|  |
| --- |
|  |
| Job Title:  | Deputy Head of Adult Social Care and Learning Disabilities  |
| Reports to (job title):  | Head of Adult Social Care and Learning Disabilities  |
| Line Manager to:  | Service Manager for Specialist Social CareService Manager for Adult Social Care  |
|  |

## Job purpose

As a registered social worker and experienced manager, you will use your extensive knowledge and skills to provide professional support, leadership and advice to others in Adult Social Care.

Responsible to the Head of Adult Social Care and Learning Disabilities you will lead and/or contribute in the operational development of services and performance targets for services directly provided and commissioned under our delegated responsibilities.

You will provide effective and inspirational leadership within a social care setting, motivating and empowering colleagues to effectively and safely manage demand, complexity and priorities. The teams within your service area will comprise both registered and unregistered staff, including; social workers, occupational therapists, social care practitioners, OT Aides, care advisors, service managers, team managers and administrators.

You will lead and/or contribute to the planning, provision, improvement and development of services and ensure team and organisational objectives are met. You will also take part in and coordinate medium to large scale projects that will contribute to the achievements of social care and wider service goals within HCRG Care group.

You will manage and lead the work of others to enable short, medium and long-term goals of the service are met, leading by example and helping to achieve high quality performance from the professional discipline, service and colleagues by keeping them focused and effective.

The post holder will work closely and co-operatively with HCRG Care Group’s Head of Adult Social Care and Learning Disabilities in delivering strategic performance outcomes.

The post holder will support the Head of Adult Social Care and Learning Disabilities in their delegated responsibility for the council purchasing budget.

Base

## Key responsibilities

*This list is intended to summarise the key responsibilities and is not intended to cover every task that may be required of the role:*

* Responsible to the Head of Adult Social Care and Learning Disabilities for the planning and delivery of high quality, safe and cost effective provision for Adult Social Care in Bath and North East Somerset.
* Work with the Head of Adult Social Care and Learning Disabilities you will lead and/or contribute in the operational development of services and performance targets for services directly provided commissioned under delegated responsibilities.
* Accountable for developing and maintaining quality standards within all adult social care teams. You will work with the Principal Social Worker to achieve this.
* Working closely with the Service Managers and teams to ensure that team and service performance objectives are met.
* Contributing to the development of new policies and practices within the service and leading their implementation. You will work with the Principal Social Worker to do this/
* Leading and contributing to the shaping and development of service goals and objectives.
* Using professional expertise to increase skill levels within the organisation to ensure that a safe and effective service is delivered.
* Providing professional advice and guidance to Service Managers and other colleagues and providing management cover for them when required.
* Assisting in further integration of health and social care practices, helping to break down barriers and enabling more joint working and shared pathways, working with other teams.
* Helping to seek ways to improve and extend services, e.g through the implementation of new strengths-based approaches; making recommendations to senior colleagues, undertaking audits and service reviews and contributing to tendering processes to retain contracts and gain new services.
* Resolving varied problems, using sophisticated analytical/problem solving techniques to understand the causes. Finding solutions based on limited information and using evaluation, judgement and interpretation to select best course of action. These actions may impact on other services so could involve passing on information and/or working with others to help introduce them.
* Leading longer term planning, performance, coordination and development. Influencing the service in how work is carried out by demonstrating best practice and helping to positively shape the work culture.
* Being accountable for monitoring costs, making best use of resources to ensure high quality services.
* Using excellent communication skills to work with and share information of varying complexity. Working with a range of management colleagues, within and outside the organisation, at a variety of levels, from different professions and with differing levels of understanding of the subject matter.
* Managing complaints and carrying out investigations where required. Chairing/attending decision making panels, e.g. disciplinary or client complaint panels.

## Our values

Our values are our moral compass and core to our DNA. They underpin the way we deliver our services and treat those who use our services.

To many organisations values are just words which don’t translate into reality of the day to day but our values flow through everything that we do, they define who we are, what we stand for and set the expectations of our colleagues, communities, customers and partners. They have been defined by our colleagues and have been integral to our journey so far and will be integral to our future as well.

We have three values which help us stand out from the crowd, not just because there’s only three, but because they are unique to who we are. We care, we think, and we do.

|  |  |  |
| --- | --- | --- |
| **Care** | **Think** | **Do** |
| * Inspire
* Understand
* Communicate
 | * Challenge
* Improve
* Learn
 | * Accountability
* Involve
* Resilience
 |

## Confidentiality and Information Security

As our employee you will be required to uphold the confidentiality of all records held by the company, whether patients/service records or corporate information. This duty lasts indefinitely and will continue after you leave the company’s employment.

