. To oversee a suite of services to ensure that they operate within defined parameters and take timely action if they move outside set tolerances 5. Lead the integration of health and social care services including the delivery of strategic planning frameworks, commissioning, procurement, integrated 		<p>Key Accountabilities</p> <ol style="list-style-type: none"> 1. As part of the corporate extended leadership team, contributing to the transformation of the County Council including the delivery of the Strategic Plan and the departmental strategy. 2. The content of Service Plans. 3. The effective and efficient commissioning of services fully utilising support functions and identifying opportunities to improve the efficiency of operations. 4. Timely and appropriate intervention in off – target services. 5. To ensure that services supervised deliver value 	

service delivery and communications and engagement.

6. Lead on the integration of services with local health and district council services including the delivery of agreed strategic priorities.
7. Developing and maintaining high quality relationships with elected members to ensure the strategic direction of the council is delivered and the council's reputation is upheld.
8. Delivering and commissioning services within the agreed budget for the service area, maintaining robust financial management, budget monitoring and forecasting.
9. Involvement in strategic planning and delivery forums across the council and with partner organisations.
10. Performance management of the service area including responsibility for quality, practice and system improvement.
11. Ensure local authority responsibilities are carried out in relation to community care legislation and policy.
12. To discharge the Council's requirements for Safeguarding Adults under the Local Government Act (Section 7).
13. Identify and implement wholesale service reviews, redesign and reconfiguration of services to effect transformational change.
14. Lead the delivery of successive savings and efficiency programmes.

The post holder will perform any duty or task that is appropriate for the role described.

for money.

6. Setting ambitious and achievable targets in Service Plans.
7. Taking decisive action to ensure that services meet their budget and performance targets.
8. Reporting off-budget issues where these impact on the Service Group's budget.
9. To disseminate the organisation's culture and values into individual services.

Person Specification

Education and Knowledge

1. Management qualification and/or appropriate professional qualification.
2. Evidence of continuous professional development.
3. Deep knowledge and current understanding of the main issues and influences affecting the business operations of local government or a similar organisation.
4. Detailed knowledge of main issues and influences affecting the services allocated to this post.
5. Detailed knowledge and understanding of relevant legislative requirements in relation to adult services.
6. Comprehensive knowledge of the principles and practice of:
 - effective people management;
 - excellent customer service;
 - continual improvement using an evidence – based approach; and sector led improvement
 - Appropriate risk management.
7. Knowledge of safeguarding.

Experience

12. Substantial experience of health and social care, including a significant proportion involving the management of resources and performance at a strategic level across a diverse suite of services.
13. Substantial experience of successful management and leadership in social care.
14. Specific experience of leading changes in service delivery in the domain of the post holder's suite of services.
15. Experience of partnership working with health services and the independent/voluntary sectors.

Leadership and Management Skills

8. A high level of personal drive and integrity with insight into own strengths and weaknesses to a level that enables a significant positive impact to be made across the Council's remits.
9. Strong interpersonal skills, able to provide purpose and direction to others in a changing environment, with well developed negotiation and influencing skills to enable effective engagement with elected members, senior managers, sometimes in other organisations, as well as other key stakeholders.
10. Ability to quickly interpret diverse information to make decisions and make appropriate short- and long-term plans to solve problems often in a complex and ambiguous environment.
11. Ability to meet agreed delivery targets through the mobilisation of human, physical and financial resources. This will include anticipating and taking account of drivers for change and motivating senior managers and other key stakeholders to plan for, drive through and evaluate the impact of change processes.

Role Dimensions

1. Responsibility for assessment and care management
2. Responsibility for access and customer services (the customer journey)
3. Lead responsibility for therapy-led neighbourhood approach.
4. Lead responsibility for developing preventative care.
5. Responsibility for community development and asset-based approaches across all services.
6. Corporate representation in partnership arrangements including the Integrated Care System, Health and Wellbeing Board and a range of stakeholders.
7. Responsibility to develop and maintain effective partnership arrangements.
8. Management of reviewing and monitoring activity to ensure the most efficient and effective use of resources.
9. Management of risk in relation to changes to national and local policy requirements, safeguarding and organisational reputation.
10. Responsible for the appropriate investment and disinvestment of resources which impact on individuals, organisations and partners.
11. Responsible for media interface and representing the Local Authority on matters of reputation and risk.
12. Financial accountability for c£150m budgeted service provision including the effective delivery of personal budgets to the people of Nottinghamshire.
13. Responsible for the delivery of transformational change within the workforce and within wider partnerships.
14. Accountable for the delivery of business cases for savings and efficiencies to meet departmental targets.
15. Accountable for the operational risk, health and safety, business continuity planning and emergency planning for the area of service.
16. Responsible for the safeguarding of adults at risk within the locality.
17. Ensure appropriate standards and quality of service in the area of responsibility and spend both internally and externally.
18. Represent the authority in planning, co-ordinating and managing multi agency plans and services.
19. Accountable for the delivery of strategic advice to Members, Committees and the Council.
20. Provide cover for Corporate Director and fellow Service Directors as required.