

Job Title: Service Manager Appointeeship and Deputyship including Money Management	Role Profile Number: P/A
Grade: T Salary:	Date Prepared: December 2020
Directorate/Group: Adult social care	Reporting to: Director Adult Social Care (DASS)
Structure Chart attached:	No

Job Purpose

- Manage the day to day professional delivery and oversight of the Apps and Deps Service and Corporate Deputy function. Ensure delivery of statutory duties to agreed outputs and outcomes.
- Lead our Money Management Team including social work support, working alongside the programme lead, to ensure the service continues to meet the demands and legal compliance and good practice of the role of Corporate Deputy and requirements of the Office of the Public Guardian (OPG).
- Provide support, training and oversight of Social Work compliance and legal literacy of the requirements of decision making, Best Interest Decisions and supporting a team of Social Workers and health professionals in the completion of appropriate statutory documentation and requirements. Ensure that referrals are appropriate to the service provided and that onward referrals to other agencies are undertaken as appropriate.
- Working to support the Team Manager to transform our Money Management function to meet our legal requirements.
- Decision making responsibility as Corporate Deputy/Appointee.

Key Accountabilities

- Undertake the role of Deputy for the council; 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.
- Work closely with the Money Management Team, supporting the Social Work resource in the team
- Professional management of the Team Manager within the Money Management Services ensuring achievement of a high quality of service provision including annual review and that financial plans are

in place for all customers.

- Ensure services are outcome focused using a strength based, personalised approach in how people use their funds to meet their needs and wishes, fully utilising the skills and resources within the network of families, friends and communities in helping people to help themselves where possible
- Maintain and improve effective budgetary, planning and performance frameworks, to ensure performance of the services is demonstrably effective against national, regional and local indicators.
- To model good management by taking professional responsibility for the provision of a high quality and responsive service.
- To determine priorities, assess need, plan and review needs of the service to promote positive outcomes based on choice, personalisation and control in line with national standards, working closely and collaboratively with other areas of adult services; partner and other external agencies.
- To promote a culture of continuous improvement, through ownership of performance and maintaining quality assurance systems for the services.
- Implement robust quality assurance and performance monitoring systems to ensure delivery of high quality services and achievement of outcomes for service users
To develop and audit an effective and efficient caseload allocation method that maximises continuity of case managers for customers and considers strengths and experience of team members.
- Ensure all staff are well managed in professional development, motivated and developed through learning opportunities that make use of evidence and effective methodologies, and that enhances their practice within service aims and objectives.
- Promote and develop good working relationships in accordance with employee relations policy and codes of practice agreed by the Council, and follow agreed procedures for the speedy resolution of grievances, capability, the maintenance of discipline and absence control.
- Professional line management of staff, the working environment and working practice by demonstrating personal and professional example and demonstration of the Council's values and behaviours.
- To ensure compliance with Court Orders and requirements of the OPG.
- Recruit and manage a team of wide technical expertise in order to produce a robust evidence base for the delivery of services ensuring an appropriate skill mix
- Write reports and Court statements as required ensuring timeframes and requirements are fully met.
- Ensure that any decision making is in line with the Court Order and that any relinquishment/account closures are dealt with in a timely way.
- Develop policy and procedures for consultation and implementation
- To ensure the regular review of case loads and customers and that where capacity is regained, or alternative appointees/deputies are identified, that work is carried out in a timely way to transfer cases and notify the relevant authorities.
- To ensure a cost effective service and compare best value and continued affordability of the service.
- To provide access and support to the OPG in the Annual Assurance Visit and comply with recommendations made within agreed timescales.
- To liaise with the Head of Finance on the performance of the finance function within Money Management Team and contribute to the goals and performance rating in the appraisal cycle.

Supplementary Accountabilities

- Facilitate collaboration between different partners and develop partnerships
- Continuously identify service improvement and VFM opportunities and implement improvements (jointly with providers where applicable)
- Involvement and participation in change programmes

Knowledge & Experience

Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:

- Significant experience of managing a team
- Significant experience and knowledge of the Adult Social Care Statutory Framework
- Significant experience of developing synergies and partnerships within the organisation and with external partners
- Significant experience of dealing with Court Orders and the OPG
- Significant financial knowledge of managing high value budgets and income targets in particular around managing demand
- Innovative and able to recognise and develop potential for doing things differently
- Strong verbal and written communication skills.
- A strong focus on individual outcome based support plans linked to financial plans

Qualifications

- Social work qualified or Legal qualification
- Degree level or equivalent management qualification or previous relevant experience.

Decision Making

- Demonstrable evidence of successful problem solving and effective decision-making.
- Demonstrable evidence of successful budget management

Creativity and Innovation

- Innovative and able to recognise and develop the potential for doing things differently
- Working closely together, improving communication and connectivity in order to make better use of the resources, facilities, relationships and partnerships. Working in a collaborative manner with external and internal customers, community members and other bodies that interact with this role

<p><u>Job Scope</u></p> <p>Number and types of jobs managed Professional line management of 1 Team Manager, 6 case workers and 2 social workers. Contribute to the objectives and goals for appraisals undertaken by Head of Finance for the team.</p> <p>Typical tasks supervised/allocated to others</p> <ul style="list-style-type: none"> • Social work management re Best Interest decision making • Allocation of cases • Case audits including financial audit of individual customer accounts • Customer decision making in line with the OPG requirements and Corporate Deputy function 	<p>Budget Holder</p> <p>Responsibility</p> <p>Asset Responsibility:</p>	<p>Yes</p> <p>.</p>
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Contacts and Relationships

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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

Other Key Features of the role (working environment / emotional / conditions i.e. regular outside work, unpleasant or hazardous conditions, practical demands such as standing, carrying or working in constrained positions, potential verbal abuse and aggression from people, or risk of injury)

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