



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 Service for Neighbourhood Wellbeing and Resilience

Purpose of Job:

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

- i) Leading transformation of neighbourhood-based adult social care, delivering effective local partnerships to deliver innovative, person-centred and strength-based support.
- ii) Shaping first contact and access to care through integrated pathways with health, community and voluntary partners, ensuring timely and empowering responses that prevent, reduce, or delay long-term needs.
- iii) Building and sustaining collaborative partnerships across health, housing, community, and voluntary organisations to provide seamless, joined-up support rooted in neighbourhoods.
- iv) Tailoring services to the strengths and priorities of local communities, co-producing approaches that promote independence, wellbeing, and resilience.
- v) Driving cultural and systemic change by embedding partnership ways of working, outcome-focused practice, and shared accountability across teams and organisations.
- vi) Managing budgets and ensuring compliance in collaboration with partners, maximising collective resources to achieve best value, sustainable impact, and improved neighbourhood outcomes.

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 and care planning, coordinating neighbourhood-based support and working in close partnership with community services, housing providers, voluntary and community sector organisations, and the ICB to ensure seamless, integrated care that enables independence, choice, and timely access to support within local communities.
- 2) Act as the senior system lead for adult social care in the borough, designing and influencing local strategies, driving integration, and actively participating in neighbourhood and borough-wide care forums with key stakeholders across housing, community services, voluntary organisations, 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 community partners to ensure inclusive, responsive, and person-centred services.

Operational Oversight

- 4) Provide oversight of Care Act functions within neighbourhood-based services, ensuring assessments, care planning, and social care input are effectively integrated with multidisciplinary partners to support timely, personalised, and person-centred care.
- 5) Promote strength-based, person-centred approaches that maximise independence, choice, and control within the community.
- 6) Lead on identifying gaps in neighbourhood 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 networks.
- 7) Develop close operational and strategic links with Primary Care Networks, Community Navigators, and Voluntary & Community Sector organisations to offer effective community-based support and alternatives to institutional care.
- 8) Directly manage Principal Managers and professional leads across four teams.
- 9) Oversight of up to 100 indirectly managed staff, including social workers, coordinators, and non-clinical support staff.
- 10) Hold full accountability for service-level budget management, performance targets, and service outcomes.
- 11) Ensure services comply with statutory requirements, safeguarding duties, and professional standards.
- 12) Monitor and improve service performance using KPIs, audit, and continuous feedback from residents and carers.
- 13) Accountable for the delivery of local, regional, and national benchmarking.
- 14) Accountable for the delivery of Care Act statutory performance timescales.

- 15) Work with community partners, GPs, and others to ensure consistent quality across integrated neighbourhood-based pathways.

Workforce Leadership & Culture

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

Financial & Resource Management

- 22) Manage budgets for all areas within the scope of accountability, ensuring value for money and financial sustainability.
- 23) Identify and implement cost improvement programmes without compromising statutory accountability or resident outcomes.
- 24) Ensure commissioned and in-house services are aligned with community needs and deliver measurable impact.

Partnership & Collaboration

- 25) Proactively develop and maintain strong operational and strategic relationships with: Primary Care Networks, Housing Inclusion and Homelessness Services, Mental Health Providers, Shared Lives Schemes, Voluntary and Community Sector Organisations, and other local partners.
- 26) Represent adult social care in strategic forums, planning groups, and service transformation initiatives at neighbourhood and borough level.

RBG

- 27) Undertake any other work appropriate to the level and general nature of the post's duties.

- 28) 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.
- 29) 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.
- 30) 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.
- 31) 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.
- 32) To be responsible for undertaking employee investigations, hearings and appeals in line with the RBG policies and procedures.
- 33) Responsible for providing mentoring opportunities to junior staff (e.g. graduates, apprentices etc.)
- 34) This post requires an Enhanced DBS with adult's barred list and will be supported by Safer Recruitment tools
- 35) Undertake supervision and management of staff as and when required.
- 36) 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: Assistant Director Social Care Operations

Person Specification



Job Title	Head of Service for Neighbourhood Wellbeing and Resilience
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