

LONDON BOROUGH OF MERTON**ADULT SOCIAL CARE, INTEGRATED CARE AND PUBLIC HEALTH****JOB DESCRIPTION**

POST TITLE: Director of Adult Social Care Operations

Grade: MG5

DIVISION/SECTION: Adult Social Care

Location: Civic Centre, Morden

Responsible to: Executive Director of Adult Social Care, Integrated Care and Public Health.

Responsible for: ASC First Response, Locality Social Work Teams, Adult Safeguarding, Reablement, Hospital Discharge, Occupation Therapy, Learning Disability, Principle Social Worker, Provider Services and Quality Assurance

Post number:

Date: January 2024

1. MAIN PURPOSE

- To ensure that the council meets its statutory responsibilities for adult social care, and to deputise where required for the DASS (Director of Adult Social Services) role. To provide strategic leadership to ensure that adults' social care positively supports the values and objectives of Merton Council, promoting prevention, early intervention, and resilience to improve outcomes for local people, promote health, wellbeing and independence and reduce dependency on public services.

2. MAIN DUTIES AND RESPONSIBILITIES

- (i) Ensure effective Financial Management, cost controls and income maximisation in an ever-changing environment, fluctuating demands and priorities. Ensure resources are well managed and effectively deployed to the best possible effects assuring value

for money in all activities. Input into the Medium-Term Financial Strategy, forecasting budget demands and planning savings, and ensuring in-year delivery.

- (ii) To create and lead the five-year transformation and change plan for adult social care, ensuring that strategic plans reflect known national best practice and prepare for the care quality assurance process.
- (iii) To give leadership to partnership working, so that services where possible can be delivered with partners in a way which offer a customer centred approach and value for money. This will especially be with the NHS and will include agreement where necessary about shared resources such as the Better Care Fund and existing pooled budgets.
- (iv) To be a member of the Adult Social Care, Integrated Care and Public Health Management Team, taking on cross-cutting leadership tasks across the department, and deputising for the Executive Director where required.
- (v) To be a member of the Council's overall senior leadership team across departments, ensuring that cross council working happens where necessary and taking on relevant cross council responsibilities.
- (vi) Provide well-evidenced and sound advice directly to the Chief Executive, Corporate Director, Cabinet, Portfolio Holders, and other Members of the Council. Attend Council, Executive, and other committees and events.
- (vii) To lead the process of responding to people's needs within statutory responsibilities through the process of assessment, review, safeguarding, brokerage, financial assessment, and the allocation of a personal budget. To ensure that this process is based on core principles of personalisation, promoting independence, and taking an asset based and proportionate problem-solving approach.
- (viii) To ensure that this process is using a management information system (Mosaic) in a fit for purpose way, and that procedures mesh with this system and that they give the necessary day to day direction and support for staff.
- (ix) To ensure that professional practice (especially for social work and occupational therapy but including other professions where relevant) complies with required national standards, that there is access to sound professional supervision, and that this is aligned with overall policies and procedures for adult social care.
- (x) To give senior management leadership and input to discussions and negotiations with the local integrated care system about service integration and service improvement. To draw up and implement integration plans with NHS provider partners and with NHS commissioners. To lead on negotiations about pooled budgets including the Better Care Fund.

- (xi) To work with the local NHS over relevant plans to support key issues for NHS delivery, especially delayed transfers of care at this stage.
- (xii) To engage with the voluntary sector (in both its roles as service providers and advocates for local people), and with customers and their carers, to ensure that delivery of adult social care is informed by their views and also takes into account the contributions that they can make.

3. KEY ACCOUNTABILITIES

- To act as a role model within the Council and lead by demonstrating the organisational values in all that you do: [Work for Merton \[DRAFT\] : Values | Merton Council](#)
- To lead on ensuring your services have operation plans in place to deliver the Corporate Plan on time and to budget.
- To create and build effective relationships internally and externally with key stakeholders and instil in direct reports the imperative for accountability, responsibility and collaboration with others, for example: Councillors, other Boroughs, the communities we serve and partners.
- To work collaboratively across all service areas with other senior managers (including those from partner organisations and agencies) in order to deliver services, generate efficiencies and create synergies wherever possible.
- To lead, manage and develop staff so that they are capable of and motivated to achieve the corporate and service aims and objectives and support the organisational values.
- To drive significant cultural change in order to deliver service excellence.
- Ensure that performance management is monitored, and your service is fully compliant, and any remedial action is taken promptly and at pace.
- To manage your teams effectively, ensuring individuals are well-supported, diversity and inclusion is encouraged, and performance is monitored.
- To ensure at all times that a corporate view is adopted and that complaints (both internal and external) are dealt with promptly and effectively.
- To be responsible for equality, diversity and inclusion in service delivery and employment within the service and to work within relevant legislation carrying out Equality Impact Assessments where necessary.
- To ensure that strategic and operational risks are considered and that appropriate actions and/or reporting are put into place to manage these.

- To attend emergency planning training, be familiar with the London Borough of Merton Emergency Plan and your role during an emergency incident. This may involve receiving notification of emergency situations out of hours and to respond positively to these calls.
- All directors will be required to take part in the emergency rota as required
- All directors are required to participate in elections

4. PERSON SPECIFICATION

Experience, Skills and Technical Requirements (examples)

- Experience of delivering high quality Adult Social Care services, which meet the needs of the community/organisation.
- Experience on the development of a variety of Adult Social Care strategies and evidence of successful implementations
- Experience of leading and managing culture change programmes with evidence of success
- Demonstrable ability to lead Adult Social Care proactive services, which provide role models for managers and gives practical solutions to day-to-day issues.
- Ability to engage and influence all stakeholders, including Community groups, clients/customers, Members, Senior leaders, managers, employees, staff groups.
- Ability to work at both strategic and operational levels, switching according to the needs of the community/organisation.
- Demonstrable experience of strategic and innovative thinking with a proven track record of delivering results against tight deadlines and stretching targets.
- Experience of leading a mixed team of both internal staff and technical, expert consultants and building an inclusive culture and team.
- Experience of managing a large, diverse and complex workforce. Ability to motivate and develop staff to achieve good performance.
- Sound financial management experience with the ability to analyse services in terms of their unit costs, value for money and market context.

- Track record and experience of overseeing complex casework including safeguarding and mental capacity issues.
- Degree Level and extensive experience of working within Adult Social Care at a Senior Level