

# Job Description

## For Non-Streamlined Positions

This form is used to provide a complete description of the specific job (or role) and defines the skills, knowledge and abilities required to undertake the specific and generic role profile.

### Section A: Specific Role Profile

The specific role profile provides key information relating to the salary and working conditions e.g. location of a job, along with the current focus of the job role and a brief description of the main duties.

#### Role Details

|                       |  |      |       |
|-----------------------|--|------|-------|
| Job Title:            | Operations Manager   | JEID | Z0103 |
| Salary Grade:         | Hay Band E £48,462 - £54,922 pro rata based on 14.5 hours per week |      |       |
| Team:                 | Mental Health  |      |       |
| Service Area:         | Adult Social Care, People Directorate                              |      |       |
| Primary Location:     | TBC  |      |       |
| Political Restriction | This position is not politically restricted.                       |      |       |
| Responsible to:       | Service Manager - Mental Health                                    |      |       |
| Responsible for:      | Mental Health  |      |       |

#### Role Purpose

1. To support the Social Care Lead (Service Manager Mental Health Services) achieve high performing social care functions by health and social care staff in Adult Mental Health Services in Warwickshire taking responsibility for social care services in specific areas.
2. To ensure the statutory responsibilities of Warwickshire County Council on the Mental Health Act, Mental Capacity Act, Care Act and other legislative functions and accountabilities are adhered to within an integrated health and social care mental health service by providing professional advice and leadership on social care to Warwickshire County Council Managers, Coventry & Warwickshire NHS Partnership Trust [CWPT] managers and WCC and CWPT staff.

#### Role Responsibilities

1. Provide leadership to health and social care staff and support the development of high performing integrated health and social care teams by supporting the implementation of performance management and strategic planning framework that ensures that the Team's objectives are consistently and continually met by all team members.
2. To collaborate with Senior Managers in health to plan and deliver social care as an integral part of mental health services within the Mental Health directorate and to promote safe, effective and efficient multi-disciplinary and multi-agency mental health services.

3. To support the promotion and development of strong, skilled cohesive and effective multi-disciplinary integrated health and social care teams.
4. Manage a WCC staffing budget & WCC service budget ensuring that the resources are used effectively and that budgets are not overspent.
5. Lead on the development of social care services at a strategic level within the joint mental health services in specific areas of social care.
6. Ensure that the principles of choice and control in line with Putting People First in Warwickshire and other key national and local social care policies are embedded in service delivery in multi-disciplinary integrated community teams.
7. Lead in best practice issues in respect of social care services with health and social care staff and improve the quality of services by developing and maintaining quality monitoring systems in line with the modernisation agenda and evidence based practice.
8. Ensure effective systems are in place and complied with to collect and return contract and performance data required by WCC and support the collection of similar data required by CWPT.
9. Ensure that WCC performance targets are achieved.
10. Ensure that support plans / care plans that meet social care needs are outcome focussed and are of high quality and represent value for money.
11. Ensure that assessments, support/care plans and monitoring and reassessment/review processes take account of the diversity of the local population and that support/care plans reflect the needs of diverse communities.
12. Ensure that supporting people services are appropriately incorporated into care plans/support plans.
13. Ensure that service information is recorded to high standards.
14. Deal appropriately with and actively resolve any complaint or dispute in connection with the delivery of social care services. This may or may not involve the use of disciplinary, grievance or complaints procedures in line with policy and procedure and joint protocols.
15. Support Team Managers to follow the appropriate HR protocols for WCC staff as required.
16. Ensure that processes are followed to ensure that all social care staff have been DBS checked, are appropriately qualified and that staff have training and development plans to meet their needs.
17. Have extensive up to date knowledge of the Mental Health Act, guidance and regulations and ensure all legislation, policies, systems and protocols required by WCC to deliver safe, efficient and quality services enabling choice and control are implemented and complied with by the post holder, Team Managers and staff.

18. To Ensure the statutory requirements of Warwickshire County Council in relation to the Mental Health Act are met by:-

- \* Ensuring the process for the recruitment, retention, training, authorisation, registration and reauthorisation of Approved Mental Health Professionals (AMHPs) is followed.
- \* Ensuring processes, guidelines and resources are available for AMHPs to meet their professional responsibilities.
- \* Ensuring the process for approval, registration and renewal of Guardianship Orders is followed.