All information which identifies living individuals in whatever form (paper/pictures, electronic data/images or voice) is covered by the 2018 Data Protection Act and should be managed in accordance with this legislation. This and all other information must be held in line with NHS national standards including the [Records Management:  NHS Code of Practice](https://www.nhsx.nhs.uk/media/documents/NHSX_Records_Management_CoP_V7.pdf) , [NHS Constitution](http://www.nhs.uk/choiceintheNHS/Rightsandpledges/NHSConstitution/Pages/Overview.aspx) and [HSCIC Code of Practice on Confidential Information](https://digital.nhs.uk/data-and-information/looking-after-information/data-security-and-information-governance/codes-of-practice-for-handling-information-in-health-and-care/code-of-practice-on-confidential-information) and should only be accessed or disclosed lawfully. Monitoring of compliance will be undertaken by the Company. Failure to adhere to Information Governance policies and procedures may result in disciplinary action and, where applicable, criminal prosecution.

## Information governance responsibilities

You are responsible for the following key aspects of Information Governance (not an exhaustive list):

* Completion of annual information governance training
* Reading applicable policies and procedures
* Understanding key responsibilities outlined in the Information Governance acceptable usage policies and procedures including NHS mandated encryption requirements
* Ensuring the security and confidentiality of all records and personal information assets
* Maintaining timely and accurate record keeping and where appropriate, in accordance with professional guidelines
* Only using email accounts authorised by us. These should be used in accordance with the Sending and Transferring Information Securely Procedures and Acceptable Use Policies.
* Reporting information governance incidents and near misses on CIRIS or to the appropriate person e.g. line manager, Head of Information Governance, Information Security Lead
* Adherence to the clear desk/screen policy
* Only using approved equipment for conducting business

## Governance

Clinical governance is a framework through which organisations delivering health and care services are accountable to continuously improving the quality of their services and safeguarding high standards of care by creating an environment in which clinical and other forms of care flourishes. Employees must be aware that clinical governance places a duty on all staff to ensure that the level of care services they deliver to patients is safe and high quality, and that they follow/comply with our policies and procedures.

## Registered Health Professional

All staff who are a member of a professional body must comply with standards of professional practice/conduct. It is the post holder’s responsibility to ensure they are both familiar with and adhere to these requirements.

## Risk Management/Health & Safety

The post holder has a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures laid down by the company. Staff are required to observe the Hygiene Code and demonstrate good infection control and hand hygiene.

Employees must be aware of the responsibilities placed on them by the Health & Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment for other employees, patients and visitors. It is essential to observe strict fire and security precautions at all times.

All staff must report accidents, incidents and near misses so that the company can learn from them and improve safety.

## Safeguarding Children and Vulnerable Adults Responsibility

We are committed to safeguarding and promoting the welfare of children and adults at risk of harm and expects all employees to share this commitment.

## Medicines Management Responsibility

Nursing or registered healthcare professionals

Undertake all aspects of medicines management related activities in accordance within the company’s medicines policies to ensure the safe, legal and appropriate use of medicines.

Skilled non-registered staff

Undertake all aspects of medicines management related activities in accordance with the company’s medicines policy where appropriate training has been given and competencies have been achieved.

## Policies and Procedures

All colleagues must comply with the Company Policies and Procedures which can be found on the company intranet.

## General

We are committed to serving our community. We aim to make our services exemplary in both clinical and operational aspects. We will show leadership in identifying healthcare needs to which we can respond and in determining the most cost-effective way of doing so.

We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will recognise the commitment from our staff to meeting the needs of our patients.

The company recognises a “non-smoking” policy. Employees are not able to smoke anywhere within the premises or when outside on official business.

## Equal Opportunities

It is the company’s intention to be an employer of choice and ensure that no job applicants or employees are unfairly disadvantaged on the grounds of gender, disability, race, ethnic origin, colour, age, sexual orientation, religion or belief, trade union membership or any other factors that are not relevant to their capability or potential. To this end, the company has an Equality and Diversity policy and it is the responsibility of each employee to contribute to its success.

## Flexibility Statement

This job description is not exhaustive and may change as the post develops or changes to align with service needs. Any such changes will be discussed directly between the post holder and their line manager.

## Personal Specification

Essential

* A recognised social work qualification, e.g. SW degree, CQSW, Dip SW
* Must be registered with Social Work England.
* Substantial previous experience of managing adult social care services
* Ability to lead projects and drive transformation
* Excellent knowledge, understanding and application of social care practice and legislation
* Excellent organisational and leadership skills
* Excellent understanding of strengths-based models of social care
* Excellent working knowledge of typical work related systems, procedures, equipment and technology
* Ability to create excellent working relationships with colleagues both within the organisation and in other agencies
* Thorough understanding of Safeguarding Adults and procedures
* IT Usage Competent
* Proven ability to manage complaints, risk, conflict and disciplinary situation
* Strong Verbal and Written Skills
* Strong interpersonal and Communication Skills
* Strong Organisational and Chairing Skills
* Proven ability to Manage and Supervise Managers

Desirable

* Recognised management / leadership qualification
* Specialist post Social Work Qualification
* Other training and qualifications
* Experience of commissioning services and managing contract performance
* Senior Management Experience within local authority services

Other requirements: Worker must have access to a vehicle to enable travel across the area, subject to provisions of the Equality Act 2010

|  |
| --- |
| Employee signature |
| Manager signature |