# Job description

Post title: Deputy Director – Provider Services

Service area: Adult Social Care

Grade: CO3

Reports to: Director of Adult Social Services

Direct Reports: Head of In-House Services, Shared Lives Manager, Residential Services Manager, Business Support Officer

## Our ambition

We're determined to make Islington fairer. To create a place where everyone, whatever their background, has the opportunity to reach their potential and enjoy a good quality of life.

We also have an ambitious goal – to be the best council in the country– with every employee clear about the part they play and inspired, focused and supported to give their very best.

We want to build an organisation where employees feel valued, inspired and empowered to help us achieve our goals and provide the best services possible to our residents.

## Our values and behaviours

‘Be Islington’ is about setting a clear challenge about what it means to be an Islington employee and sets the standard for every new recruit.

We ask our employees to ‘Be Islington’ – playing their part in working together for a fairer borough and to always be collaborative, be ambitious, be resourceful, and be empowering (‘CARE’).

## Our commitment to challenging inequality

We are committed to tackling inequality, racism and injustice and creating a fairer borough for all. In order to do this, we need to set the example by being a fair employer and creating a workplace environment, which is free from discrimination, racism and inequality. Our approach needs to be proactive, consistently learning to create a fairer workplace and foster a culture, which empowers all staff to challenge inequality.

Fairness is at the heart of what we do. We want to celebrate and embrace our differences by:

* Ensuring our workforce is representative of the people we work on behalf of, our residents
* Creating equitable working environments and diverse teams
* Understanding our residents in order to design and deliver services that help tackle inequality and improve life chances for our residents
* Getting to know people and their differences
* Interpreting issues and concerns from a cultural perspective and address situations or problems from the points-of-view of multiple cultures
* Supporting people with long-term health conditions and/or disabilities
* Recognising the value of flexible working to support staff where possible

## Key responsibilities

As part of the Senior Management Team in Adult Social Care you will help lead on the delivery of the vision for Adult Social Care: *For Islington to be a place made up of strong, inclusive and connected communities, where regardless of background, people have fair and equal access to adult social care support that****enables residents to live healthy, fulfilling and independent lives.***

Your leadership will ensure that we do this by working with residents and partners to enable new ways of working in the following areas:

* Prevention and Early Intervention - Working proactively to build on residents' skills, resilience and capacity to make positive and sustainable changes
* Problem Solving at the first point of contact – Highly skilled staff utilising a strengths-based approach to ensure a proportionate enabling solutions and support
* Outcome focused short term interventions – A focus on maintaining or improving independence by initiating short term creative interventions
* Responding to complex needs – Holistically managing complex situations to achieve the best life outcomes for the vulnerable residents

Islington is committed to providing high quality adult social care to its residents. In line with the changing needs and expectations of our residents and communities, our services must continually evolve and transform to ensure that we continue to meet their needs.

We have increased budget pressures and the ongoing need to deliver services in line with our statutory obligations and other legislation, which you will manage and deliver against.

We place high importance on strategic leadership and management and leadership skills. The person appointed will make a key contribution to the leadership and direction of Adult Social Care and the council as a member of the Senior Leadership Team and the directorate’s management team.

We are looking for someone who has achieved significant success and can apply fresh thinking and new ideas to Islington, challenging the status quo and driving forward innovation and service excellence across ASC.

For us leadership involves balancing the development and the driving through of strategy and change with keeping an eye on the detail in order to drive performance improvement. We are looking for someone who can achieve this balance as well as create a positive, development culture for staff that supports and encourages a representative and diverse workforce.

We’re looking for someone who is setting their sights high. We want only the best for Islington, and you will play a key role in ensuring that Islington Council continuously improves, delivers its key change programmes and provides first class services to the people of the borough. As part of this we expect you to help evolve and deliver against our commitment to co-production, ensuing the voices of residents are at the heart of everything we do.

You need to be a strong collaborator with experience of working with colleagues and partners to make a strategic contribution. You should be able to evidence your ability to gain the trust and support of key stakeholders, including Councillors, senior managers and partners.