19. Ensure confidentiality to customers of the integrated health and social care service complying with information governance requirements of both WCC and CWPT.

20. To deputise for the Warwickshire Social Care Lead as and when required.

21. Ensure that all social care staff receive supervisions and appraisals in line with policies and protocols.

22. Ensure the training outcomes for social care staff are identified through the Performance Review process and are consistent with the objectives of the teams.

23. Actively participate in supervision and performance review, identifying personal development needs both to meet operational and professional needs ensuring that planned objectives are met.

24. Ensure all Health and Safety requirements are delivered to ensure the safety of customers, staff and the general public.

25. Take line management responsibilities for selected Local Authority staff including the professional management and support to Social Care Lead Practitioners.

26. To actively engage in practice development, evaluation, audit and research activities relevant to social care work as identified by the Warwickshire Social Care Lead and appropriate to the functioning of the teams.

27. To join other senior staff on a rota that provides out of hours telephone advice/support to Approved Mental Health Professionals working outside normal working hours.

28. Such other duties that are within the spirit of the job purpose, the title of the post and its grading.

## **Section B: Person Specification**

The person specification provides a list of essential and desirable criteria (skills and competencies) that a candidate should have in order to perform the job.

Each of the criteria listed below will be measured through; the application form (A), a test / exercise (T), an interview (I), a presentation (P) or documentation (D).

## Essential Criteria

Assessed By:

|  |   |
|--|---|
| <p>The person we are looking for will have:-</p> <p><b>QUALIFICATIONS</b></p> <p>Relevant social care professional qualifications and HCPC registration and evidence of continuous development.</p> <p>Be a registered Approved Mental Health Professional (AMHP)</p>  |   |
| <p><b>EXPERIENCE</b></p> <p>Minimum of three years in a managerial position within adult social care Mental Health Services.</p> <p>Experience of working in adult social care assessment and care management services.</p> <p>Experience of working with the Care Programme Approach.</p> <p>Experience of working as an AMHP.</p> <p>Experience in leading and managing staff.</p> <p>Experience of working partnerships with the NHS and achieving successful results.</p> <p>Experience of improving the performance of services.</p> <p>Experience of setting, forecasting and managing budgets successfully.</p> <p>Experience of project management and delivering projects within resources and timescales.</p> <p>Experience of service planning and developing service strategies in integrated services.</p> <p>Experience and understanding of delivering services to diverse communities.</p> | <p>A, I</p> <p>A, I</p> <p>A, I</p> <p>A, I</p> <p>A, I</p> <p>A, I</p> <p>A, I</p> <p>A, I</p> <p>A, I</p> <p>A, I</p> <p>A, I</p> |
| <p><b>LEADERSHIP</b></p> <p>Demonstrate enthusiasm.</p> <p>Implement corporate decisions with energy and enthusiasm.</p>   | <p>A, I</p> <p>A, I</p>   |

|  |      |
|--|------|
| Manage change sensitively.   | A, I |
| Present change positively and with confidence.   | A    |
| Act decisively having assess risks and potential outcomes.   | A, I |
| Take personal authority and find ways to empower others.   | A, I |
| Seek opportunities to listen and reflect, embracing a flexibility of management style.                               | A    |
| Create, maintain and enhance effective working relationships.  | A    |
| Able to translate ambiguity and complexity into clear direction.   | A, I |
| Demonstrate good delegation skills.  | A, I |
| <b>KNOWLEDGE</b>   |      |
| Knowledge of relevant legislation and the local and national context including statutory responsibilities.           | A, I |
| Knowledge and understanding of the financial context.  | A, I |
| <b>COLLABORATIVE WORKING</b>   |      |
| Taking a customer perpespective in delivering services.  | A, I |
| Recognise and use joint working methods with partners to deliver services.   | A, I |
| Encourage and support staff to work collaboratively with internal and external partners.                             | A, I |
| <b>DELIVERING RESULTS AND IMPROVEMENT</b>  |      |
| Manage performance as an integral part of their job.   | A, I |
| Encourage and ensure others implement objectives.  | A, I |
| Invite regular feedback on own performance.  | A, I |
| Analyse and use financial and activity information to improve performance.   | A, I |
| Able to influence service development in services for which the post holder has no direct management responsibility. | A, I |
| Able to develop service plans and strategies, using a range of evidence and data.                                    | A, I |

