

<b>Job Title:</b> Service Manager Acute Hospital Service	<b>Role Profile Number:</b> P/A
<b>Grade:</b> T <b>Salary:</b>	<b>Date Prepared:</b> November 2020
<b>Directorate/Group:</b> Adult Social Care	<b>Reporting to:</b> Head of Social Work
<b>Structure Chart attached:</b>	

**Job Purpose**

- Manage the day to day operational delivery of the Acute Hospital Social Care Service, including Hospital and Reablement Social Work Teams. Ensure delivery of statutory duties to agreed outputs and outcomes. The aim is the delivery of a high quality, effective and efficient Social work service for older people and adults with a physical disability within the required outcomes of the Council’s Strategic plan and Medium Term resource Plan. To oversee the delivery of specific social work projects and prepare for the re-integration of the older people social care workforce

**Key Accountabilities**

- Manage the Team Managers within the Acute services ensuring achievement of high quality social work and outcomes in accordance with Corporate Priorities for adult social care and ensuring compliance with the Statutory Framework.
- Deliver against the expectations in the Hospital Discharge Guidance (Aug 2020)
- Ensure social work services are outcome focused using a strength based approach so that there is a person centred approach, 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 adults so as 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.
- Whenever possible identify and deliver innovative community led, VFM solutions to achieve agreed outcomes, with an emphasis on community engagement and ownership.

- 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 care managers for service users and considers strengths and experience of team members.
- Work with key partners, especially Children’s services, Learning Disabilities, AWP, education and housing, to develop timely and appropriate referrals to Adult Social Care, with full disclosure of relevant history from services.
- 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 ensuring that Team/Operational Managers have implemented the Council appraisals, as well as providing 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 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.
- Manage staff, the working environment and working practice by demonstrating personal and professional example and demonstration of the Council’s values and behaviours.
- Supporting the Head of Commissioning in contributing to high level commissioning framework for vulnerable adults and ensuring cost effective outcome based support plans and services for individuals who meet the eligibility thresholds.
- Recruit and manage a team of wide technical expertise in order to produce a robust evidence base for the delivery of social work services ensuring an appropriate skill mix
- Writes reports and briefing notes on policy and practice issues for the Head of Social Work and a range of management meetings, task forces, external and/or council meetings.
- Ensure Best Value and Living Within Our Means criteria are applied to appropriate cases whilst ensuring the Choice Policy is embedded within the decision making.
- Develop policy and procedures for consultation and implementation
- To ensure that the in-hours duty function is appropriately staffed and responsive to meet crisis situations
- To reduce the number of cases requiring crisis/reactive packages through identified risks and effective timely case management
- To ensure currently policy and procedures for Care Act compliance are embedded in social work practice and reflected in all training.

### **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
- Participation in on call weekend and evening rota with NHS partners as required

## **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 adult social care social work services
- 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
- Demonstrable experience of enabling individual service users and families to achieve support plans that focus on maximising independence and self-determining personalised support, drawing on universal services, accessing and participating in their community.
- 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

## **Qualifications**

- Social work qualified
- 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><b><u>Job Scope</u></b></p> <p><b>Number and types of jobs managed</b> 4 Operational Managers and approximately 45 social work/care management staff</p> <p><b>Typical tasks supervised/allocated to others</b></p> <ul style="list-style-type: none"> <li>• Social work management</li> <li>• Allocation of social work cases</li> <li>• Case audits</li> </ul>	<p><b>Budget Holder</b></p> <p><b>Responsibility</b></p> <p><b>Asset Responsibility:</b></p>	<p>Yes</p> <p>.</p>
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**Contacts and Relationships**

- 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

**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)

<b>Employee Signature:</b>	Print Name:
<b>Date:</b>	
<b>Line Managers Signature:</b>	Print Name::
<b>Date:</b>	