

**Role profile: Service Director, Adult Social Care and Housing****Reports to: Corporate Director of Community Wellbeing****Role purpose:**

The purpose of the role is to provide leadership to services related to adult social care and housing, working across the organisation and with partners to develop and deliver strategies for the wider benefit of the communities of Herefordshire.

Specifically, the postholder will develop and implement an approach to adult social care that prevents reduces and delays health and care needs and enables adults to enjoy the best possible health and wellbeing, exercising choice and control over how their needs are met.

**Accountabilities specific to this role**

1. Deliver the council's statutory requirements for adult social care, including meeting the requirements of the Care Act 2014.
2. Deliver a high quality, innovative and people focused housing service which delivers value for money.
3. Deliver a community led support approach to adult social care (including the transition to adulthood), that intervenes early, delivers high quality information advice and guidance and uses strength-based practice to help people access the assets of their communities, build resilience, and remain as independent as possible.
4. Deliver the council's duties to protect adults with care and support needs from abuse, neglect and from becoming drawn into terrorist activity, actively participating in the Herefordshire Safeguarding Adults Board and its sub groups.
5. Be accountable for the standards, development, and quality assurance of social work through the management of the Principal Social Worker.
6. Deliver services through the use of the Mental Capacity Act 2015 to support and protect those lacking mental capacity including ensuring safeguards are in place where people may be deprived of their liberty.
7. Proactively engage in the health and care system in Herefordshire, forging effective relationships with key partners and enabling structures that deliver integrated pathways and provision between adult social care, other council services, the NHS and the community, voluntary sector and independent sectors.
8. Manage services within the agreed financial envelope and continuously explore opportunities for efficiencies and delivering best value for money
9. Lead and direct operational adult social care and housing services across all aspects of day to day business deliverables including driving and monitoring performance in relation to service quality and directorate key performance indicators and targets
10. Ensure services are compliant with all statutory regulatory bodies and council and wider system policies and procedures.
11. Ensure services are customer focused in line with the council's Customer Strategy.
12. Proactively contribute to the effective planning, preparation and organisation of all major external inspection processes, including CQC Assurance
13. As part of the council's emergency planning arrangements the role holder is a member of the GOLD SILVER on call rota.

<p><b>ACCOUNTABILITIES</b></p> <ol style="list-style-type: none"> <li>1. Develop and implement locality-based strategies for a broad portfolio of diverse service areas within Herefordshire and align all activity to the council's strategy and business model.</li> <li>2. Design and deliver value for money integrated public services and ensure attention to improving efficiency and robust cost management.</li> <li>3. Assume accountability for directly managing integrated service delivery, managing conflicting priorities and driving the achievement of continuously improved locality-based customer outcomes.</li> <li>4. Develop services managed with appropriate partners, spotting and taking advantage of external changes so resource utilisation is maximised in the long term.</li> <li>5. Act as a figurehead for the service areas managed, liaising with Members, non-executive directors and senior individuals in external agencies, regionally and nationally, to influence agendas and increase inward investment</li> <li>6. Drive appropriate organisational improvement, transformation, lead cultural, and policy change in line with the council's vision and values.</li> <li>7. Take responsibility for managing risks and resolving issues that may have a significant impact on the council, for example, financial or political.</li> <li>8. Establish appropriate performance standards and determine priorities for resource allocation to meet clearly defined customer expectations.</li> <li>9. Ensure the provision of expert technical advice by service areas to senior leaders and partner organisations.</li> <li>10. Make recommendations for service improvement by creating an environment where new ideas can flourish and be implemented.</li> <li>11. Provide exemplary leadership to the council to ensure behaviours meet organisational values and create a working environment where employees can deliver their best and holding others accountable for their decisions.</li> <li>12. Proactively manage performance by recognising success and taking timely remedial action; keeping the council informed of progress against targets.</li> <li>13. Understand and meet all required legislation and governance to deliver the required service standards.</li> </ol>	<p><b>Skills, knowledge and experience</b></p> <ul style="list-style-type: none"> <li>• A qualified social worker with significant experience of senior leadership and management of adult social care in local government including thorough knowledge and understanding of the legislative frameworks and key practice developments.</li> <li>• Exceptional leadership skills with ability to inspire others to achieve</li> <li>• Ability to develop and deliver strategies to meet organisational objectives, interpreting complex information, analysing data and intelligence, drawing conclusions, making decisions and managing risk</li> <li>• Demonstrable expertise and significant record of achievement across sizeable service areas.</li> <li>• Significant experience of medium term service planning and implementation.</li> <li>• Strong organisational/'political' awareness and record of successfully delivering and influencing organisational change.</li> <li>• Ability to develop long-term relationships and create networks external to the council, at local, regional and national levels, in order to create sustainability and high quality outcomes</li> <li>• Experienced and highly skilled in the management of resources and large and highly complex budgets</li> <li>• An excellent professional, technical and developmental service delivery focused record, including relevant specialist knowledge over more than one discipline/function applied over a significant period</li> </ul>
	<p><b>Employees and culture</b></p> <ul style="list-style-type: none"> <li>• Employee engagement</li> <li>• Working climate</li> <li>• New ideas implemented</li> <li>• Behaviour</li> </ul>
<p><b>Customer Service</b></p> <ul style="list-style-type: none"> <li>• Peer feedback</li> <li>• Customer satisfaction/ service quality</li> <li>• Quality of life in County</li> </ul>	<p><b>Value for Money</b></p> <ul style="list-style-type: none"> <li>• Cost reduction</li> <li>• Service improvement</li> </ul>

**Council values:** I aim to put **PEOPLE** at the heart of everything we do:

- People** – treating people fairly, with compassion, respect and dignity
- Excellence** – striving for excellence and the appropriate quality of service, care and life in Herefordshire
- Openness** – being open, transparent and accountable
- Partnership** – working in partnership, and with all our diverse communities
- Listening** – actively listening to, understanding and taking into account people's views and needs
- Environment** – protecting and promoting our outstanding natural environment and heritage for the benefit of all.