

# Job Description

## For Non-Streamlined Safeguarded 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:            | Operational Manager  | JEID |  |
| Salary Grade:         | Hay E  |      |  |
| Team:                 | Hospital Social Care Team (Countywide) Integrated Care Service |      |  |
| Service Area:         | Social Care and Support  |      |  |
| Primary Location:     | Saltisford Office Park, Warwick                                |      |  |
| Political Restriction | This position is not politically restricted.                   |      |  |
| Responsible to:       | Service Manager  |      |  |
| Responsible for:      | Integrated Care Service  |      |  |

#### Role Purpose

To support the Service Managers responsible for Social Care and Support teams ensuring the statutory responsibility of the Local Authority and other legislative functions are appropriately managed, taking responsibility for social care services in specific areas. To provide leadership and influence by ensuring the objectives of Personalisation are achieved to the highest standard expected of social care practitioners, and to deliver the strategic priorities agreed by Service Managers.

#### Role Responsibilities

1. To be responsible for ensuring national and local targets are achieved within the performance framework.
2. Support the Local Authority in fully implementing all Government and Council requirements for Adult Social Care.
3. Lead operational teams in becoming a modern and flexible workforce through the use of technology.
4. Contribute to performance and continuous improvement, particularly through awareness, understanding and analysis of local and national policy, activity and requirements. To support Senior Managers in the preparation of reports to a range of audiences, including elected members and Senior Managers.
5. Lead operational teams in delivering personalised outcomes for customers and carers.
6. Contribute to the development of strategies and policies to shape Social Care and Support services.

7. Provide leadership and influence, ensuring that any statutory requirements for Social Care & Support are met by:
  - i. Ensuring Social Care Teams operate effectively in meeting the Social Care and Support vision.
  - ii. Ensuring processes are in place to deliver the key objectives of the Social Care and Support business plan.
  - iii. Ensuring processes are in place for analysing and acting on stakeholder / customer feedback.
  - iv. Ensuring that the service is accessible in meeting the needs of a diverse population, through the delivery of the Social Care and Support vision of quality, responsiveness, reliability, & respect
8. Support the development of an active participation and involvement culture that fosters collaborative working with partners to ensure a focussed commitment to delivery of quality and cost-effective options for positive outcomes.
9. Build and maintain strong and effective links with locality colleagues in other statutory agencies, including health and the third and independent sector ensuring there is a robust understanding of how each agency may impact on citizen/carer wellbeing, Access and Adult Social Care responsibilities.
10. Ensure that the principals 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 and collaborative working with partners and stakeholders.
11. To be responsible for customer service of the team and manage any representations. Timely and effective responses to complaints / negative comments – taking forward any learning and actions.
12. Support effective working relationships with senior officers, elected members and MP's by responding to enquiries with accurate and timely information through effective and concise reporting.
13. To contribute and influence critical decision-making around budgetary management within their service delivery area, to keep within budget whilst making critical decisions on a demand-led basis that demonstrates equitability and consistency of approach.
14. To be responsible for the continuous improvement and efficiency of Social Care and Support in their designated area.
15. To be available to work in any of the Council's localities.
16. To ensure that the service within their area is effectively organised and complies with policies and procedures in line with statutory responsibilities.
17. To manage people in accordance with the Council's HR processes and procedures ensuring good practice throughout their team.
18. To have extensive up-to-date knowledge of all legislation, policies, procedures, systems and protocols to deliver safe, efficient and quality services ensuring choice and control is implemented and fully complied with by the post holder, and his/her area of responsibility
19. To represent the Social Care and Support Service Managers as appropriate
20. Any other duties and responsibilities within the range of the salary grade.

## 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:

|  |                |
|--|----------------|
| • Appropriate Social Care or Allied Health professional qualification and registration   | A              |
| • Minimum of four years' appropriate management experience   | A              |
| • Significant experience forecasting and managing budgets successfully.  | A, P, I        |
| • Experience of contributing to policy management within Adult Social Care.  | A, T, I        |
| • To have substantial experience in supervising Social Care or Health Care professional staff.   | A, I           |
| • Knowledge of evidence-based practice, national and legal guidance and practice as it relates to safeguarding and vulnerable adults.  | T, I           |
| • Experience of leading work in partnerships and achieving successful results<br>• The ability to act decisively, having assessed risks and potential outcomes.  | A              |
| • Commitment to and evidence of working in an anti-discriminatory way in areas of employment, training and service delivery.   | A              |
| • Evidence of working independently and prioritising deadlines.  | A              |
| • Experience of managing in a change process, demonstrating skills in working cooperatively with others, and effective chairing of a range of meetings.  | A, I           |
| • Ability to communicate effectively both verbally and in writing.<br>• Ability to maintain clear communications with a proven track record of communicating effectively and in different formats with a wide range of audiences, both internally and externally to achieve objectives.        | A, I           |
| • Satisfactory enhanced CRB check<br>• Able to travel extensively both within the authority and other areas<br>• Significant experience of using information technology - spreadsheets, word process documents, email, presentations, client database systems, and relevant financial systems. | A, D<br>A<br>A |

## Desirable Criteria

Assessed By:

|  |      |
|--|------|
| Experience of improving the performance of services                                      | A, 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           | A, 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 a Criminal Records Bureau (CRB) Disclosure will be required as part of the pre-employment checking process, and rechecking 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):                      |   |