



ROYAL BOROUGH OF GREENWICH

JOB DESCRIPTION

DEPARTMENT Health and Adult Social Care

POSTHOLDER NA

SECTION Adult Social Care

GRADE PO10

POST DESIGNATION (TITLE) Head of Community Wellbeing and Resilience

Purpose of Job:

To hold delegated accountability to the Assistant Director of Social Care Operations for:

- i) Leading integrated social care services, working in close partnership with NHS, primary care, and community providers to drive innovation in admission preparation, discharge planning, and community reablement.
- ii) Providing proactive, multi-agency early intervention, rapid response, and person-centred support to achieve admission avoidance and promote independence.
- iii) Working with system partners across health, housing, and the voluntary and community sector to design and coordinate high-quality post-discharge support that enables independence, choice, and control.
- iv) Strengthening partnerships across health, social care, and the voluntary sector to design and deliver seamless, joined-up support.
- v) Shaping smooth and timely transitions into communities by aligning processes, reducing delays, and embedding shared accountability.
- vi) Managing budgets and ensuring compliance collaboratively, maximising pooled resources to deliver sustainable, best-value outcomes.
- vii) Championing a culture of integration and continuous improvement, transforming services through joint learning, shared goals, and partnership-driven outcomes that enhance residents' lives.
- viii) Developing and maintaining strong, strategic links with primary care, community health services, housing providers, Greenwich Supports, public health, the wider community and voluntary sector, and the Integrated Care Board (ICB) to ensure coordinated, integrated services that meet local population needs

- ix) The effective management of delegated budgets and resources, ensuring financial sustainability, value for money, and alignment with service priorities. The postholder will also lead on performance management, monitoring key metrics, addressing performance gaps, and driving continuous improvement across the service
- x) Leadership and performance of the hospital social work team, reablement services, specialist community occupational therapy and sensory services, and the Joint Emergency Team, ensuring coordinated, high-quality, person-centred support across primary and secondary health settings
- xi) To create an effective interaction with people with lived experience.

Manages up to 5 directly managed staff.

Manages up to 100 indirectly managed staff.

Main Duties:

Strategic Leadership & Service Design

- 1) Lead the delivery of Care Act functions, including assessment, care planning, occupational therapy, and reablement, coordinating community-based support and working in close partnership with primary care, community health services, acute health services, public health, housing providers, the ICB, and the voluntary and community sector to ensure seamless, integrated care that enables independence, choice, and timely access to support within the person's community.
- 2) Act as the senior system lead for hospital social care, designing and influencing local strategies, driving integration, and actively participating in borough-wide health and care forums with key stakeholders across primary care, community health, acute services, public health, housing, and the ICB.
- 3) Accountable for ensuring co-production and equity by embedding the lived experience and voices of residents, carers, and communities into service design and improvement, working alongside health, housing, and community partners to ensure inclusive, responsive, and person-centred services.

Operational Oversight

- 4) Manage hospital admission preparation by working with care homes, community health, and primary care to identify individuals at risk of hospitalisation and plan proactively.
- 5) Provide oversight of Care Act functions within the Discharge Hub, ensuring assessments, care planning, and social care input are effectively integrated with the multidisciplinary team across health, housing, and the voluntary sector to support safe, timely, and person-centred discharges
- 6) Accountable for Care Act oversight within the Discharge to Assess (D2A) model, ensuring timely, person-centred support for people leaving hospital

- 7) Ensure effective management and delivery of reablement and community enablement services
- 8) Promote strength-based, person-centred approaches that maximise independence, choice and control
- 9) Lead on identifying gaps in community provision through frontline insight and analysis, working with commissioning colleagues to design and develop new care offers that respond to emerging needs and strengthen local support systems.
- 10) Provide strategic oversight of rapid response and joint emergency services, working with partners through proactive, community-based interventions.
- 11) Develop close operational and strategic links with Primary Care Networks, Community Navigators, and Voluntary & Community Sector organisations to offer effective alternatives to hospital-based care.
- 12) Directly manage Principal Managers and professional leads across four teams.
- 13) Oversight of up to 100 indirectly managed staff, including social workers, coordinators, occupational therapists, and non-clinical support staff.
- 14) Hold full accountability for service-level budget management, performance targets, and service outcomes.
- 15) Ensure services comply with statutory requirements, safeguarding duties, and professional standards.
- 16) Monitor and improve service performance using KPIs, audit, and continuous feedback from residents and carers.
- 17) Accountable for the delivery of local, regional and national benchmarking.
- 18) Accountable for the delivery of Care Act statutory performance timescales.
- 19) Work with Clinical Directors, GPs, Allied Health Professionals, and others to ensure consistent quality across integrated pathways.