|   |      |
|---|------|
| PERSONAL SKILLS   |      |
| Able to present information, opinions and decisions in a clear, concise and convincing way and under pressure when necessary.     | A, I |
| Show awareness of personal strengths and weaknesses and their impact on others.   | A, I |
| Use power and influence with careful judgement.   | A, I |
| Show high level of interpersonal and negotiation skills with service users, carers, staff, senior managers and external partners. | A    |
| Able to adapt quickly and flexibly to new demands and change.   | A, I |
| Ability to effectively manage own workload and assist others in delivering outcomes in a challenging environment.                 | A, I |
| Able to demonstrate continuous professional development.  | A, I |
| DBS check is a requirement of this post   |      |

### Desirable Criteria

Assessed By:

|  |   |
|--|---|
| Experience of improving the performance of services                                      | I |
| Experience of project management and delivering projects within resources and timescales | I |
| Able to adapt quickly and flexibly to new demands and changes                            | I |
| Able to ensure the service takes a customer perspective in delivering services           | I |
| To hold a management qualification   | A |

We are committed to Safeguarding and promoting the welfare of all those we serve, as well as complying with best practice in the application of Safeguarding. Therefore, as this role requires working with Children or Vulnerable Adults Disclosure and Barring Service (DBS) check will be required as part of the pre-employment checking process, and re-checking will be required as and when determined by the relevant policy.

## Section C: Working Conditions

The working conditions relate to those non-contractual elements of the job that may impact on the holder of the position, as well as those workplace-based responsibilities that are part of this job. These are not contractual but provide a guide to the working conditions and the potential hazards and risks that may be faced.

## Health & Safety at Work

To take responsibility for your own health, safety and wellbeing, and undertake health and safety duties and responsibilities for your role as specified within Warwickshire County Councils Health and Safety Policy, and all other relevant health and safety policies, arrangements, procedures, systems of work as specified for the post/ role.

### Potential Hazards & Risks

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked). The purpose of recording this information on the job description is so that the health status of the potential and actual post-holders can be assessed with regard to the significant hazards and risks. These hazards and risks should be based on the appropriate activity, process and/or operation risk assessment whereby all of the significant risks are identified, recorded and appropriately controlled. The list below is therefore not an exhaustive list because it is the risk assessment that details all significant risks that could arise out of or in connection with the work activity, but any others will be identified in the 'other' section.

|   |  |
|---|--|
| <input type="checkbox"/> Provision of personal care on a regular basis  | <input type="checkbox"/> Driving HGV or LGV for work   |
| <input type="checkbox"/> Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects | <input checked="" type="checkbox"/> Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or WCC vehicle for work purposes) |
| <input type="checkbox"/> Working at height/ using ladders on a regular/ repetitive basis  | <input checked="" type="checkbox"/> Restricted postural change – prolonged sitting   |
| <input checked="" type="checkbox"/> Lone working on a regular basis   | <input type="checkbox"/> Restricted postural change – prolonged standing   |
| <input type="checkbox"/> Night work   | <input type="checkbox"/> Regular/repetitive bending/ squatting/ kneeling/crouching   |
| <input type="checkbox"/> Rotating shift work  | <input type="checkbox"/> Manual cleaning/ domestic duties  |
| <input type="checkbox"/> Working on/ or near a road   | <input type="checkbox"/> Regular work outdoors   |
| <input checked="" type="checkbox"/> Significant use of computers (display screen equipment)   | <input checked="" type="checkbox"/> Work with vulnerable children or vulnerable adults   |
| <input checked="" type="checkbox"/> Undertaking repetitive tasks  | <input checked="" type="checkbox"/> Working with challenging behaviours  |
| <input type="checkbox"/> Continual telephone use (call centres)   | <input type="checkbox"/> Regular work with skin irritants/ allergens   |
| <input type="checkbox"/> Work requiring hearing protection (exposure to noise above action levels)  | <input type="checkbox"/> Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres)   |
| <input type="checkbox"/> Work requiring respirators or masks  | <input type="checkbox"/> Work with vibrating tools/ machinery  |
| <input type="checkbox"/> Work involving food handling   | <input type="checkbox"/> Work with waste, refuse   |
| <input type="checkbox"/> Potential exposure to blood or bodily fluids   | <input checked="" type="checkbox"/> Face-to-face contact with members of the public  |
| <input type="checkbox"/> Other (please specify):  |  |