

## Z504 – ASC Service Manager Mental Health (Large Budget) Tier 4

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| <b>Directorate:</b><br><b>Service area:</b> | Adult Social Care               |
| <b>Accountable to:</b>                      | Tier 3 Head of Service          |
| <b>Accountable for:</b>                     | Budget over £1.8 Million        |
| <b>Politically restricted post</b>          | No                              |
| <b>Delivery teams:</b>                      | Adult Social Care Mental Health |
| <b>Grade</b>                                | Hay E                           |

### Context

You will play an active role as part of our service team working in partnership with the wider council and external partners to deliver high quality and innovative adult social care to customers and carers.

You will support the Head of Service (Mental Health Lead) and other managers in achieving our organisational vision and outcomes.

You will manage your service area to meet our statutory requirements and in line with the department's strategic and operational plans to 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.

You will develop and maintain good working relationships with our range of key stakeholders including customers, carers, statutory partners, service providers and voluntary sector.

### Specific role assignment

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| <b>Delivery responsibilities</b> | <ul style="list-style-type: none"> <li>Responsible for the provision of Adult Social Care services in an integrated health and social care mental health service by providing professional advice and leadership on social care to Warwickshire County Council [WCC] Managers, Coventry &amp; Warwickshire NHS Partnership Trust [CWPT] Managers and WCC and CWPT staff.</li> <li>To ensure that the service meets statutory requirements and departmental standards.</li> <li>The recruitment, training and development of staff.</li> <li>Budget management and forecasting as the cost centre manager.</li> </ul> |
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| <b>Key business measures</b>                    | <p>Our key intentions focus on:</p> <ul style="list-style-type: none"> <li>• Safeguarding adults whose circumstances make them vulnerable and protecting them from avoidable harm.</li> <li>• Enhancing quality of life for people and delaying and reducing the need for care and support.</li> <li>• Ensuring that people have a positive experience of care and support.</li> </ul> |
| <b>Statutory responsibilities</b>               | In line with the Care Act, Mental Capacity Act, Mental Health Act and professional standards for Social Work, Occupational Therapy and any other relevant professions, to exercise statutory powers to ensure that the wellbeing of adults at risk and communities. This requires balancing competing needs, risks and rights.   |
| <b>Specific experience</b>                      | Extensive experience of social care with adults. A minimum of 4 years' experience of managing social care teams/services including leading and managing staff.   |
| <b>Specific qualifications/and registration</b> | Registered Social Worker, Occupational Therapist or Nurse.   |
| <b>Budget responsibility</b>                    | over £1.8 million  |
| <b>FTE responsibility (line management)</b>     | You will directly manage Team Managers and have responsibility for the safe and effective delivery of Mental Health services.  |
| <b>Key stakeholder relationships</b>            | NHS, Police, Community and Voluntary Sector.   |

### 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.

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| 2. To collaborate with senior managers 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 strength-based practice, choice and control 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 strength based, and 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 service information is recorded to high standards.  |
| 12. 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. |
| 13. Support Team Managers to follow the appropriate HR protocols for WCC staff as required including safe recruitment   |
| 14. Ensure that all social care staff are appropriately qualified, and that staff have supervision, training and development plans to meet their needs.   |
| 15. To Ensure the statutory requirements of Warwickshire County Council in relation to the Mental Health Act / Mental Capacity Act are met.   |

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| 16. Ensure confidentiality to customers of the integrated health and social care service complying with information governance requirements of both WCC and CWPT.  |
| 17. To represent the Head of Service as appropriate.   |
| 18. Actively participate in supervision and performance review, identifying personal development needs both to meet operational and professional needs ensuring that planned objectives are met.                           |
| 19. Ensure all Health and Safety requirements are delivered to ensure the safety of customers, staff and the general public.   |
| 20. Take line management responsibilities for Local Authority staff including the professional management and support to Social Care Team Managers.  |
| 21. 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. |
| 22. 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.   |
| 23. Such other duties that are within the spirit of the job purpose, the title of the post and its grading.  |

### **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 test / exercise, an interview, a presentation or documentation.

### **Essential Criteria**

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| <b>QUALIFICATIONS</b>  |
| Relevant social work, nursing or occupational therapy professional qualifications and registration and evidence of continuous development. |
| <b>EXPERIENCE</b>  |
| Minimum of four years in a managerial position within Adult Social Care Mental Health Services.  |
| Experience of working in adult social care assessment and care management services.  |

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| Experience of working with the Community Mental Health Framework.                         |
| Experience in leading and managing staff.   |
| Experience of working partnerships with the NHS and achieving successful results.         |
| Experience of improving the performance of services.                                      |
| Experience of setting, forecasting and managing budgets successfully.                     |
| Experience of project management and delivering projects within resources and timescales. |
| Experience of service planning and developing service strategies in integrated services.  |
| Experience and understanding of delivering services to diverse communities.               |

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| <b>LEADERSHIP</b>  |
| Demonstrate enthusiasm.  |
| Implement corporate decisions with energy and enthusiasm.  |
| Manage change effectively, present it positively and with confidence whilst showing sensitivity, |
| Act decisively having assessed risks and potential outcomes.                                     |
| Take personal authority and find ways to empower others.   |
| Seek opportunities to listen and reflect, embracing a flexibility of management style.           |
| Create, maintain and enhance effective working relationships.                                    |
| Able to translate ambiguity and complexity into clear direction.                                 |
| Demonstrate good delegation skills.  |

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| <b>KNOWLEDGE</b>   |
| Knowledge of relevant legislation and the local and national context including statutory responsibilities. |
| Knowledge and understanding of the financial context.  |

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### **COLLABORATIVE WORKING**

Taking a person centred perspective in delivering services.