You will drive wider quality assurance and best practice initiatives across internal and external provision, ensuring a strengths-based approach permeates decision making at all levels and that a culture of reflective learning and improvement is developed and embedded.

Leadership

1. As a member of the council’s management team, to contribute proactively to the collective leadership for the council, working collaboratively with Members, services across the council, partners and stakeholders to deliver the council’s objectives and priorities.
2. To drive positive cultural change, embodying and promoting the values and behaviours of the council and empowering staff to reach their full potential. Ensure that the performance and development framework is effective for all staff. You will be committed to the strength-based practice model, with a person-centred approach, promoting independence, community connection and measurable outcomes.
3. You will be expected to lead on and ensure the effective implementation of corporate initiatives and transformation programmes that cut across the whole or part of the council’s activities.
4. You will provide strategic leadership and direction to ensure effective delivery of services, and work as part of the senior leadership team to promote a culture of collaboration, empowerment and efficiency.

Resources and Financial Management

1. To manage people, delegated budgets and other resources, utilising them innovatively and creatively to improve service outcomes, ensuring expenditure is contained within cash limited budgets, that risk and need are balanced and ensuring that timely corrective action is taken to deal with any variances that arise.
2. Ensure the service complies with the Council’s corporate governance including risk management, performance monitoring, information governance, and staff supervision and performance management.
3. Comply with all resource and finance governance processes, cost controls and income maximisation in an ever-changing environment, fluctuating demands and priorities.

Compliance

1. To ensure ASC has effective systems for managing value for money and risk management, required to deliver high quality, cost effective, transformed and modernised services that meet the needs of our residents.
2. At all times to carry out responsibilities/duties within the framework of the Council's Dignity for all Policy. (Equal Opportunities Policy).
3. Ensure legal, regulatory and policy compliance under GDPR, Health and Safety and in area of your specialism identifying opportunities and risks and escalating where appropriate.

Service Delivery

1. Drive the implementation of consistently high-quality service standards and levels of customer service and monitor performance to deliver the best outcome for residents. Implement changes and continually evaluate the service to improve the area of work, while maintaining continuous delivery of the highest possible levels of service quality.
2. Provide strategic and operational management support to all directly provided and regulated services for adults with a range of needs including learning disability, physical and sensory needs, mental health and older people across various locations and some services operating 7 days a week.
3. Ensure that the services are operating at the highest standards and in accordance with the Care Act 2014 and the Care Quality Commission Fundamental Standards, with the expectation that all regulated services achieve a Good or Outstanding CQC rating.
4. Work collaboratively with our residents, carers, families; staff; internal and external partners; Members; CQC and Health colleagues and support achieve improved outcomes through a strengths-based approach for people using our services.
5. Lead on safeguarding and quality assurance within directly provided services and ensure high levels of safeguarding knowledge and awareness within the relevant services, ensuring safeguarding processes are complied with and that the person concerned is kept central to any process.
6. Ensure that robust risk assessment processes are in place across the services and are implemented and reviewed regularly.
7. To ensure that robust systems for service planning, performance measurement and improvement in regulated and directly provided services are developed and implemented.
8. Identify appropriate resources within the Council, the Health Trust, the local community, non-statutory organisations and primary care to ensure the Service User receives the most appropriate packages of care available.
9. Establish and enhance key relationships with partners across Health and Social Care, and the private and voluntary sectors to ensure effective, integrated support to vulnerable residents.
10. Write complex reports and present these in a range of formal settings when required, as well as to be able to present and explain highly complex reports to internal and external stakeholders.
11. Committed to the Council’s CARE values and ASC principles to demonstrate this commitment in the way duties are carried out.
12. Committed to tackling inequalities and improving access to services, increasing support for people with the highest levels of need.

