



Role Profile

Job Title: Head of Service Adult Social Care for Safety & Assurance	Role Profile Number: PCDH111
Grade: U	Date Prepared: December 2021
Directorate/Group: Adults, Health and Housing Services	Reporting to: Director Adult Services
Structure Chart attached:	No

Role Purpose

The Head of Service for Safety and Assurance in Adult Services leads the preparations for and responds to assurance activities in Adult Social Care. Responsible for collating our self-assessment, identifying areas for improvement, and working with our leadership team to develop our oversight and accountability in readiness for inspections.

As an innovative and reflective leader you will be able to demonstrate:

- a strong value base that informs your work with adults
- a relentless commitment to quality - and to be able to talk about what good practice 'looks like'
- a capacity for honest reflection and openness to learning;
- Ability to establish professional, effective working relationships with a range of partners/colleagues, adults, families and their carers

The Head of Service for Safety and Assurance promotes and embeds the vision, principles and processes of the Adult Quality Assurance Framework in relation to adult social care operational staff.

The Head of Service for Safety and Assurance formulates the strategy, and leads the business of the Swindon Safeguarding Partnership and Community Safety in line with legislation and guidance as directed by the Safeguarding Executive.

The post promotes the achievement of high quality, effective and efficient services for Swindon Borough Council (SBC) through scrutinising and managing performance to drive continuous improvements. This post manages the business across Swindon's Safeguarding Partnership (SSP) and Community Safety Partnership (CSP) systems on behalf of the Swindon Safeguarding Executive (Swindon Borough Council, the Clinical Commissioning Group and Wiltshire Police).

Key Accountabilities

- You will influence and interact at senior level both internally and externally building relationships with elected members, other council departments, and external agencies to champion and actively promote the DHSC Assurance, Swindon Safeguarding and Community Safety agendas.
- You will provide specialist advice and input to the development and delivery of policy, strategy, and inspection activity, working with other specialist areas to ensure a corporate and collaborative approach.
- You be a key member of Partnership Strategic Leadership Teams and Council Strategic Leadership Teams and contribute to Partnership wide and Council wide events, Meetings, Staff Briefings and other forum as identified.
- You will work with the Senior Leadership Team to support the preparation and delivery of briefings and presentations for Members, the Director of Adult Services and the Corporate Director Adult Services, Health & Housing (DASS).
- You will solve problems and manage complex strategy development, taking the most complex decisions, applying greatest discretion and judgement in relation to the policy guidelines.
- You will ensure effective stakeholder management, developing, managing and supporting external partnerships/relations, and working with key internal stakeholders to ensure a responsive and proactive delivery of the service that delivers the Council's outcomes and meets the needs of the people we serve.
- You will complete and respond to Members Hotline Enquiries, FOI's and Complaints within agreed Service Level agreements.
- You will participate in the Adult Service out of Hours on Call rota.
- You will prioritise your own development and engage in learning opportunities that enhance your professional practice within the services aims and objectives.
- You will provide regular, reflective Supervision in line with SBC's Supervision policy to the individuals you directly manage
- You will work within statutory, Council and Government guidelines and ensuring statutory compliance in the delivery of the service and engage in regional LGA/ADASS forums and events, sharing learning and best practice.
- You will lead the business across Swindon's Safeguarding Partnership (SSP) and Community Safety Partnership (CSP) systems on behalf of the Swindon Safeguarding Executive (Swindon Borough Council, the Clinical Commissioning Group and Wiltshire Police), hosting the Board manager and supporting the Business Unit.

