

# Head of Adult Social Care Operations (North)

A Head of Service with operational responsibility for the delivery of adult social care in North Kirklees and for operational safeguarding and DOLs/LPS across Kirklees.

## Generic Responsibilities

- Manage a large single service area or a group of smaller, related services delivering quality, managing resourcing and resolving complex operational issues.
  - Develop medium term business plans and contribute to longer term planning to support the achievement of corporate policies/objectives.
  - Lead the delivery of a related group of services to deliver against objectives and ensure that agreed service outcomes are met.
  - Deliver upon specific commercial objectives to demonstrate commercial growth and deliver service improvement to meet agreed outcomes, working with relevant internal/external agencies to identify opportunities to utilise resilience offers to pre-empt demand for high intensity services.
  - Manage and prioritise allocated resources (people, financial etc.) in order to demonstrate value for money and ensure services are delivered within agreed financial parameters.
  - Contribute to the design and manage the implementation of specific customer experience improvement objectives to ensure that that service is anticipating and meeting customer needs where appropriate.
- Act as a figurehead for relevant service areas and identify and manage stakeholder relationships (e.g. Senior Officers, Members, commissioning bodies and external agencies) in order to deliver effective collaborative working.
  - Motivate, manage and develop staff to support a culture of high quality performance and continuous improvement to achieve excellent service outcomes that meet the needs of citizens within a fixed level of resources. Resolve performance issues in order to support a culture of performance and productivity.
  - Provide expert guidance to a service area to ensure compliance with relevant legislation, statutory duties and Council policies (e.g. procurement, health and safety, risk management) and implementing changes/improvements where needed.
  - Be involved in collaboration across the Council as well as the public sector and wider city region to design and deliver solutions that are focussed on delivering a system-wide impact for residents.

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## Responsibilities as a Member of the Senior Management Team

- Accountable within a matrix management arrangement for the achievement of commissioned outcomes in line with agreed strategic plans.
- Accountable within a matrix management arrangement for the quality of service(s) consistent with the framework set by Service Directors, Strategic Directors and the Chief Executive.
- Responsible for regular reporting of performance against outcomes and quality standards.
- Responsible for highlighting through matrix management arrangements significant risk to the achievement of outcomes and opportunities to enhance delivery.
- Responsible for embedding a performance culture within services which reports on the basis of agreed evidence and policy.
- Responsible for the delivery of commissioned outcomes utilising professional and specialist expertise of others across the organisation/partners as relevant.
- Accountable to a named Service Director for performance appraisal and career development.
- Supports Service Directors to ensure relevant elected members are appropriately briefed and supported on all issues within their remit
- Supports a corporate mechanism for turning information into relevant intelligence.
- Lead the consistent application of intelligence led decision making
- Monitor and manage clear service delivery budgets in line with available resources, priorities and improvement targets.
- Effective corporate management with other Heads of Service to drive standards
- Carry out other duties as specified from time to time.

## Specific Responsibilities

- Manage and lead the cost effective delivery of high quality social work practice and case management to defined cohorts of people with social care needs, primarily older people and people with a physical disability in a given geographical area.
- Embed and oversee the quality assurance of frontline social care practice so that practice standards are consistently met.
- Innovative leadership to ensure the continuous improvement and transformation of service delivery to focus on improved outcomes, efficient processes and demand management.
- Responsible for developing connections with local communities and third sector organisations to improve the outcomes for individuals and to collaborate around meeting the needs of the local population.
- Responsible for embedding cultural change to implement the use of digital solutions and agile working.
- Responsible for workforce development, including planning, training and sufficiency.
- Provide leadership, management and the development of specific specialised service provision
- Provide expert guidance to the development of service strategies and policies that are reflective of the Council's corporate policies and behaviours.
- Champion the use of an agreed commissioning discipline.
- Contribute to 'line of sight' from strategic intent to practical delivery of 'good' social care practice
- Articulate the impact of social care practice in the experience of adults with social care needs.
- Support a culture of high expectations in social care practice that is fully embedded and can be articulated clearly at all levels in a way that is meaningful and understood.
- Support a culture of transparency where challenge and scrutiny is embraced as an opportunity to learn and improve practice.
- Contribute to a service framework for monitoring achievement of desired impact and a feedback loop to strategy and policy framework.
- Work in partnership with public and statutory agencies to support jointly commissioned outcomes.
- Significantly contribute to a defined work programme with healthcare partners that results in a more integrated and cost effective set of delivery arrangements to support acute sector flow

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## Skills, Knowledge and Experience

- Ability to lead, manage and develop a team or provide technical leadership through a matrix structure.
- Strong influencing and stakeholder management skills and the ability to build relationships at a political, senior and management level.
- Social Work qualified and registered or equivalent alternative professional qualification, with up-to-date knowledge; legislative, regulatory, best practice standards etc. that affect adult social care.
- Substantial experience in adult social care providing a depth and breadth of knowledge and expertise.
- Significant level of senior level leadership experience in adult social care, providing depth and breadth of knowledge to act with credibility at this level.
- Excellent people leadership skills and strong sense of doing what's right for residents.
- Understanding of wider issues in local government, partner organisations, public and private sector.
- Demonstrable commitment to performance management and productivity to meet the Council's priorities.
- Ability to demonstrate strategic capability and capacity.
- Committed to and champions Diversity and Inclusion.
- Committed to and champions safeguarding.
- Demonstrates a flexible, creative and innovative solutions focused approach.
- Strong change management skills.
- Substantial experience that demonstrates financial acumen.
- Ability to challenge appropriately at all levels and in a range of forums.
- Understanding that commercial and entrepreneurial acumen will be increasingly expected and commitment to develop this.

## Behaviours and Expectations

- Is a role model for and champions the Council's [Behaviours and Expectations](#).

## Structure