Team and Supervision

1. Chair meetings, including inter-agency, multi-disciplinary meetings and Partnership Boards as required.
2. Achieve agreed service outcomes and outputs, and personal development targets, as agreed with your supervisor.
3. Ensure that duties are undertaken with due regard and compliance with the Data Protection Act and other legislation
4. Carry out duties and responsibilities in accordance with the Council’s Health and Safety Policy and relevant Health and Safety legislation
5. Follow the Pan London Safeguarding Adults procedures to investigate and manage risk where individuals have experienced or are likely to experience significant harm

This Job Description is a guide to the level and range of responsibilities the post holder will be expected to undertake. It is neither exhaustive nor inclusive and may be subject to changes in order to meet legislative requirements, changing circumstances and business demands of the service.

## Work style

Islington Adult Social Care is committed to agile working and helping our people balance work and home life. We trust our staff to work in the most appropriate way to deliver excellent services to our residents. Agile working and accountability go hand in hand. We expect everybody to take responsibility for ensuring their work is completed on time and to high standards.

## Person specification

You should demonstrate on your application form how you meet the essential criteria. Please ensure that you address each of the criteria as this will be assessed to determine your suitability for the post.

### Essential criteria

#### Qualifications

| Essential criteria | Criteria description |  Assessed by |
| --- | --- | --- |
|  | Professional qualification and to be registered with the relevant professional body | Application |
|  | Professional social work qualification and current Social Work England registration, or equivalent, relevant experience. | Application |

#### Experience

| Essential criteria | Criteria description | Assessed by |
| --- | --- | --- |
|  | A substantial track record and extensive experience of leading CQC regulated services at a senior level | Application/Interview |
|  | Experience of joint work and developing joint services between health and social Care services.  | Application/Interview |
|  | Experience of working in partnership with voluntary or independent sector agencies to delivery service improvements. | Application/Interview |
|  | Experience of managing complex budgets against performance indicators | Application/Interview |
|  | Experience of ensuring the delivery of person centred, strength-based care and support | Application/Interview |
|  | Experience of working in a political environment, building positive relationships with members. | Application/Interview |
|  | Experience of working with people with differing needs and from black and minority ethnic communities in inner city areas | Application/Interview |
|  | Experience and understanding of strengths-based approaches and applying this in practice  | Application/Interview |

#### Skills

| Essential criteria | Criteria description | Assessed by |
| --- | --- | --- |
|  | Awareness and understanding of safeguarding including legislative responsibilities and Making Safeguarding Personal  | Application/Interview |
|  | Awareness of health and social care legislation including the Care Act 2014, Mental Capacity Act 2007 and other relevant statutory legislation  | Application/Interview |
|  | Awareness of statutory requirements relating to regulated services, CQC standards  | Application/Interview |
|  | Evidence of vision, clarity of purpose and ability to communicate this | Application/Interview |
|  | Ability to lead cultural and structural change | Application/Interview |
|  | Ability to ensure effective budget management | Application/Interview |
|  | Ability and credibility to build relationships influence and engage successfully with colleagues, partners and clients at all levels in complex or politically sensitive situations. | Application/Interview |
|  | Ability to write formal reports to a high standard for a range of audiences   | Application/Interview |
|  | Excellent research, analysis, interpretation and evaluation skills, demonstrating the ability to identify and diagnose complex problems/issues / requirements and develop innovative strategic solutions. | Application/Interview |
|  | Strategic and political awareness demonstrated in problem solving and decision making. | Application/Interview |
|  | Excellent time management skills to manage a complex workload prioritise and set deadlines and cope with conflicting and changing demands. | Application/Interview |

## Special requirements of the post

(Insert any special requirements of the post. Delete if this does not apply.)

| Essential criteria | Criteria description | Assessed by |
| --- | --- | --- |
|  | This role will require you to obtain an Enhanced satisfactory clearance from the Disclosure and Barring Service formally known as the Criminal Records Bureau (CRB) Disclosure | Application/Interview |
|  | Ability to meet out of hours commitments when required in connection with the responsibilities of the post.  | Application/Interview |
|  | This post is subject to the council’s policy on pecuniary and personal interest. | Application/Interview |
|  | This post is designated as politically restricted. | Application/Interview |

## Our accreditations

Our accreditations include: the Healthy Workplace award, Timewise, London Living Wage Employer, Disability Confident Committed, The Mayor’s Good Work Standard, Stonewall Diversity Champion, and Time to Change.

