



Role Profile

Job Title: Adult Social Care Service Improvement Manager	Grade/ Level: R	Post Number: ENH154
Directorate: Adult Social Care Services	Job Family: Health and Well-Being	Date Prepared: 02/11/2020

Role reports to (Job Title): Service Improvement Lead Adults and Children

Job Purpose:

- Leadership role in the development of staff culture that uses case management systems to their full benefit and assists them in the delivery of services.
- Lead on staff change management in relation to the business applications used within Adult Social Care services to ensure maximum benefit of usage by staff and management
- Work within an established formal Business Change control processes for case management systems
- Play a key leadership role in Adult Social Care Services System development: Work with Adult Social Care services and the Data, Performance and Insight team to proactively identify areas for reporting development, for example in relation to changing service requirements. Feed these requirements into the Data, Performance and Insight Work Plan held by the Intelligence Lead, for the Data, Performance and Insight team to design and deliver relevant datasets and performance measures.
- Adult Social Care knowledge specialist in relation to the functionality specifics of Adult Social Care's business applications and how it support Adult Social Care's business processes.
- To be the subject matter expert in the end to end aspects of adult social care systems and processes. To work with subject matter experts in the Business Systems Team and the Data, Performance and Insight team to collectively assess the impact of changes.
- Understand the data table structure and have experience of the use of data extraction tools to support the data management process. Oversee the production and implementation of data quality reports and processes.
- To have oversight for Adult Social Care in relation to implementation of improvement in Adult Social Care's services use of systems, including the development of data management and reporting requirements with the performance team, as well as ensuring that Adult Social Care have fit for purpose tools to support operational practice.
- To work with the Data, Performance and Insight team to develop the strategy for effective use of data in Adult Social Care Services, in line with the Corporate Data Strategy.
- Working with the IT Business Systems Manager to design and develop strategies for improvement in the use of and Adult Social Care Case Management systems, and working with operational teams to implement these
- To support the user testing of Adult Social Care Systems software prior to implementation in a live

environment.

- Interpret business requirements on behalf of senior management to inform system strategy and researching potential solutions in conjunction with IT
- To ensure the local offer website for adult social care has up to date content with regular review
- Oversee the updating and uploading of procedures for adult social care to web based platform (TRIAx)
- To play a key role in Adult Social Care inspection preparation, readiness and co-ordination to support adult social care management team

Key Accountabilities:

1. Manage the Data Management Officer within Adult Social Care services to improve the quality of case recording, and manage their work to support social care teams in effective service delivery.
2. Manage the Adult Social Care Web content officer and ensure the local offer website content is developed and reviewed regularly in conjunction with Adult Social Care Management Team
3. Work with Adult Social Care services to determine priority areas for case management improvement and feed those onto the Work Plan held by the Adult and Children's Business Systems Manager in IT to deliver.
4. Work with Adult Social Care services and IT to improve the understanding of benefits and restrictions of system and ensure the business gets the most out of the systems it uses.
5. To have an understanding of business objects capabilities to oversee data management and data quality processes. Work with the service and performance team to develop data management and data quality extraction requirements and run reports from case management systems. Understand the adult social care data management structure, working with the Intelligence Lead in the Data, Performance and Insight team to provide business input to develop reporting.
6. To develop a data quality and data validation process within adult social care that includes regular gap analysis and areas for focus where data quality and data capture processes require development.
7. To support all users, understand the importance of updating systems for business benefit and data protection compliance.
8. To provide the service lead for case management development in relation to system configuration to ensure business process informs the structure of case management systems and document management. Make recommendations to senior management team in terms of approach and options to ensure the best outcomes.
9. To work with Service managers to ensure data is captured and managed effectively to meet reporting purposes for the service.
10. With support from the Data Management Officer assess impact of new software releases in relation to business processes and highlight operational impact issues and identify resolutions as required in collaboration with IT.

11. Lead on the production and ownership of the Adult Social Care Case Management Information strategy and ensure alignment to the Corporate Data Strategy.
12. Act as the Business Change Lead for case management system projects including communication and promotion of benefits.
13. Work with the service and the Intelligence Lead in the Data, Performance and Insight team to develop strategies to enable the integration of data between Adult Social Care services and other Council Services and Health Providers.
14. Liaise regularly with Adult Social Care Commissioners/Providers and lead meetings as required.
15. Act at all times in accordance with the Council's policies and procedures, promoting the Equal Opportunities Policy.

Supplementary Accountabilities:

Job Scope: Number and type of jobs managed:

1X Data Management Officer

1x Adult Social Care Local Offer Web Content Officer.