Workforce Leadership & Culture

- 20) Lead a multidisciplinary workforce, promoting a culture of openness, learning, and high performance.
- 21) Ensure that staff are well-supported through robust supervision, professional development, and career progression pathways.
- 22) Delivering an integrated team culture where social care professionals work confidently alongside health, housing, and third sector colleagues.
- 23) Provide excellent leadership, direction and effective management of the resources, and finances ensuring professional standards and best practice are key drivers that improve culture, value for money and safe practices.
- 24) Promote a learning culture through communities of practice, reflective supervision, and knowledge-sharing across and within neighbourhood teams.
- 25) Ensure all staff have access to continuous professional development, peer support, and opportunities to innovate and improve practice.

Financial & Resource Management

- 26) Manage budgets for all areas the scope of accountability for the role and ensuring value for money and financial sustainability.
- 27) Identify and implement cost improvement programmes without compromising statutory accountability of service quality or resident outcomes.
- 28) Ensure commissioned and in-house services are aligned with system need and deliver measurable impact.

Partnership & Collaboration

- 29) Proactively develop and maintain strong operational and strategic relationships with: NHS Acute and Community Trusts, Primary Care Networks, Housing Inclusion and Homelessness Services, Mental Health Providers, Shared Lives Schemes, Voluntary and Community Sector Organisations
- 30) Represent adult social care in strategic forums, planning groups, and service transformation initiatives.

RBG

- 31) Undertake any other work appropriate to the level and general nature of the post's duties.
- 32) Where necessary for the job role or appropriate for continued development in the role, the post holder may be required to participate in training and development courses made available via the Council's Apprentice Levy funding.
- 33) Undertake all duties with due regard to the provisions of health and safety regulations and legislation, Data Protection/GDPR, the Council's Equal Opportunities and Customer Care policies.
- 34) Perform all duties in line with Council's staff values showing commitment to improving residents' lives and opportunities, demonstrating respect and fairness, taking ownership, working towards doing things better and working together across the council.
- 35) Ensure appropriate levels of emergency planning and business continuity management preparedness are in place for the service, and that your teams are appropriately briefed on their roles in an emergency.
- 36) To be responsible for undertaking employee investigations, hearings and appeals in line with the RBG policies and procedures.
- 37) Responsible for providing mentoring opportunities to junior staff (e.g. graduates, apprentices etc.)
- 38) This post requires an Enhanced DBS with adult's barred list and will be supported by Safer Recruitment tools
- 39) Undertake supervision and management of staff as and when required.

- 40) You may be required to undertake alternative, additional or ancillary duties from time to time or transfer to another service department within the Council as the Council may reasonably direct to meet service user demand in the event of a crisis or emergency.

Designation of the post to which the post holder normally reports to: Head of Service Hospital Social Care

Person Specification



Job Title	Head of Service Hospital Social Care
Grade	PO10
Service/Section	Adult Social Care
Directorate	Health and Adult Social Care

Shortlisting Criteria: Essential criteria assessed via application form should be used to shortlist.

Criteria	Essential/ Desirable
Knowledge	
A qualification in Social Work or a relevant professional qualification	E
In-depth understanding of relevant legislation and frameworks, including Care Act 2014, Mental Capacity Act, safeguarding adults protocols, health & social care governance and regulatory compliance.	E
Familiarity with health and social care system integration. For Example, integration with NHS, housing, commissioning and voluntary sectors, including pooled budgets and Section 75 frameworks.	D
Knowledge of budgetary control, resource allocation, efficiency programmes and benefits realisation approaches.	E
Skills and Abilities	
Strategic leadership with the ability to set vision and shape service models (e.g. neighbourhood-based MDTs, front door function) aligned to community needs.	E
Skilled in managing access, triage, case allocation, and performance functions across large, complex teams.	E
Experience leading diverse professional teams including social workers, therapists, and care brokers.	E
Ability to embed service transformation, improve outcomes, and foster a culture of excellence.	E
Strong collaboration skills with health, housing, voluntary sector, and internal stakeholders.	E
	E

Confident communicator, sensitive to diverse audiences including councillors, boards, and the public. Skilled in safeguarding, risk assessment, and complex case management within policy and legal frameworks. Ability to embed reflective supervision, continuous learning, and communities of practice.	E E
Experience	
Senior leadership experience in adult social care within a local authority or multi-agency context. Operational management of front door/access, assessment, safeguarding, brokerage, and multi-disciplinary functions. Direct involvement in safeguarding leadership and implementation of Making Safeguarding Personal. Responsibility for service-level budgets, cost improvement programmes, and financial sustainability. Proven track record in service transformation and embedding outcome-focused practice. Strong experience of working with external partners to design and deliver integrated, neighbourhood-based services. Oversight of professional development, workforce planning, and the creation of resilient and high-performing teams.	E D D E D D E
Equal Opportunities	
Understanding of and commitment to the Council's equal opportunities policies and ability to put into practice in the context of this post. Understanding of and commitment to achieving the Council's staff values and ability to put into practice in the context of this post.	D D