

Role Title	Assistant Director Adult Social Care
Job Family	People
Location	
Pay Range / Scale	AD 1-5 (Indicative Grade)
Purpose	
To lead, develop, organise and control a professional service area ensuring the delivery of the service meets all Council, professional and legislative requirements. Ability to improve and transform strategy into tangible outcomes for the customers. Lead and model a culture of collaborative working, focussed on integrated services that deliver good outcomes for the people of Waltham Forest. Take the lead for key partnerships agendas, boards and projects working with internal and external key partners to build strong relationships which contribute to the delivery of the Council and departmental objectives, and ensure the reputation of the service and the Council.	
Generic Accountabilities	End Results/ Outcomes
Plan and ensure service delivery within a complex / diverse service area. Control operational activities within the service area and ensure professional standards are delivered.	The service is delivered to the quality, Council, professional and legislative standards required. Integrated service development and delivery is informed by client, partner and stakeholder views, latest thinking, good practice and legislative requirements. Corporate strategies are effectively implemented within area of responsibility. External inspections are managed effectively. Service delivers excellent customer service.
Develops service plans to meet strategic business goals. Ensure compliance with all internal and external standards.	Service plan and targets for area of responsibility are developed from Council's overall strategic directives and agreed and communicated within required timeframe. Strategic and operational input is provided to wider business planning and development, including liaison/links with health services. Progress against objectives is effectively monitored and delivered.
Manage responses to complex professional or politically sensitive issues within the area of responsibility.	Expert opinions, advice, support and interpretation is provided on all aspects of the area of responsibility, including major decisions about the lives of clients. Major issues are managed through to a satisfactory conclusion.

	Feedback and complaints procedures are developed and managed. Complaints are effectively resolved.
Advise Directors, Members and others on issues relevant to the service area. Provide professional challenge and advice to colleagues, managers and partner organisations.	Expert professional advice, interpretation, information, support and challenge are provided to Waltham Forest and external parties on the full range of operational, legislative and strategic issues within the field of expertise. Keep abreast of relevant legislative changes and advise above as appropriate. Responses to major corporate or partner initiatives / complex strategic or operational issues are managed effectively.
Ensure the necessary standards relating to safeguarding best practices/protocols are effectively communicated, monitored and maintained.	Drive up Safeguarding to an excellent standard and ensure that all Safeguarding performance and outcomes measures are monitored and maintained in compliance with Council policy. Appropriate safeguarding training is provided, facilitated and fully implemented across the council and other partner agencies. Appropriate responses provided on safeguarding queries from the Press and the Independent Safeguarding Chair.
Ensure the development and delivery of continuous improvements in all aspects of the service.	Improvements are developed and delivered effectively. Stakeholder requirements are met.
Lead, motivate and develop staff to create and maintain a highly competent and participative workforce.	Instrumental in ensuring a workforce development strategy is designed and delivered, including induction of new staff. The team is highly competent, effective, motivated and outcomes focussed. Recruitment, induction, development, performance reviews, employee relations and all HR processes and planning are completed to the required standards and timescales. Effective team meetings take place to required timescales.

Identify, secure, deploy and manage the resources necessary for the professional service area to meet/exceed its objectives.	Resources including, equipment, people, and systems are utilised optimally and efficiently. Annual budget is planned, developed and delivered. Value for money is maximised. Financial expenditure and financial integrity are controlled to assure regulatory and Council policy compliance.
Implement a risk management programme and advise on issues affecting Council service areas.	Business threatening situations are recognised, planned for and managed or escalated as appropriate. Systems and governance are in place to and respond promptly to critical events. Continuous service is provided.
Ensure the successful implementation of health and safety legislation, policies and practices.	Risks to staff and others are assessed and managed. Suitable health and safety instruction and training are provided. There is a safe working environment.
Job Specific Accountabilities:	End Results/Outcomes
Responsible for the overall management of Emergency Rest Centres/ evacuation shelters.	People affected by emergencies are adequately cared for. Centres operate effectively directly following any major emergency.
Overall responsibility for qualitative and quantitative performance management.	Performance Management practices followed and all staff have clear objectives, following HR procedures including regular professional supervision and annual appraisal across the service. Quality assurance part of everyday management practice
Assure professional standard of case management and the effective management of risk within the service area.	Provision of agreed intervention is effectively delivered / co-ordinated / monitored to support clients to achieve their identified outcomes. Complex and high risk cases are managed in line with quality, national and legislative standards. Implementation of statutory duties where required. Risk to the health, safety and wellbeing of clients and the public is effectively reduced. Vulnerable individuals are protected.