Typical tasks supervised/allocated to others:

Coaching and mentoring of Data Management Officer and Local Offer Web Content Development Officer

Attendance at Super User Groups for users of system

Use of data validation reports to target poor area of data quality and direct corrective action to Data Technicians

Data Cleansing strategy – tasks linked to

Job Scope:

Manage a selection of staff across a range of different activities, in a matrix management model, and ensure that tight timescales for implementation of applications are met

Budget:

Assets:

Knowledge and Experience:

- Extensive experience in management/managing and motivating teams with varying roles and responsibilities
- Educated to degree level standard (or equivalent) or sound management information systems experience particularly in relation to Adult Social Care's case management systems and Adult Social Care Processes.
- Knowledge and understanding of relevant legislation frameworks, guidance and policy context relating to Adult Social Care services and an understanding of how data is captured and used to manage performance and report to external government bodies.
- Ability to understand, interpret and produce complex information such as Information Strategies, Business Operating Models and entity diagrams.
- Excellent written and verbal communication skills at all levels of the organisation and across directorates, outside agencies and private companies/software suppliers internal and external stakeholders.
- Strong team player with the ability to negotiate or influence change diplomatically.

Working conditions

- Normal office hours, with flexible working, home working IT dependent.
- Office environment and on site visits required
- Occasional out of hours work to support IT Business Systems Team from Business Perspective during system launches/upgrades.

Decision Making:

- Ability to assess and advise on any changes needed to current adult social care systems to meet changing business need and improve working practices and drive efficiencies
- Manage, review and implement recommendations to improve the efficiency of case recording in supporting social care delivery.
- Research and write reports and deliver presentations as may be required including options appraisals, strategies and position statements.
- Actively monitor adult social care legislation and predict impact on operational practice and systems required to support changes. Where required, work with Business System and Data, Performance and Insight teams to identify and present options to Adult Social Care Management Team with recommendations
- Ability to communicate clearly to a range of audiences and across organisational boundaries and levels.
- Lead on assessing and managing impact of new procedures and or modules and new functionality on social care operations and the ability to provide specialist advice and produce new procedures to support changes
- Strong intellectual problem solving skills with the ability to analyse decisions that will impact systems and operational practice
- Ability to work flexibly under pressure to both self-determined and prescribed deadlines with attention to detail.

Contacts and Relationships:

- Leadership role in relation to the adult social care usage of systems and ensuring the maximum benefits from system functionality are realised.
- Work with operational managers to further develop an data intelligence culture
- Matrix management approach with collaborative working to support adult social care business needs and processes and systems to support. Ensure business processes are modelled in line with system understanding to enable the most efficient method for data capture
- Manage and communicate information relating to business improvement and change proposals as required to disseminate relevant up to date information to key stakeholders.
- Frequent and direct contact with all levels of the organisation, key internal and external stakeholders, learners and partners.
- Build strong and successful relationships with various directorates, other Local Authorities & partners to understand how to support their system in the best way for users.

Creativity and Innovation:

- Input into strategic plans to improve Adult Social Care Systems in line with business requirements
- Good understanding of the impact of new procedures and adult social care processes to inform the design of new system functionality and assess the impact on the operational processes of adult social care teams.

Values and Behaviours

We strive to underpin our culture of being 'At our Best' through strong management and authentic leadership. This means getting the management basics right. We own and demonstrate accountability, both individually and collectively, and aim to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, by displaying:

- Accountability at all levels
- Customer care and pride in what we do
- Continuous learning and evaluation
- Valuing one another and the contribution each of us makes

Health & Safety

In accordance with the provisions of the Health and Safety at Work etc. Act 1974 and the Management of Health and Safety at Work Regulations 1999 you must take reasonable care so as not to endanger yourself or other persons whilst at work. You must also co-operate with the Council to enable it comply with its statutory duties for health and safety.

You must work in accordance with training or instructions given, make proper use of any protective equipment provided and inform your manager of any hazardous situations or risks of which you are aware.

You must ensure you undertake responsibilities relating to your position as detailed within your Directorate Health and Safety Policy.

Data Protection

In accordance with the provisions of the Data Protection Act 1998, jobholders should take reasonable care to ensure that personal data is not disclosed outside the Council procedures or use personal data held on others for their own purposes. In accordance with the provisions of the Freedom of Information Act 2000, ensure requests for non-personal information are dealt with in accordance with the Council's written procedures.

Note

This job description is intended as a general guide to the duties attached to the post and is not an inflexible specification. It may therefore be altered from time to time to reflect the changing needs of the department, always in consultation with the post holder.

Employee Signature:

Print Name:

Date:

Line Manager's Signature

Print Name:

Date: