

ROYAL BOROUGH OF GREENWICH

JOB DESCRIPTION

DEPARTMENT Health & Adults' Services **POSTHOLDER**
SECTION Personalised Support & HAS Financial Services **GRADE** PO7

POST DESIGNATION (TITLE) Senior Manager- Personalised Care & Support Options

Purpose of Job: To be responsible to the Head of Service for:

- i) Strategic leadership ensuring access to strength-based and personalised care and support options, working in partnership across health and social care and evolving the service to meet new demands and responsibilities regularly reviewing performance and responding to change. Delivering choice, control, value for money and innovation in meeting people's needs and improving outcomes.
- ii) Overseeing the direction and operation of an integrated Personalised Care & Support Brokerage team specifying and sourcing appropriate residential and community-based care and support services, making best use of resources, negotiating costs, and advising health and social care teams on the range of options in the market. Working alongside leaders in Integrated Strategic Commissioning Teams and operational teams in the Local Authority and Integrated Care Board.
- iii) Overseeing the direction and operation of the Self-Directed Support team integrated across health and social care and all ages, providing high quality advice, support planning, recruitment, account management, payroll and financial monitoring services to people with a Direct Payment, Personal Health Budget or Individual Service Fund.

Manages up to 30 directly managed staff across different sites/who visit residents

Manages up to 5 indirectly managed consultancy/contracting staff.

Manages, processes and/or influences the spend of multiple million pounds of health and care budgets and residents financial accounts

Main Duties:

- 1) Leadership of the Personalised Care Brokerage and Self-Directed Support Teams, ensuring resources and staff are deployed effectively and undertaking management supervision, performance monitoring and appraisal, training and team development as required.
- 2) Establish and maintain effective working relationships at a senior level with key internal and external stakeholders including the Integrated Care Board (Local Care Partnership), Children's Services, Commissioning, Operations & Partnerships, Corporate services and local service providers, agreeing service objectives and priorities and working collaboratively to achieve these.
- 3) To prepare and deliver briefings and decision reports to the Directorate Management Team and Change Board as required and take a lead in the development of service and team plans, and departmental strategies and policies.
- 4) Take a leading role in the development of a flexible and effective Service Leadership and Management team focused on improving performance while supporting and developing the

workforce and keeping the needs of people drawing on care and support services at the centre of the work.

- 5) Be responsible for the design, collection and analysis of high level and detailed data on demand and capacity within the local and regional health and social care markets, sharing intelligence on waiting times, costs, market gaps and innovations with commissioners, frontline assessment teams and operational teams across health and care and people purchasing their own care and support.
- 6) To deputise for the Head of Service, taking part in Senior Leadership meetings where strategic decisions are made and direction given by leaders. Contribute to reports to Cabinet, Overview & Scrutiny and undertaking other senior leadership duties as required.
- 7) To represent the Service, Directorate and Council in chairing, presenting at and participating in a range of project and partnership meetings where strategic organisational and system wide priorities are being planned and delivered, ensuring priorities are properly communicated and actions arising are addressed.
- 8) To stay abreast of relevant changes in law, policy and practice in health and social care, and ensure these are communicated effectively to staff and colleagues.
- 9) Oversee co-production and co-design with stakeholders on the self-directed support offer, and on reviewing policy and processes to achieve improvements. Visibly support the voice of people with lived experience in service development.
- 10) Working in partnership with the Digital team, lead on specifying, commissioning, implementing and managing software and systems supporting brokerage and self-directed support, ensuring they promote efficiency, accessibility and joined up services.
- 11) Lead on budget setting, monitoring and adjustments for the relevant teams and contribute to financial planning, monitoring and action across the service and department to ensure services operate effectively within budgets.
- 12) Responsibility for the handling and/or safekeeping of any physical resources (e.g. cash, equipment, keyholder)
- 13) Undertake investigations and respond to formal complaints, Members' and MPs' enquiries and Freedom of Information Requests.

General:

- 14) To undertake any other work appropriate to the level and general nature of the post's duties. You may be required to undertake alternative or additional duties or transfer to another department as the Council may reasonably direct in the event of an emergency.
- 15) 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 including those via the Council's Apprentice Levy funding.
- 16) To undertake all duties with due regard to health and safety regulations and legislation, Data Protection/GDPR, the Council's Equal Opportunities and Customer Care policies.
- 17) To perform all duties in line with Council's staff and leadership 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.
- 18) To ensure that appropriate levels of emergency planning and business continuity management preparedness are in place for the relevant teams and staff are appropriately briefed on their roles in an emergency.

- 19) To be responsible for undertaking employee investigations, hearings and appeals in line with the RBG policies and procedures.
- 20) Responsible for providing mentoring opportunities to staff at a range of levels
- 21) This post requires an Enhanced DBS with adult's and children's barred list and will be supported by Safer Recruitment tools

Designation of the post to which the post-holder reports to: Head of Service- Personalised Support and HAS Financial Services

Person Specification



Job Title	Senior Manager, Personalised Care & Support Options
Grade	PO7
Service/Section	Personalised Support & HAS Finance Service
Directorate	Health & Adults' Services

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

Criteria	Essential/ Desirable
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Knowledge	
1. Extensive knowledge of Health & Social Care legislation, regulations and policy. Understanding of social care and integrated/joint funding, budgeting, charging and procurement, contracting and purchasing arrangements.	E
2. Excellent knowledge and understanding of health and social care systems, provision and markets including factors relating to quality and sustainability.	E
Skills and Abilities	
3. Excellent interpersonal and influencing skills and the capacity to build effective partnerships with colleagues within the Council, and with Health and service provider organisations. Ability to build relationships and work with others at a national, regional, sub regional and local level for the subject matters the role leads to support innovation and continuous improvement	E
4. Excellent leadership skills with a proven ability to develop and manage highly performing teams covering a range of functions, demonstrating balanced focus on task and person. Ability to manage financial and human resources effectively, planning ahead and adapting to meet emerging demands within limited resources.	E
5. Ability to design, interpret and use statistical data from a variety of systems and sources to drive efficiency, improve performance including solving complex financial and operational issues. Using skills to understand and analyse complex financial and strategic information and communicate effectively to a range of audiences	E
6. Excellent report writing and presentation skills, to produce high quality strategic and operational reports and making use of various IT applications.	D
Experience	
7. Substantial experience of management within health, social care or community services.	E
8. Experience of successfully leading the strategic development of a team or service including effectively managing performance against national and local standards	E
9. Experience of successful collaborative working with a wide range of stakeholders to achieve improved outcomes.	D
Equal Opportunities	
1. Understanding of and commitment to the Council's equal opportunities policies and ability to put into practice in the context of this post.	E
2. Understanding of and commitment to achieving the Council's staff and leadership values and ability to put into practice in the context of this post.	E