- You will lead and ensure regular reporting to SSP and CSP Partnership Groups, to the Place Based Partnership boards (ICA) and other stakeholders on partnership issues relating to Adult Services.
- You will be the strategic lead representing Adult Services in all SSP and CSP partnership groups and sub groups, preparing and sharing reports and contributing to the development of the Adult Service data set and delivery of the SSP & CSP Priorities.
- You will support the SBC Deputy for the council; overseeing the drafting the annual OPG reports, decision making within the role and scope of the Deputy/Appointee function, provide written court statements as required, commission independent legal and financial advice for customers as required
- You will work in collaboration with operational managers to agree strategy, direction of travel, service outcomes and performance management, ensuring practice is strength based and person centred.
- You will lead the Quality Assurance service, to promote and embed the Adult Quality Assurance Framework that seeks to ensure and support all those who use, provide, commission and oversee adult social care services to maintain high-quality care.
- You will oversee the planned audit activity in line with the Adult performance framework and governance, working with your peers to improve care and support where it does not yet meet the standard of quality that people should experience.
- You will maintain and update the knowledge of the service throughout the organisation including the updating of policy and practice, developing best practice and contributing to continuous improvement in service delivery.
- You will support the collection of data that you will analyse to inform our continuous improvement journey, recognising the experience and voice of the person as a valued data source.
- You will lead Adult Services planning for inspections and assurance regimes, including the collation and management of the evidence base and ensuring effective planning and logistical arrangements.
- You will foster a culture of high support and high challenge and will understand the importance of bringing the experience and voice of the Adult into the centre of all we do.

Knowledge & Experience

- Experience of working at a senior level in a political environment to provide assurance and effect change
- Strategic experience of leading and managing complex projects and programmes to improve and transform services
- Excellent influencing and negotiating skills to secure collective responsibility both internally and across the partnership to develop efficient, effective and impactful services
- Ability to challenge partners and stakeholders critically and constructively, using influence and negotiation to build joint solutions and drive change
- Extensive experience of working within Adults Social Care services
- Knowledge of relevant legislation, and associated regulations and guidance across Adult services

- Experience of writing and large and complex commissioning plans and strategies
- Experience of delivering presentations along with being skilled at presenting complex issues in to a range of different audiences
- Knowledge of equalities legislation and inequality issues in Adult services
- Research experience
- Experience of developing and using quality assurance systems and processes for monitoring and evaluation
- Experience of facilitating co-production and capturing lived experience within quality and performance feedback

Qualifications

- Degree Level Qualification
- Post Graduate qualification in leadership (essential)
- Registered Practitioner, HCPC, SW England (preferred)

Decision Making:

- Responsibility for working closely with and advising Directors (internal and across the partnership), and on matters within the areas of responsibility
- Ability to make complex evidence based decisions affecting a diverse range of partners in line with relevant statutory legislation and good practice guidance
- Ability to analyse complex information and guidance and translate into local strategies, plans, policies and briefings
- Ability to negotiate shared priorities and targets across a range of partners
- Able to manage conflict and identify solutions

Creativity and Innovation:

- Able to use own initiative; think laterally, to take a problem-solving approach to support the development of strategies, plans, and services
- Excellent written and verbal communication skills
- Influencing and negotiation skills in designing and developing new approaches to practice and service delivery to deliver best value in terms of cost and outcomes
- Ability to work in a collaborative manner with internal and external stakeholders to develop strategies, plans and services

<p>Job Scope</p> <p>Number and types of jobs managed</p> <ul style="list-style-type: none"> • 20 <p>Typical tasks supervised/allocated to others</p> <ul style="list-style-type: none"> • Leadership and management of business across the safeguarding and community safety systems • Leadership and management of the Quality Assurance Service • Development of strategies, plans and policies/guidance including safeguarding and 	<p>Budget Holder</p> <p>Responsibility</p> <p>Asset Responsibility:</p>	<p>Yes</p> <p>£1 million</p>
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community safety <ul style="list-style-type: none"> • Quality assurance framework and systems • Multi-agency Learning and Development • Multi-agency Development work • Learning Reviews • Sector Led, DHSC Inspections 		
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Budget and resources:

- To oversee the management of the budget for the Swindon Safeguarding Partnership arrangements and opportunities for income generation
- To oversee the staffing budget for Quality Assurance Service

Contacts and Relationships:

- Communicating clearly to a range of audiences and across organisational boundaries and levels
- Representing the Directorate with external agencies and providers of services, particularly voluntary agencies
- Excellent written and oral presentation of complex ideas and information as part of formal reports, strategies and plans
- Written analysis of financial and service specific information
- Ability to understand, interpret and provide information in order to develop strategies, plans and services
- Experience and ability to chair meetings effectively

Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name:
Date:	