

GREENWICH COUNCIL

JOB DESCRIPTION

DEPARTMENT: ADULTS & OLDER PEOPLE'S SERVICES

SECTION: ADULT SERVICES **GRADE:** Chief Officer D

POST DESIGNATION:

Assistant Director for Adult Social Care Operations – Neighbourhoods

Reporting to: Adult Social Care Director

Purpose of job

To be responsible to the Adult Social Care Director for service delivery for Adults and Older people in the Royal Borough of Greenwich. You will contribute to delivery of the Our Greenwich corporate plan and the HAS Vision, developing and transforming existing pathways with strength-based practice and a focus on outcomes and delivering value for money.

As a member of the Adults Management Team, take a role in the planning, developing, commissioning and provision of services in partnership with other agencies and organisations, budgetary and workforce planning and management.

To be responsible and accountable for developing and implementing the Council's strategy ensuring the provision of adult social care services for older people, meet the requirements of the Care Act 2014 and Department of Health policy directives, Care Quality Commission standards and Council objectives.

To provide leadership and management of staff within ASC, to ensure performance management arrangements are in place to translate strategic aims into operational practice that will achieve continuous improvement of the Council and achieve better outcomes for borough residents.

To deputise for the Adult Social Care Director as required, carrying out corporate responsibilities on their behalf.

Main Duties

1. To accelerate the rate of progress in Adult Social Care (ASC) by leading transformational change within older people's services, leading to seamless pathways and better outcomes for residents and service users.
2. To ensure that all services are person centered, promoting independence, opportunity and choice within the resources available, statutory requirements and the Council's policies and strategies.
3. To ensure that high quality services are provided to vulnerable adults, carers and families through the application of innovative approaches and high standards of customer care, seeking to deliver performance in all areas that is good as or better than any other local authority in the country.

4. Ensure prevention and safeguarding functions are integrated into the work of each service area, and that staff take a proactive approach in promoting choice and control whilst ensuring the safety and wellbeing of the service user.
5. To have lead responsibility for the management and further development of multi-agency assessment panels and processes.
6. Ensure that systems, processes, staff and services are in place to give individuals good quality advice and information with a focus on prevention and the right interventions at the right time.
7. To ensure that up to date and robust policies, procedures and processes are in place to ensure personalisation practices are adhered as well as compliance with legislative frameworks.
8. To advise on and make decisions in respect of complex cases requiring the agreement and/or expertise of a senior manager; taking appropriate advice from legal services.
9. To promote strategic interventions which improve health and well-being and take a proactive approach to tackling social inequalities.
10. To work with partners across the sector to achieve shared objectives, positive outcomes, and delivery of care for service users.
11. To take a lead role in developing and monitoring quality assurance arrangements and to be responsible for developing, reviewing and monitoring good practice, within the post holder's service area.
12. To be responsible for monitoring all aspects of professional practice by staff within the service area to ensure the development and maintenance of high standards of work and compliance with all relevant eligibility criteria.
13. To lead in consultations with relevant service groups of users and carers and to ensure that information is available to users in a variety of media as appropriate.

Head of Service –Adults

14. To drive the transformation in line with best practice and outcomes for Adults and Older People services in the Royal Borough of Greenwich striving for the high-quality service delivery and customer satisfaction.
15. To work in close collaboration with Commissioning colleagues to ensure that overall commissioning and service planning is informed by user needs and the purchasing requirements of the services.
16. To work alongside the Adult Social Care Director on strategic areas of activity including negotiations and liaison with key health providers, health commissioners, other local authorities, external providers and the voluntary organisations.
17. To work and develop provision for carers ensuring fair and equitable and efficient service delivery for Carers.

18. To work in collaboration with the Head of Safeguarding ensuring effective safeguarding arrangements are in place, including links with safeguarding for children and young people and the population as a whole in the Royal Borough of Greenwich.
19. To ensure that care and support services are developed with easy access, seamless joined up care choice and control to enhance the experience of people using our services.
20. To work with the Adult social care Director in preparing reports as required and service plans in line with the councils overall strategic aims and direction.
21. Consider new and innovative ways of delivering services that provide high quality and good value for money.
22. Within the Service, develop financial strategies and plans for monitoring the budget, ensuring effective control measures in place and clear reporting and accountability for service.
23. To lead and implement a process for the effective management of high-cost packages of care, reporting directly to DMT on the overall spend.
24. To ensure the borough has a robust out of hours of service and business continuity plans that are reviewed on a regular basis.
25. To work with colleagues from other council departments, statutory and voluntary organisations on care management matters ensuring effective joint working with services both within the Council and in other partner organisations.
26. To work in partnership with the directorate's Performance team and Service Managers to monitor performance indicators and other key data and to ensure that targets are met and performance is monitored.
27. To take a lead role in the service in dealing with enquiries and complaints from members of the public, Members and MPs as requested. To advise and prepare replies/reports as appropriate and advise on learning and service improvement.
28. To take a lead in staff recruitment and selection and to ensure that through the effective training of staff, high professional standards are developed and maintained and there are continuous improvements in service delivery.
29. Establish clarity around expected outcomes and standards, providing clear lines of accountability and delegated authority.
30. Working in collaboration with the Head of Service for Practice Improvement and the Principal Social Worker, promotes a culture of learning and workforce planning that enables staff to realise their potential.
31. Manage staff's performance appropriately, providing clarity on roles and responsibilities, and providing constructive feedback.

32. To ensure that appropriate action is taken in respect of sickness absence, disciplinary matters, capability procedure and other HR procedures where performance falls below the expected standard.
33. To undertake projects and any other work appropriate to the level and general nature of the duties of the post.
34. To carry out all duties with due regard to the provisions of health and safety regulations and legislation, Data protection legislation, the Council's equal opportunities and customer care policies and any local agreements.