

Service Director – Adult Social Care Operation – Grade 22

Job Focus

To be read in conjunction with Strategic Implementation – External/Customer and Front Door Job Profile.

This role is based within [Adults and Health](#)

Role Description

To take leadership for the directorate's approach to quality assurance, improvement and safeguarding practice.

Provide leadership for achieving better outcomes for older people and people with a physical disability.

Develop and sustain effective relationships with key external partners, particularly with Mid Yorkshire Health Trust, Calderdale and Huddersfield NHS Foundation Trust, Integrated Care Board and Primary Care Networks.

Lead a change programme with external partners to ensure that the delivery of adult social care fully reflects the Council's vision for Adult Social Care.

To work collaboratively with colleagues within the Directorate and across the Council to ensure that outcomes are delivered. In this context, particularly important partnerships will be with colleagues in the Directorate, within Housing Services and with professional leaders including the Principal Social Worker and Principal Occupational Therapist.

Cost effective delivery of high-quality social work practice and case management to defined cohorts of people with social care needs, primarily older people.

Cost effective delivery and transformation of supporting arrangements such as brokerage, Kirklees Integrated Community Equipment Service etc.

Development of accommodation capacity and resources (Extra care housing, supported living, house share arrangements etc) that reduce the need for formal costed health and social care services such as intensive domiciliary care, residential care etc.

Maintenance and development of an effective social care provider market.

Leading 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.

Ensure that service strategies and policies are reflective of the Council's corporate policies and behaviours.

Champion the use of an agreed commissioning discipline.

Ensuring line of sight from strategic intent to practical delivery of 'good' social care practice.

Articulating the impact of social care practice in the lived experience of adults with social care needs.

Creating a culture of high expectations in social care practice that is fully embedded and can be articulated clearly at all levels of the organisation in a way that is meaningful and understood.

Supporting a culture of transparency where challenge and scrutiny is embraced as an opportunity to learn and improve practice.

Ensure there is a service framework for monitoring achievement of desired impact and a feedback loop to strategy and policy framework.

Support a corporate mechanism for turning information into relevant intelligence.

Ensure the consistent application of intelligence-led decision-making.

Enshrine a partnership ethos within related work with public and statutory agencies to support jointly commissioned outcomes.

Effective corporate management with other Service Directors to drive standards as set out above in the work of all.

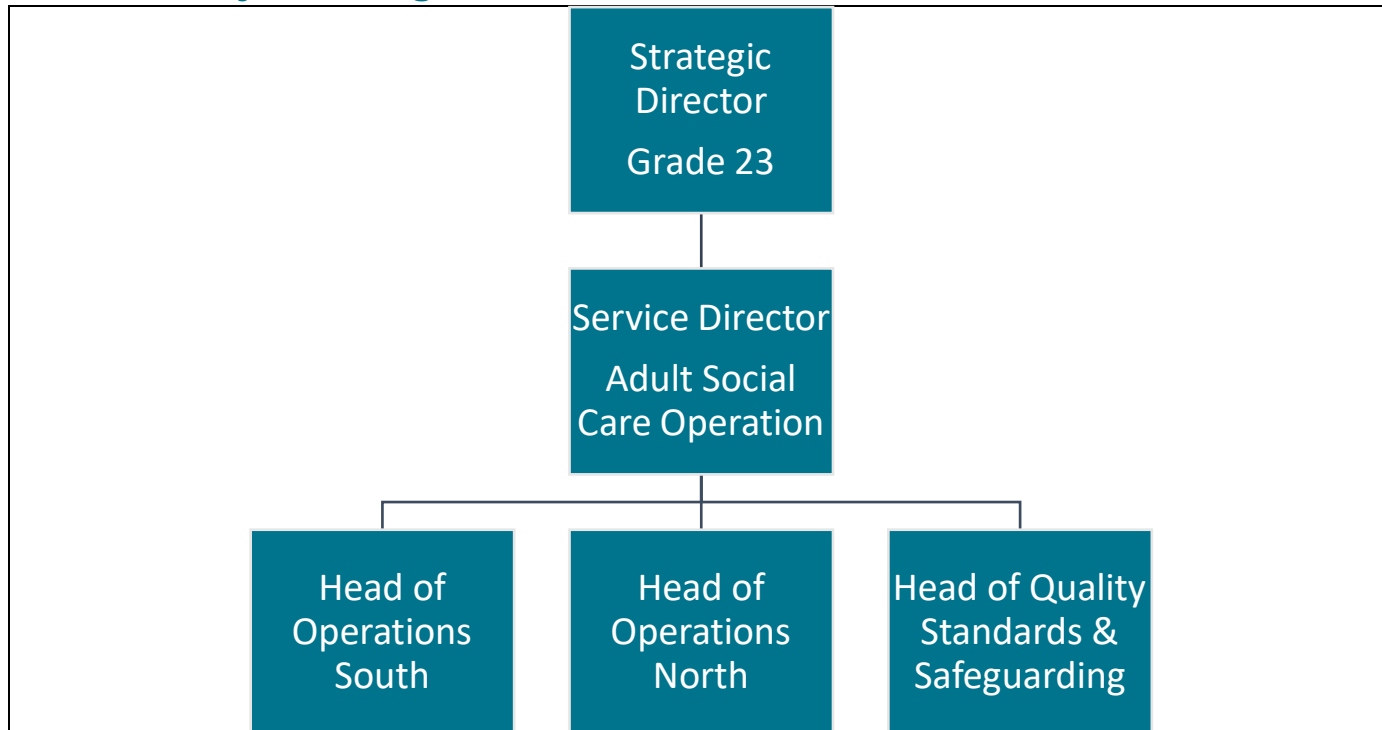
Establish and monitor clear service delivery budgets in line with available resources and improvement targets.