Recognise and use joint working methods with partners to deliver services.

Encourage and support staff to work collaboratively with internal and external partners.

### **DELIVERING RESULTS AND IMPROVEMENT**

Manage performance as an integral part of their job.

Encourage and ensure others implement objectives.

Invite regular feedback on own performance.

Analyse and use financial and activity information to improve performance.

Able to influence service development in services for which the post holder has no direct management responsibility.

Able to develop service plans and strategies, using a range of evidence and data.

### **PERSONAL SKILLS**

Able to present information, opinions and decisions in a clear, concise and convincing way and under pressure when necessary.

Show awareness of personal strengths and weaknesses and their impact on others.

Use power and influence with careful judgement.

Show high level of interpersonal and negotiation skills with service users, carers, staff, senior managers and external partners.

Able to adapt quickly and flexibly to new demands and change.

Ability to effectively manage own workload and assist others in delivering outcomes in a challenging environment.

Able to demonstrate continuous professional development.

DBS check is a requirement of this post

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Evidence of being a car owner and access to a car for work purposes  
Disabled applicants should be able to perform the job with aid where necessary

### Desirable Criteria

To hold a management qualification

Be a registered Approved Mental Health Professional (AMHP)

### Generic capabilities of the role

| Generic Capability | Descriptor   |
|--------------------|--|
| Business Acumen    | <ul style="list-style-type: none"> <li>• Deliver in year service plan (1 year)</li> <li>• Effective contract and supplier management</li> <li>• Meet budget, savings and income targets</li> </ul> |

- Contribute to the operational planning of the service with the Head of Service and Director.
- Ensure effective contract management arrangements are in place
- Manage costs down, deliver savings and income targets (as applicable)

| Generic Capability      | Descriptor  |
|-------------------------|---|
| Performance & standards | <ul style="list-style-type: none"> <li>• Statutory compliance</li> <li>• Professional practice</li> <li>• Procedure compliance</li> </ul> |

- Execute the statutory or regulatory duties that are in place and delivered across the service.
- Ensure the safe operation of the business and compliance with appropriate regulations and legislation.
- Execute the relevant policies and procedures to ensure the outcomes are delivered.

| Generic Capability     | Descriptor   |
|------------------------|--|
| Operational management | <ul style="list-style-type: none"> <li>• Deliver operational performance objectives</li> <li>• Manage the workforce</li> <li>• Deliver continuous improvement plans</li> </ul> |

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- Meet the service key business measures for the service
- Manage costs down through operational improvement
- Manage and allocate resources to meet key business measures
- Use data and insight to improve service performance

### Generic leadership competencies

| Capability        | Descriptor  |
|-------------------|---|
| People Management | <ul style="list-style-type: none"> <li>• Workforce development</li> <li>• Workforce planning</li> </ul> |

- Recruit and ensure effective onboarding of team members
- Retain and attract the required capabilities of the team through effective talent management
- Set and deliver stretching performance objectives
- Undertake annual appraisals with the team
- Undertake regular 1:1 sessions throughout the year to review performance against objectives
- Manage and support teams through organisational change

| Capability                         | Descriptor   |
|------------------------------------|--|
| Management of resources & planning | <ul style="list-style-type: none"> <li>• Monitors the service performance framework</li> <li>• Effective service design</li> </ul> |

- Plan, task, deploy and co-ordinate resources to meet changing operational needs as required
- Monitor, plan and review team outcomes ensuring delivery of personal and team objectives
- Communicate through a range of methods including regular meetings to inform teams of plans, priorities, budgets and expected outcomes
- Identify the capacity of the service through effective workforce planning.
- Develop and implement integrated working across teams

| Capability                             | Descriptor   |
|--|--|
| Organisational leadership & resilience | <ul style="list-style-type: none"> <li>• Deals with performance issues</li> <li>• Maintains business continuity</li> <li>• Role model of how we work principles</li> </ul> |

- Enable the team to work in a high performance culture
- Act and operate corporately across WCC adopting the one council approach
- Act as a positive role model for WCC's values and behaviours at all times
- Represent the interests of the Council on external bodies and networks



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- Effectively addresses performance issues within the team
- Maintain business continuity in the event of service disruption

### WCC values and behaviours

The post holder must be able to demonstrate that they role model the WCC values and behaviours.

#### Our Values – The Warwickshire DNA



#### Our Behaviours



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