



<b>Title</b> Group Manager - Living Well Community Teams	<b>Department</b> Adult Social Care and Health	<b>Post Ref.</b>
<b>Job Purpose</b> To provide leadership and management to the development and delivery of Living Well Community Based Social Care services that support people with disabilities and/or long term conditions; ensuring services meet corporate and departmental objectives whilst delivering high quality outcomes to people who use services, their carers and the wider population.		
<b>Key Responsibilities</b> <ol style="list-style-type: none"><li>1. To lead and manage the Living Well Community Teams</li><li>2. To act as an exemplar for the Council's vision and values at all times.</li><li>3. Production of and delivery of service plans including agreeing targets with their Service Director</li><li>4. Reporting changes in the operating environment where these require amendment of the service Plan</li><li>5. Fulfilling all duties to effectively manage the performance of and ensure the welfare of all staff in services</li><li>6. Providing timely and accurate information about customers including data on future trends</li><li>7. Ensure Local Authority responsibilities are carried out in relation to relevant legislation, (e.g. Care Act, Mental Health Act), local and national policy</li><li>8. Performance management of the service area including responsibility for quality, practice and embedding a culture of continuous improvement.</li></ol>	<b>Key Accountabilities</b> <ol style="list-style-type: none"><li>1. Delivering services for all areas of accountability as agreed in the service plan within agreed resources; including targets for improving efficiency and customer satisfaction</li><li>2. Staff performance within the services managed</li><li>3. Taking decisive action and reporting issues where unforeseen events impact on service delivery targets</li><li>4. Providing data about customers and the operating environment</li><li>5. Meeting statutory or regulatory standards that apply to the services managed</li><li>6. Working with partners to maximise the potential benefits of more integrated, streamlined services across organisations, including; Health, District and County Councils.</li><li>7. As part of the corporate extended leadership team, contributing to the transformation of the County Council</li></ol>	

<p>9. To contribute to single and multi-agency strategic planning and commissioning of local services.</p> <p>10. Lead and/ or contribute to the transformation of services in line with the Council's strategic priorities.</p>	<p>8. To disseminate the organisation's culture and values into individual services.</p> <p>9. Works in accordance to the professional codes of conduct required by the relevant professional body (e.g. Social Worker, Occupational Therapist).</p> <p>10. Works by applying the up to date knowledge and skills acquired through the mandatory continued education required to maintain their qualification and/or professional registration</p>
<p><b>The post holder will perform any duty or task that is appropriate for the role described</b></p>	

<p><b><i>Person Specification</i></b></p>	
<p><b><i>Education and Knowledge</i></b></p> <ol style="list-style-type: none"> <li>1. A professional qualification in Social Work (e.g. DiPSW) or Occupational Therapy, or, other relevant equivalent qualification and/or significant experience (minimum 3 years), that evidences min 3 years experience of applying social care legislation and policy to management decision making regarding complex case issues that includes balancing risks to independence, Safeguarding and scrutinising practice quality.</li> <li>2. Management qualification or equivalent experience.</li> <li>3. Evidence of continuous professional development.</li> <li>4. Comprehensive knowledge of the main issues and influences affecting the service area</li> </ol>	<p><b><i>Personal skills and general competencies</i></b></p> <ol style="list-style-type: none"> <li>8. A high level of personal drive and integrity and an understanding of how their personal leadership style impacts on service outcomes.</li> <li>9. Strong interpersonal skills enabling the post holder to provide purpose and direction to others in a changing environment to ensure effective engagement with customers, staff and other key stakeholders.</li> <li>10. Ability to make decisions and solve problems in a changing and complex service environment, involving planning solutions and prioritising personal and service resources</li> </ol>

<p>5. Detailed knowledge and current understanding of the main issues and influences affecting adult social care services, health services and the wider operations of local government or a similar organisation.</p> <p>6. Knowledge of key relevant health, housing and social care legislation and policy</p> <p>7. Comprehensive knowledge of the principles and practice of:</p> <ul style="list-style-type: none"> <li>● effective people management;</li> <li>● excellent customer service;</li> <li>● continual improvement using an evidence – based approach; and,</li> <li>● appropriate risk management.</li> </ul>	<p>11. Ability to meet agreed broad service objectives and agreed delivery targets through the organisation of human, physical and financial resources.</p> <p>12. The ability to analyse, understand and interpret complex issues and to present meaningfully to a wide range of stakeholders</p> <p>13. The ability to encourage innovation, creativity and new ways of working to ensure the authority is capable of achieving large scale efficiencies</p>
<p><b><i>Experience</i></b></p> <p>14. Minimum of 3 years experience of service delivery, including resource planning, performance management and effective and efficient delivery, in a relevant service area.</p> <p>15. Significant experience of leading changes in a service delivery environment with responsibility for direction of a service involving the co-ordination and integration of a number of sub functions</p> <p>16. Significant experience of leading complex partnership work in multi-agency environments</p> <p>17. Experience of identifying and implementing new, improved ways of delivering the authorities business</p> <p>18. Experience of working in local government including involvement with elected members.</p>	
<p><b><i>Role Dimensions</i></b></p>	

1. Responsibility for assessment and care management teams including Social Workers, Community Care Officers and Occupational Therapy staff, in community and hospital bases that support people with disabilities and long term conditions including; Learning Disabilities, Autism, Mental Ill-Health, Physical and Sensory Disabilities. across at least 2 districts in the County.
2. Responsibility for countywide services which may for example include but is not limited to; Approved Mental Health Professional (AMHP) Team, Transitions Service, Supported Living Project Team.
3. Overall management for a budget of approx. between £20- £30 million; accountable as budget holder for financial monitoring, forecasting and assurance.
4. Line management responsibility for a minimum of 7 direct reports, indirect supervision of integrated services, overall responsibility a service comprised of approximately 70—100 fte staff and responsibility for integrated management of NHS staff
5. Responsibility for ensuring delivery of the Adult Social Care Strategy objectives in service area including; ensuring a consistent, person centred focus on early resolution, use of technology enabled care, re-ablement and other preventative approaches, support planning that maximises people's independence and timely, effective reviews
6. Responsibility for place based community development and strength based approaches in locality.
7. Departmental representation in partnership arrangements, including for example, A and E Delivery Boards, Integrated Care Partnerships, Primary Care networks
8. Responsibility to develop and maintain effective partnership arrangements.
9. Management of reviewing and monitoring activity to ensure the most efficient and effective use of resources.
10. Management of risk in relation to changes to national and local policy requirements, safeguarding and organisational reputation.
11. Responsible for the appropriate investment and disinvestment of resources which impact on individuals, organisations and partners.
12. Financial accountability for budgeted service provision including the effective delivery of personal budgets to the people of Nottinghamshire.
13. Responsible for the delivery of transformational change within the workforce and within wider partnerships.
14. Accountable for the delivery of business cases for savings and efficiencies to meet departmental targets.
15. Accountable for the operational risk, health and safety, business continuity planning and emergency planning for the area of service.
16. Responsible for the safeguarding of adults at risk within the locality.
17. Ensure appropriate standards and quality of service in the area of responsibility and spend both internally and externally.
18. Represent the authority in planning, co-ordinating and managing multi agency plans and services.
19. Take part in Emergency Planning exercises and on-call rota
20. Provide cover for Service Directors and fellow group Managers as required

*Please attach a structure chart*

Date July 2019

Tier 4 – Group Manager