



Role Profile

Job Title: Specialist Community Health Services Manager	Role Profile Number: SO4068V2
Grade:	Date Prepared: Updated January 2023
Directorate/Group: Children, Families and Community Health	Reporting to: Integrated Service Manager
Structure Chart attached:	No

Job Purpose

To ensure that the team provides a high quality service to children; focused on good outcomes with timely interventions at the right level within statutory guidelines and within given resource and budget availability.

To model good management by taking professional responsibility for the provision of a responsive and high quality service.

To determine priorities, assess need, and safeguard children so as to promote positive outcomes in line with national standards, working closely and collaboratively with other areas of children's services; partner and other external agencies.

To initiate and implement strategies and plans, operational business plans, recent research, legislation and policy guidance for the delivery of the Council priorities, to achieve national government expectations and performance to local and national targets. To ensure these are known and understood by all staff.

To contribute to the strategic development of Children, Families and Community Health more widely through taking lead responsibility for specific aspects of work. With other managers and partner agency colleagues, to develop and deliver high performing and targeted services to improve and achieve best outcomes for children and their families.

Key Accountabilities

- Ensure all staff are well managed, motivated and developed through learning opportunities that make use of evidence and effective methodologies, and that enhances their professional practice, within service aims and objectives. This includes the implementation of personal development plans, as well as through both individual supervision and team reflection and learning, to ensure learning is translated into practice and service development.
- Promote and develop good working relationships in accordance with employee relations policies 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.
- Manage staff, the working environment and working practice by demonstrating personal and professional example and demonstration of the Council's values and behaviours.
- Ensure that diversity is respected and takes account of the different needs of children and their carer's and that the decisions made and service delivery is sensitive to and addresses discriminatory issues of language, gender, ethnicity, religion, ability, sexuality and social background.
- Oversee the allocation monitoring and audit of work ensuring there is high quality response, analysis, decision making, planning and review in place, recorded accurately and concisely.
- Within delegated authority, ensure that complaints are responded to and investigated in a timely manner in accordance with policy.
- Contribute to business planning of Children, Family & Community Health more widely to achieve the Council's priorities.
- Develop the team's business plans in line with the Service Business Plan and co-ordinate and oversee its implementation.
- Promote collaborative working across teams and Children, Family & Community Health, and ensure consistency. Promote effective and efficient multi-agency working to meet the needs of all children, including disabled children.
- Ensure that all policy and operational consequences of legislative changes and guidance together with Departmental and Council strategies are effectively translated, implemented and understood by the team.
- Gather and process relevant data and information and provide regular, timely and well-informed advice and information to the Service Manager as required.
- Maintain accurate and effective Management Information and statistical systems and achieve designated targets and objectives.
- Develop effective mechanisms for measuring customer experience of the service and the impact of the service on outcomes for children.
- Ensure that all team members are actively involved and aware of team and individual performance issues and have the ability to actively engage in increasing performance, satisfaction and impact of the service.
- Advise the Service Manager on matters of operational development, trends in the usage of services and unmet need.

- Establish and maintain effective information, communication participation and consultation with service users, carers, staff, and external statutory, voluntary and community agencies.
- In accordance with the provisions of the Health & Safety at Work Act (1974) and subsequent enactments, take responsible care for the health and safety of him/herself and of other persons who may be affected by his/her acts or omissions at work. Co-operate with the Council so far as is necessary to enable the Council to perform and comply with its duties under any statutory health and safety provisions.
- Contribute to and participate in his/her personal development programme.
- Prepare such reports and presentations as may be required by the Director and attend meetings with Elected Members when necessary.
- Represent the Team and Group at relevant internal and external meetings with voluntary and statutory bodies where appropriate.
- Undertake any other duties and responsibilities as may be required by the Integrated Service Manager commensurate with the grade of the post.

Supplementary Accountabilities

- Because of the nature of the work and in accordance with the demands of the service, he/she will be required from time to time to work outside normal office hours, including evening and weekend working

Knowledge & Experience

- Demonstrable evidence of Management Development
- Post qualification and evidence of diverse practice in a front line specialist children's community health setting
- Management experience of recruitment, performance, appraisal and direct responsibility for operational staff
- High level budget management and audit skills
- Detailed knowledge of childcare legislation, statutory guidance and policy, South West regional safeguarding procedures, and procedures relevant to the work of the Community Health Services
- Knowledge and understanding of national and local performance indicators and targets, and in managing performance and quality within service delivery
- Knowledge and understanding of current thinking and developments in research and methodology.
- Demonstrable commitment to equality and diversity
- Demonstrable leadership skills, credibility and integrity and change management skills
- Computer literacy, performance management skills and the skills necessary to work with information management systems
- Knowledge of good supervisory practice
- Ability to produce and present detailed and complex reports and to understand, interpret and provide complex information
- Ability to organise and prioritise work appropriately and to work flexibly under pressure to both self-determined and prescribed deadlines

Qualifications

- Health and Care Professions Council (HCPC) recognised qualification and HCPC registration as a paediatric Occupational Therapist, Physiotherapist or Speech and Language Therapist.

Decision Making

- Ensuring that service delivery meets statutory obligations and follows the South West Regional Safeguarding Children procedures, and that this is managed in accordance with Departmental policy, practice LAC and other procedures.
- Financial decision-making and responsibility for budget monitoring and for the control of income and expenditure. Managing the team's devolved budget within financial guidelines and agreed budget limits and within delegated authority. Controlling and monitoring expenditure, taking remedial action as required, enabling cost effective service delivery, which optimises the use of all resources. Participating in the budget-setting process.
- Ability to contribute to the short and long-term planning processes and to problem solving, and to match services to local requirements

Creativity and Innovation

Job Scope Number and types of jobs managed Approximately, 50 members of staff on various hours across the areas of Occupational Therapy, Physiotherapy and Speech and Language Therapy. Typical tasks supervised/allocated to others Information gathering; analysis, care planning; assessment; case; case transfer; case management; data upkeep	Budget Holder Responsibility Asset Responsibility	Yes Yes
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Contacts and Relationships

- Integrated Service Manager for supervision, PDP and line management
- Peers, colleagues and a range of external agencies in relation to developing robust plans for children and families
- Director Children and Families and other senior managers in relation to service development, performance/forecasting, information sharing

- Colleagues across LA in relation to finance, complaints, performance, strategy and commissioning, to monitor performance, budgets, and to identify areas of achievement and improvement
- External partners; voluntary organisations and other external agencies to build and maintain relationships to widen the range of opportunities for children and family support packages
- Children and their families to convey decisions in complex cases or where there are complex or contentious relationships with the authority where a high level of diplomacy is required

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