Employee Specification

Knowledge, qualifications, skills, and experience	Shortlisting criteria
Qualified to degree level (ideally with relevant professional qualification).	Essential
Substantial leadership experience in an appropriate sector providing a depth and breadth of knowledge across the sector.	Essential
Significant experience of delivering change programmes.	Essential
Experience of leading, managing and integrating a wide range of diverse, dynamic, and complex services and able to lead through a matrix structure.	Essential
Proven ability in driving performance and productivity, developing the performance of colleagues through ownership and accountability.	Essential
Ability to build impactful relationships across diverse service areas and work effectively with stakeholders across the economic development community.	Essential
Significant experience of strategic planning, improvement, and implementation.	Essential
Ability to translate complex problems into functional policy using intelligence to develop and evaluate options delivering a strategic impact.	Essential
Excellent people leadership skills and strong sense of doing what's right for residents.	Essential
Demonstrates a flexible, creative, and innovative solutions focused approach	Essential

Knowledge, qualifications, skills, and experience	Shortlisting criteria
Understanding of wider issues in local government, partner organisations, public and private sector.	Essential
Positive can-do attitude with enthusiasm and passion.	Selection Process
Able to foster a culture that is right for Kirklees.	Selection Process
Personal and professional credibility which gains the confidence of members, managers, staff, and partners across the economic development community.	Selection Process
Up-to-date knowledge of external issues (legislative, regulatory, best practice standards etc.) affecting areas of responsibility.	Selection Process
Ability to collaborate, persuade and influence at the highest internal level and at an executive level externally.	Selection Process
Able to work collaboratively and support colleagues; a strong team player.	Selection Process
Committed to and champions Diversity and Inclusion.	Selection Process
Committed to and Champions Safeguarding.	Selection Process
Accepts this post is politically restricted.	Essential
Accepts an enhanced DBS check is required. Please note that a conviction may not exclude candidates from appointment but will be considered as part of the recruitment process.	Essential

Position of job in organisational structure



For Office Use Only:

Job Category	Leadership Team	Grading ID	H00005
Job ID	80100950	Last Updated	Feb 2023
Job Focus	Yes	Career Progression	No

Contractual Variants

DBS Category	Adults	DBS Type	Enhanced
Health Check	No	Politically Restricted	E-Spec-Dep Chief Officers
24/7 working	No	Public Holidays	No
Night Working	No	Alternating Pattern	No
Standby	No	Other	No

Service Director – Grade 22

(Strategic Implementation External/Customer and Front Door)

Job purpose

These roles provide leadership and manage a significant group of related services. They are responsible for interpreting and delivering commissions and objectives into medium term plans.

This role is based within see Job focus sheet. Find out more about [working for Kirklees](#).

Key areas of responsibility

Provide leadership for a significant group of related services, with accountability for translating corporate objectives into intelligence led medium term operating plans (including service innovation and securing budgets).

Lead, motivate and develop staff to create and support a culture of high-quality performance, productivity and continuous improvement by developing ownership for problems, successes, goals, initiatives, people and results at the right levels.

Adapt policies to suit specific local context and ensure that services deliver on agreed outcomes.

Lead operational managers, prioritising available resources to achieve high quality, customer focused service outcomes.

Act as a figurehead for relevant service areas and identify/manage stakeholders to develop effective collaborative working arrangements providing leadership to a significant number of employees.

Play a key role across the city region as a Place Leader developing Kirklees as a key partner within it.

Where appropriate, lead the intelligence led commercial development of services in order to demonstrate success in the marketplace and deliver service improvements to meet future service user needs.

Lead delegated resources (people, financial etc) in order to demonstrate value for money and ensure services are delivered within agreed financial parameters.

Lead the development of a customer insight/management strategy to ensure the organisation is anticipating and meeting customer needs where appropriate.

Act as a pro-active ambassador by identifying, developing and managing appropriate stakeholder relationships (e.g. senior officers, Members, commissioning bodies and external agencies) to enable effective service delivery which meets the needs of customers.

Be accountable for ensuring services operate in compliance with relevant legislation, statutory duties and council policies (e.g. procurement, health and safety, risk management) and implementing changes/improvements where needed.

Position of job in organisational structure

See specific Job Focus Sheet.

Employee Specification

See specific Job focus sheet.

Behaviours and expectations

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. Find out more about [Council Behaviours and Expectations](#).

General information

See your responsibilities related to [Safeguarding](#).

This Job Profile is intended to provide an understanding and appreciation of the responsibilities of this 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 Office Use Only:

Job Category	Leadership Team	Grading ID	H00005
Job ID	80100950	Last Updated	June 2020
Job Focus	Yes	Career Progression	No

Contractual Variants

DBS Category	See Job Focus Sheet	DBS Type	See Job Focus Sheet
Health Check	No	Politically Restricted	See Job Focus sheet

DBS Category	See Job Focus Sheet	DBS Type	See Job Focus Sheet
24/7 working	No	Public Holidays	No
Night Working	No	Alternating Pattern	No
Standby	No	Other	No