

Head of Learning Disabilities and Mental Health



A Head of Service with operational responsibility for the delivery of Learning Disabilities and Mental Health services 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.

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
 - Champion the use of an agreed commissioning discipline.
- Carry out other duties as specified from time to time.
- Responsible for workforce development, including planning, training and sufficiency.

Specific Responsibilities

- Lead and manage a broad range of services including:
 - All Age Disability including assessment teams
 - Mental Health teams within our integrated partnership
- Develop and ensure services work within an agreed policy framework that is compliant with legislation and national guidance.
- Work with a broad range of partners to ensure we support good outcomes for disabled people and people with mental health problems.
- Ensure that services and support are intelligence driven and outcome focused.
- Ensure that the allocation of resources is consistent and within an agreed financial envelope.
- Focus on a strength and asset-based approach to care and support provided.
- Ensure that services managed by integration partners are in line with the council's strategic priorities and are quality assured against these.
- Lead and manage the cost-effective delivery of high quality SW practice and case management to defined cohorts of people with social care needs.
- Responsible for embedding cultural change to implement the use of digital solutions and agile working.
- 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.
- Responsible for embedding culture change to implement the use of digital solutions and agile working.
- Contribute to a service framework for monitoring achievement of desired impact and a feedback loop to strategy and policy framework.
- Lead on 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
- Monitor and manage clear service delivery in line with available resources, priorities and improvement targets.
- Lead on the development of a joint strategic approach across organisational boundaries.
- Ensure a corporate ownership of vulnerable people's issues is adopted.
- Effective corporate management with other Heads of Service to drive standards
- Work closely with people themselves, family and carers to co-produce solutions

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.
- Up-to-date knowledge; legislative, regulatory, best practice standards etc. that affect adult social care.
- Experience of effective multidisciplinary and partnership working
- Substantial experience in adult social care in mental health and/or learning disabilities 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

