

	Job Title	Head of Access, Care and Support
	Department	Adult Social Care
	Section	Complex Care
	Grade	Hay 4
	Reports to	Director of Adult Social Services
	Staffing Responsibility	2 Direct Reports

Job Purpose:

As a member of the Department Management Team in Adult Social Care, there are 3 key roles:

1. Responsible for ensuring the individual services you manage are high quality and cost effective and underpinned by a culture of continuous improvement driven by qualitative and quantitative data. You will also be responsible for ensuring that those services meet regulatory standards and statutory duties where required, and are a model of best practice for the wider market.
2. Lead and model a culture of collaborative working, focussed on holistic services that deliver good outcomes for the people of Brent. This includes working closely with other services within Adult Social Care and across the wider Council. In addition, take on leadership roles which crosscut the whole department or the wider Council.
3. Take the lead for Access, North and South Community Teams and Direct Delivery which includes Extra Care, Shared Lives and Day Opportunities. This role will also have leadership responsibility for ensuring operational delivery of the Carers Strategy, the approach to Continuing HealthCare and integrated neighbourhood working.

Dimensions:

Annual budget responsibility:

- Directly controlled budget (Is the budget holder for) = £37m
- Indirectly controlled budget (budget which is delegated to Team Managers) = £2.5m
- As a member of DMT responsible for authorisation of high-cost care packages, significant influence over the total purchasing budget of £90m
- Directly controlled capital expenditure as required

Staffing responsibility:

- Direct reports (established post numbers) = 2 Service Managers
- Indirect reports (established post numbers) = 120 positions

Principal Accountabilities:

1. Work collegiately with colleagues on the Departmental Management Team (DMT) and make a proactive contribution delivering departmental and corporate objectives.
2. Lead and manage a portfolio of customer focused services in alignment with both corporate and departmental aims and priorities.
3. Provide leadership and management to achieve high performance and effective operational delivery. This will include managing the effective use of resources and staff, and providing leadership, expert guidance and support to the team managers and staff teams within your service area.
4. Work closely with the Operational Director, Adult Social Care to support effective working relationships with relevant portfolio holders.
5. Support and develop partnership working, including acting as an effective ambassador and advocate with external organisations and across the wider Council. This will include acting as the departmental lead for key partnerships and board, such as operational oversight working with Carers, leading on Continuing Healthcare and ensuring we have effective Co-Production approaches in service redesign.
6. Strategic leadership across the department and wider partners, ensuring the effective and efficient delivery of services across the designated service area by achieving national, local and team performance targets, with a view to improving the quality-of-service delivery.
7. Ensuring that services comply with statutory requirements arising from relevant legislation and government guidance.
8. Responsibility for continuous monitoring and management of the budget of this service area, including regular forecasting and development of mitigation strategies to ensure the budget remains balanced. This includes providing appropriate challenge to all departmental spend.
9. Strategic and operational oversight of the development of integrated neighbourhood pathways with health and community partners including ensuring that joined up working is monitored for impact on outcomes. integrated pathways are in place and monitored for impact on outcomes.
10. Direct line management responsibility for the community long term teams, direct delivery and Access teams.
11. Responsible for the overview and quality assurance of assessments, reviews and support plans across the services in scope, ensuring they meet statutory requirements and meet the needs of customers while also ensuring they drive value for money throughout the department.
12. Lead the annual planning, monitoring and review across the designated service areas, including the budget and other resources to enable the development of a cost-effective business plan which meets the Council's financial and performance targets.
13. Operational accountability for statutory services being delivered in partnership by other departments or organisations ensuring they are delivered in line with all Council and health policies where required including procedures, performance management and budget requirements. Ensuring confidentiality and information sharing protocols are met. Carry out duties with due regard to the Council's customer care, equal opportunities, information governance, data protection and health and safety policies and procedures.
14. Take on project sponsor roles to lead the implementation of key departmental projects.
15. Deputise for the Operational Director, Adult Social Care as, when and where required.
16. Safeguarding is everyone's responsibility, and all employees are required to act in such a way that at all times safeguards the health and wellbeing of children and vulnerable adults.
17. Undertake any other duties commensurate with the general level of responsibility of this post.

