

Service Manager – Social Work Teams - Grade 15

At Kirklees we want to be innovative and creative in the way we work to deliver our services to our communities. We know we have challenging times ahead so we are always looking for better and smarter ways to work.

As a professionally qualified Social Worker, you will be accountable for the development and delivery of a complex range of Social Work services that provide joined up and coordinated responses for our service users. This will be done increasingly with key partners, for example, Health. You will have responsibility for managing resources providing clear leadership, direction and management of your teams and be accountable for substantial budgets.

You will have responsibility for one of the following areas: Assessment and Hospital Discharge Team, Extra Care Housing, and the North Adult Wellbeing Hubs.

This role is based within Adult Social Care. Find out more about [working for Kirklees](#).

The Job

Reporting to the Head of Service you will be part of the service management team and be responsible for managing large teams of professional Social Work staff some based in multidisciplinary or integrated teams. Our services are based on promoting wellbeing through early intervention and prevention and providing care and support to meet eligible needs. So, developing critical partnerships across the Council and with key partners to deliver seamless services across boundaries taking a whole system approach is key to this job. Safeguarding adults at risk is also central to your management role.

You will be a professional role model accountable for quality of practice, developing the potential of all employees and promoting a culture which maximises employee contribution to achieving service objectives.

As a change manager, you will be instrumental in the shaping and commissioning of services and lead on identifying ways of improving outcomes for service users developing creative solutions – responding to changes in legislation and practice.

You will ensure services are fully fit for purpose and able to robustly report quality, costs and performance against national and local indicators.

You will contribute to local, regional and national forums representing Kirklees Council.

Job Checklist

- Delivers high-quality cost-effective services to meet service user outcomes.
- Develops, delivers and effectively manages services to the required standards.
- Creates and develops relationships with critical partners to provide seamless services.
- Takes strategic leadership responsibility including shaping of the service through the management team.
- Is accountable for delivering services within budget delivering necessary savings and efficiencies.
- Is accountable for the performance of their lead area.
- Ensures employees are equipped with appropriate skills and resources and empowers them to deliver services effectively.
- Provides professional leadership to employees and acts as a role model ensuring the highest quality of practice.
- Effectively introduces and manages change in the service balancing risks within this.
- Please see your responsibilities related to [safeguarding](#).

The Person

We need our employees to be driven to achieve the best, to be hard working, respectful and thoughtful to each other and our customers and to be creative, wherever they work.

Committed to making a positive difference to vulnerable people's lives you'll work hard to ensure your service does the same. Your experience as a social work professional means that you understand the challenges and demands placed on employees.

Your passion and energy will inspire confidence in your managers and your teams to deliver the best possible service to residents in Kirklees. As a manager and leader in the service you will use your communication skills to engage with employees, service users and carers and our partners.

You will create a supportive working environment where professional and personal development is encouraged and valued and wellbeing and resilience are promoted. Working in a constantly changing environment you will champion new and creative ways of working and will lead in delivering service improvements.

You will have a reasoned and timely approach to decision making and will be accountable for your decisions. A commitment to performance management means you will take action to address underperformance and you will make sure any learning is shared and embedded across the service.

The right behaviours and attitudes are as important to us as the skills you bring to the job. We expect all our employees to demonstrate the following behaviours:

- Positive
- Honesty
- Respectful
- Flexible
- Communicative
- Supportive

You will also promote and be a role model of the Council's Expectations of a New Council Employee within the organisation. This role is at level 3. To find out more about Council Behaviours and Expectations please click [here](#) and click on the tab "Working for Kirklees".

Person Checklist

- Social Work qualified and HCPC registered with significant post qualification experience.
- Significant experience at a managerial level and able to demonstrate successful employee, budget and resource management.
- Experience of dealing with complex HR issues.
- Understanding of project and business management techniques.
- Specialist knowledge of adult services including relevant legislation and government guidelines.
- Understanding of the political environment.
- Proven relationship management skills and ability to influence at all levels.
- Ability to understand and manage complex situations across services, partner agencies and organisational boundaries.
- Ability to develop and implement management systems and procedures which evaluate service provision and employee performance.
- Analytical and problem-solving skills based on a clear understanding of issues facing adult social care.
- Experience of addressing and managing complex service user issues and complaints.
- High level communication skills to be able to present complex information both verbally and in writing to a variety of audiences.
- Accepts that a DBS check will be required.

This Role Profile is intended to provide an understanding and appreciation of the responsibilities of this particular job. It is not possible to specify every detail and we expect you to work flexibly within your skills, knowledge, experience and grade of this job.

For Recruitment Purposes: In order to be considered for this role you will need to provide additional information to address all of the points in the 'Person Checklist'.