**Job Description**

**Operations Director – Adult Disability and Mental Health Services**

**PURPOSE OF JOB**

To inspire, lead and manage the commissioning and operational social work teams for Adults with Disabilities Service (ADS), autism and Asperger’s and their family carers. The service has approximately 400 staff and budget of circa £160m per annum, and the post holder must operate strategically, innovatively and creatively to meet the needs of people and communities.

To also act as the Adult Care Services strategic link into 0-25 Together Services. Accountable for effective professional, business and strategic work, the services operate as multi-professional integrated community teams.

The Operations Director is responsible for working alongside strategic commissioning partners, including Hertfordshire Partnership Foundation NHS Trust.

**MAIN AREAS OF RESPONSIBILITY**

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| * Leads extensive multi-disciplinary operational social care teams for adults with a disability, including high quality social work, occupational therapy and learning disability nursing, ensuring safe and effective practice (in line with our practice model), and that care purchasing budgets are managed effectively.
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| * Leads by personal example, demonstrating Hertfordshire County Council’s (HCC) values and behaviours and setting the direction and articulating a clear vision for all areas of the service. Deputises for the Executive Director of Adult Care Services when required. Provides personal leadership for the council and departments ambitions around diversity, inclusion and anti-discrimination
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| * Drives performance, quality and practice frameworks that ensure effective use of resources through senior managers. Understands strategic council and partners’ priorities at all levels and ensures the service delivers in this context.
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| * To ensure the council has in place commissioning strategies and market position statements for the Adult Disability Service (ADS) and other services to support the people that use our services and their care needs, including the needs of minority groups, identified in the Joint Strategic Needs Assessment (JSNA) and local and national policy.
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| * To ensure effective contract and quality management arrangements are in place for outsourced services for younger adults, including health services where jointly commissioned, acting within the HCC constitution and contract regulations.
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| * Implements strategic systems, projects and processes to ensure good quality services are co-produced. Takes responsibility that effective quality assurance and safeguarding procedures are followed in all service areas so that people receive consistently high quality and safe services.
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| * Creates, maintains and enhances effective strategic working relationships with partners, colleagues, local networks, agencies, service users and their family carers.
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| * Strategically develops county wide and local initiatives and works with key partner agencies to achieve effective joint implementation of initiatives
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| * Leads, mentors, coaches and supervises managers and staff, including taking part in induction programmes and training.
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|  **Person specification** |
|  | **Essential Criteria** |
| **Qualifications and Knowledge** | * Qualified Social Worker, Occupational Therapist, Nurse registered with your relevant professional body or an equivalent social care management qualification or 5 years’ relevant senior management experience in adult social care and health
* Evidence of continuous professional development
* In-depth knowledge of operational social care or health delivery
* In-depth knowledge of social care commissioning and contract management
* Knowledge of national context and policy
* Good understanding of relevant legislation
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| **Relevant Demonstrable Experience of:** | * Involvement in strategic multi-agency work
* Budget management
* Leading, managing and developing dispersed teams
* Significant experience of management role with social care or health professionals
* Applied use of Social Care & Health Care legislation in complex situations
* Partnership working with organisations, partners and citizens
* Achieving change via change management or project implementation
* Ability to reflect on experiences to enhance and inform own practice and decisions
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| **Knowledge & applied understanding of:**  | * Adult Social care and legislation, strategies and relevant guidance
* Management skills and leadership approach
* Budget and resource management
* Commissioning frameworks and best practice
* Workforce learning, development and communication impacts
* Risk management and positive risk taking
* The integration agenda - Working as part of multi-agency teams
* Personalisation agenda and creative problem solving to maximise independence
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| **Skills & Abilities** | * Leads with positivity and honesty and able to take emergent approaches
* Strong negotiation and influencing skills
* Communicates positively with clarity and conviction particularly in times of crisis
* Strong IT, report writing and written skills
* Acts in a self-directed, proactive way to identify opportunities ideas and innovation
* Keeps calm and focussed under pressurised and challenging circumstances
* Mentors, coaches, supports and supervise other social work staff to be accountable, proactive, innovative, autonomous and to enhance performance
* Actively and creatively develops teams’ capabilities in line with service objectives and relevant professional standards and sets clear expectations of performance
* Builds networks of influence beyond the boundaries of own organisation and uses these to mobilise joint initiatives and practice
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| **Leadership Behaviours** | * Leads by example, providing direction and articulating a persuasive vision, translating the vision into action
* Recognises service deficits and addresses them positively
* Resilient in times of extreme pressure
* Fosters a culture of openness and honesty and challenges inappropriate behaviour from others
* Prepares the service effectively for change
* Finds innovative solutions to meet identified needs of service users
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