

<b>JOB TITLE:</b> Service Development Manager - Adult Services	<b>Role Profile Number:</b> SBC_11589
<b>Level:</b> 9	<b>Date Reviewed:</b> November 2022
<b>Directorate/Group:</b> Adult Services	<b>Reporting to:</b> Deputy Director Transformation
<b>Structure Chart attached:</b> Yes	Yes

**Job Purpose**

The post holder will be responsible for delivering relevant change and service developments in adult social care

You will:

- Lead the development and monitor the implementation of service improvement plans, in close partnership with services areas within Adult Services and relevant external partners
- Lead on Adult Services inspection preparation, including associated self-assessments and peer reviews and using this to inform and implement subsequent improvement plans

This work will support Director Adult Social Care and Deputy Director Transformation for Adult Services in the delivery of service improvements that will:

- Drive down the costs of Adult Social Care for the Council
- Improve the quality of services, utilising the experience and insights of people who use those services
- Create community capacity and resilience to help communities help each other and support vulnerable adults

**Key Accountabilities:**

- Lead and manage service improvement work as agreed by Director Adult Social Care and Deputy Director Transformation.
- Lead the preparation for and management of inspections, assessments and reviews of Adult Services
- Lead and deliver effective communication including briefing, training and presentations to relevant stakeholders (includes elected Members) and groups on service development and inspection
- Respond to new and emerging government policy to inform service improvement
- Manage all aspects of key communications for the service development and improvement areas

- Identify new opportunities that complement the Transformation Programme.
- You will be able to interpret complex information to produce quality written material with minimal guidance
- Work with all relevant statutory and voluntary agencies to represent Council policy and the interests of people who use Adult Social Care services
- Represent Adult Services at a strategic level at partnership meetings relating to service improvements for Swindon residents
- Prepare written reports on service development activities for Adult Social Care and Health Overview and Scrutiny Committee

### **Knowledge and Experience**

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

- Experience of delivering service development and improvement
- Experience of writing detailed and complex reports and plans
- Stakeholder management
- Experience in designing plans and ability to manage delivery of plans
- Strong influencing skills at all levels
- Innovative and able to recognise and develop potential for doing things differently
- Ability to quickly grasp complex subject matter, for example nuances in ways of working and service delivery
- Experience working as part of a team as well as on own initiative, proposing ideas and opportunities
- Knowledge of relevant social care legislation, associated regulations, guidance and good practice across Adult Services
- Experience of working with individuals who use services in a public sector setting
- Experience and ability to chair meetings effectively

### **Qualifications**

- Qualified to professional / degree level

### **Decision making**

- Ability to analyse complex information and guidance and translate into local service improvement plans
- Ability to negotiate shared priorities and targets
- Ability to translate large amounts of information into concise and accurate plans for inspection

### **Creativity and innovation**

- Ability to use own initiative, think laterally, to take a problem-solving approach to support the development of service improvement plans
- Ability to bring a new perspective and creative/innovative ideas about service improvement
- You will be enthusiastic, creative and resilient, and able to work well in a collaborative and complex environment

<b><u>Job Scope</u></b>	<b>Budget Holder</b>	No
<b>Number and types of jobs managed</b> N/A	<b>Responsibility</b>	N/A
<b>Typical tasks supervised/allocated to others</b> N/A	<b>Asset Responsibility:</b>	N/A

### **Contacts and Relationships**

- This role will work closely with the Deputy Director Transformation, other colleagues in the Transformation team and across Adult Services such as Quality Assurance team and Principal Social Worker
- This role sits within the Adults Directorate as part of the Transformation team.

### **Other Key Features of the role**