



Role Profile

Job Title: Head of Service – Integrated Care	Role Profile Number: SBC_11620
Level: 13	Date Prepared: March 22
Directorate/Group: Adults, Health and Housing Services	Reporting to: Deputy Director for Operations
Structure Chart attached:	No

Role Purpose

The Head of Service provides professional leadership and support to various Teams across Adult Services, contributing to the “whole authority” strategic management of the Council.

Accountable for all aspects of the leadership, development, direction and delivery of service in relation to Adult Services including joint working and inter-agency co-operation. The posts promotes the achievement of high standards of performance against national, corporate and service specific performance measures.

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 promotes and embeds the vision, principles and processes of the Adult Quality Assurance Framework in relation to adult operational staff.

The Head of Service for Adults supports the strategy 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.

Key Accountabilities

- You will ensure that your service areas are delivering safe and effective services as described within relevant statutory duties. The aim is the delivery of a high quality, effective and efficient services for Swindon residents, delivered within the required outcomes of the Council's plan.
- You will represent your service areas at the Quality and Assurance Board, preparing and presenting detailed performance reports that ensure the voice of the person using our service is heard and valued. Learning from Quality Assurance, complaints and Safeguarding Adult Reviews, inform your effective service improvement plans.
- You will lead on several continuous improvement deliverables across the service, and ensure delivery of agreed savings and cost reduction plans.
- 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 & CQC 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 promote and lead the Quality & Risk Forums, ensuring that practice decisions are evidenced based and in line with the principals of the Care Act (2014) and the Mental Capacity Act (2005), and funding arrangements are in line with the responsible commissioner guidance, regarding Continuing Health Care Guidance.
- 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 promote the vision of 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 your services areas 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 work with your peers to contribute to the inspections and assurance regimes.
- 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

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

- 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

Safeguarding

Swindon Council is committed to safeguarding and promoting the welfare of Adults who meet the Care Act (2014) Sec 42 Care criteria 'Adult with Needs' all staff working for the council are expected to share a commitment to this. You will be expected to report any concerns relating to the possible abuse of an adult with needs in accordance with the agreed interagency safeguarding adults' procedures. If your own conduct in relation to the safeguarding of adults with needs gives cause for concern, the council's agreed interagency safeguarding adults' procedures will be followed, alongside implementation of the council's disciplinary procedure. The jobholder is accountable for their safeguarding of adults with needs responsibilities to their line manager.

All children have the right to grow up safe from harm and the Children Act 1989, and 2004 place duties on all agencies to promote and safeguard the welfare of children in need and at risk in their local area. A child is defined within the Children Act 1989, as anyone who has not yet reached their 18th birthday. The Swindon Safeguarding Partnership policies and guidance are aimed at every agency, statutory, voluntary, private and independent, which works directly or indirectly with children, young people and families. The purpose of this guidance is to help agencies identify a child's degree of need and respond appropriately.

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

Job Scope:

Job Scope	Budget Holder	Yes
Number and types of jobs managed Up to 6 Team Leaders	Responsibility	Oversight of c20 million
Typical tasks supervised/allocated to others <ul style="list-style-type: none">• Leadership and management of business across several service areas•	Asset Responsibility:	

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:

(How the role relates to the work of others i.e. officers, groups, committees, general public, members, partner organisations, internal and external contacts of the council)

- 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

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).