Lead the development and oversee the implementation of policy, systems, contracts, processes, performance criteria, standards, governance frameworks, and procedures within adult social care	Policies, procedures and controls ensure that the area of responsibility is compliant with all relevant legislation, codes, regulations, guidelines, standards and best practice. Promote and maintain social work/OT professional code of practice. Ensure integrated working with multi-disciplinary teams (including Health), implementing relevant legislation as required.
Lead the management team	Develop an 'empowerment management culture', which enables and expects managers to fully function in the management role to an excellent standard. All staff are aware of the direction of the service and understand their remit of responsibilities. Resources are used effectively and efficiently to deliver the service. Delivery of all statutory requirements relating to the Care Act 2014 and Mental Capacity Act and any other legislations are met and in line with best practice.

Nature of Contacts

Members, the Chief Executive, Strategic & Corporate Directors, Heads of Service and equivalent levels in external bodies, private sector and partner organisations to advise, discuss, challenge and influence. Establish and lead partnership working with internal / external services / organisations and liaise with national bodies.

Manage complex political relationships. Manage relationships with key stakeholders and delivery partners including negotiation of complex political / strategic / commercial issues.

Manage confidential, challenging and highly sensitive issues / situations, which involve significant negotiation, persuasion and influencing skills. Interaction with others and the ability to successfully influence and motivate are fundamental to the role.

Direct line management of a Senior Management Team.

Procedural Context

Reports to Corporate Director of Adult Social Care

Lead and control a range of council services.

Accountable for operational implementation of decisions and direction for the service and for project / programme management for cross cutting corporate and partnership initiatives. Accountable for the integration of a range of professional /operational areas which are critical to the success of the organisation and for performance and service delivery across the service.

A significant degree of evaluative judgement is required in relation to risks and issues, with the ability to identify the potential impact of a wide range of changing and potentially conflicting internal and external factors. Conclusions and decisions seize opportunities and mitigate risks.

Key Facts and Figures

Appropriate DBS Clearance.

Resourcing

Budget Responsibilities: £52.6 million

Supervisory Responsibilities: All staff within assessment and care management

Competency Level: Senior Manager

Knowledge, Skills and Experience

- **Demonstrable experience of managing frontline social care delivery across a wide range of services, to diverse communities.**
- Substantial relevant experience of managing specialist services which support complex service delivery, with expert technical /professional knowledge and experience.
- Experience of managing services through a Section 75 agreement and in Integrated Services.
- Understanding of relevant legislation including the Care Act 2014.
- Experienced project manager with an excellent understanding of project management methodologies and systems.
- Extensive experience of managing change effectively across a service area.
- Substantial experience of managing significant budgets and resources.
- Significant experience of writing reports, specifications and agreements.
- Authority and credibility to build relationships influence and engage successfully with colleagues, partners and clients at all levels in complex or politically sensitive situations.
- Initiative, strategic and political awareness demonstrated in problem solving and decision making.

- Excellent time management skills to manage a complex workload prioritise and set deadlines and cope with conflicting and changing demands.
- Evidence of Continuous Professional Development

Indicative Qualifications

Educated to degree level or equivalent standard.

Professional Social work or equivalent Health/Social Care qualification.

HCPC/ SWE Registration.

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.