Job Context:**Brent Council:**

- Wide range of internal and external contacts including directors, senior managers, elected members, professional bodies, partner organisations and government functions involving the use of a wide range of interpersonal skills.
- Partner other local authorities, public sector organisations and agencies, local businesses, the voluntary sector and other stakeholders.
- Developing partnership working with key external stakeholders across the public, private and voluntary sectors.
- Management and leadership of a high-performance team.
- Lead role in the development of the Council's services in this area.
- Operates within a framework set by Corporate and Departmental Management teams but with considerable freedom to shape services.
- Leads on policy and development and ensures implementation of new legislative requirements.
- Ensures high professional standards.

Adult Social Care:

- Prevention: Offering information, advice and guidance which enables people to make informed choices and take personal responsibility
- Early intervention: Providing people with intensive short-term assistance so they can regain and sustain their independence.
- Support Planning: Ensuring that if people need ongoing support from us that they can access practical support which is tailored to suit their individual need and is designed to maximise their independence now and in the future.
- Zero tolerance of abuse: Helping people to avoid abuse and responding swiftly and effectively if abuse occurs.
- Working with people, their families and their communities to find solutions which work for them and are cost effective to ensure we can support the maximum number of people.

Additional Information:

This post manages the complex cases in the department across all client groups. Consequently, the assessment and care management teams in this service have the highest contact with legal support, they deal with the highest cost support packages and the most vulnerable adults. In addition, the post manages Direct Delivery of Regulated services for some of the departments most complex services users with a diagnosis of Autism and Learning Disabilities.

These services are vital to delivery of the Brent ASC strategy and our vision of supporting people to live independently in their own communities for as long as possible and managing them via partnership agreements presents unique challenges and opportunities. Getting it right requires a clear vision and a tight grip on the detail to ensure that the partnership arrangements we develop with health deliver for health partners Council and ultimately for the people of Brent. These services need to be developed within a challenging health and social care economy where there is increasing public and political scrutiny of change and significant reputational risk.

DBS Status	Enhanced DBS required
Politically Restricted	Yes

Person Specification

Knowledge, Experience & Skills

Knowledge and Qualifications

- Evidence of significant relevant Continuing Professional Development (CPD).
- A degree or comparable qualification and evidence of analytical skills, report writing, and lateral thinking skills required for this level of post.
- Evidence of a relevant management qualification or sufficient level of management training commensurate with this level of post.
- A relevant social/health care qualification e.g., Social Work, Nursing, Occupational Therapy and evidence of current registration with appropriate registering body is desirable for this post but not essential.
- Extensive legal literacy in relation to the Statutory responsibilities of the council including MHA, Care Act, Capacity Act & Human Rights Act and other associated legislation including a good understanding of the Care Quality Commission regulatory framework for local government adult social care functions.

Experience

Track record of achievement at a senior leadership level in a similarly large and complex organisation including evidence of:

- Senior management and leadership experience of operational services in a large complex social care, health or other relevant setting, ensuring the highest quality of service and quality outcomes for the people we serve.
- Effectively working and leading a range of community adult social care teams and services to ensure pathways are integrated, personalised and focused on delivering joined up care for people who use services and their families.
- Managing demands and pressures on the service and working to tight deadlines.
- Successful management of significant budgets and resources.
- Business planning experience and the ability to create a properly resourced strategic plan that delivers departmental priorities within the available budget.
- Successful management of significant organisational change including culture change, change management programmes and project management, including the development of a performance management culture in operational services.
- Ability to develop and lead on strategic policy areas and change.
- Successful experience of working in partnership across key agencies and organisations providing leadership and working as a key team player.

Key Skills

- Strong Leadership and management skills including people, performance and budget management. Shows resilience and drive, including the ability to cope in times of crisis.
- Strong role model who demonstrates a personal commitment to high standards of public service, honesty and integrity and professionalism and works collaboratively to create a strong team spirit.
- Strong communication, negotiation, influencing and analytical skills (analysing demand, priorities, trends and predicting future customer needs) in order to solve problems.
- Able to design, develop and implement solutions, both internally and with partners, with a clear focus on evidencing the difference this makes to the service and our customers.
- Build honest, respectful and fair relationships based on dialogue and transparency.
- Keep things simple, learn from mistakes and challenge yourself and your colleagues to constantly improve.
- Take individual responsibility but work as one team to manage risks and create seamless services. Ability to work flexibly across service as and when required.
- Recognise potential and actual abuse (of any kind to an adult or a child) and respond effectively.