

<b>Post No. :</b>	JET919 New v5
<b>Post Title:</b>	Assistant Director of Adult Services - Transformation
<b>Directorate:</b>	Adults Services
<b>Division:</b>	Adults Services Management Team
<b>Section:</b>	Adults Services Management Team
<b>Reports To:</b>	Director of Adults Services
<b>Location:</b>	No 1 Bickerstaffe Square
<b>DBS Status:</b>	Enhanced check with an Adult's Barred List check
<b>Grade:</b>	Grade H8

### Role Purpose

The post holder will develop and contribute to the leadership and strategic direction of Adult Services, delivering wide-reaching and transformative change which supports long-lasting service improvements.

The post holder will lead, influence and shape transformational major change programmes across Adults Services that sustains a culture of continuous improvement, performance management and service excellence which delivers tailored, positive outcomes for local people.

The post holder will lead on delivering digital integration, improved performance, enhanced workforce and resident experience, value for money initiatives, and instil a culture of collaboration and co-production, developing and implementing whole system strategies to deliver excellent, tailored and inclusive services together with smarter, more efficient ways of working.

The post holder will be the lead for major change programmes and quality improvement frameworks, transforming services and embedding a culture of continuous learning and improvement.

### Main Duties and Responsibilities

- To work collaboratively with a range of colleagues and both internal and external stakeholders to lead the redesign and development of innovative delivery models that improve positive outcomes and increases efficiency.
- To identify trends and developments in Adult Services, anticipate future issues, promote innovative and creative new approaches and positively challenge current thinking and ways of working, to deliver an outstanding experience for staff and service users.
- To be responsible for ensuring the transformation major change programme aligns with the Council Strategic Plan, legislative and regulatory requirements, sector best practice, and is supported by appropriate governance arrangements and established partnerships.
- To work with Heads of Service, Service Managers and Team Managers in Adults Services with a cycle of review, improve and embed, across areas of practice and service development with a focus on the impact of practice and outcomes for service users.
- To foster long term constructive relationships with a range of stakeholders both internally and externally, at a local, regional and national level ensuring relevant networks are established to connect to new government initiatives, best practice developments and funding opportunities.
- To be responsible for the planning and delivery of changes within agreed timescales and budgets, ensuring key strategies are aligned and integrated within future plans.
- To co-ordinate and oversee the use of data in driving evidence-based outcome delivery and strategic and operational decision making, in particular with the corporate Business Intelligence Team and all relevant colleagues.

- To work collaboratively with the Assistant Director for Adult Services (operational lead) and manage the Principal Social Worker, to develop reflective practice and support a culture of continuous learning and improvement.
- To inspire, motivate and develop functional leaders and staff to design and implement new ways of working that will support the creation of an innovative, compassionate, learning culture that enables staff to perform at their best and deliver excellent services.
- To enable staff to work collaboratively and embed co-production with stakeholders across directorial and organisational boundaries to co-design inclusive joined-up services that are efficient, effective and meet the requirements of residents.
- To further develop Adult Services approach to delivering accessible and inclusive services through tailored person-centred care which meets the needs of individuals and delivers equitable outcomes for all.
- To embed practices which ensure that people who use services are integrally involved in determining the outcomes they need and how they will be delivered. This will be achieved through a strengths based approach which ensures service users have a voice in decision making, care planning and service delivery planning.
- To be the lead person with external inspectorates and the co-ordinating senior managers in the immediate lead-up to and during inspections, ensuring critical services are inspection ready.
- To take a lead role in the progress and governance of the development, delivery and revision of the Adult Services Improvement Plans – linking together practice development, systemic support and assurance activity – working with the Principal Social Worker and other colleagues to develop a coherent roadmap for practice improvement.
- To lead on setting the standards for delivery and quality of adult operational services and embedding these standards through a review of key systems, policies and processes, which are monitored through a robust performance framework.
- To work across Adult Services to develop a resilient, robust and proportionate assurance process, combining qualitative and systematic assurance, including the development of appropriate review and monitoring mechanisms enabling the Council to have a realistic self-view of the quality of service delivery in all areas.
- To ensure the Local Authority proactively engages in sector-led improvements and embraces learning from other Local Authority inspections and developing good practice elsewhere in the country.
- To deputise for the Director Adults Services when required.

## Service information

The service operates across the Blackpool area and the post holder will be required to work in other locations and must therefore be able to make arrangements to travel where necessary.

Qualifications	Essential or Desirable ▶	E/D
• Degree or equivalent level 5 qualification relevant to management/health and social care or equivalent specialist field.		E
• Professional social services qualification e.g. Degree social work, DipSW/CQSW/CSS.		E
• Level 5 Management qualification e.g. CMI Level 5 or equivalent qualification.		E
• Post Graduate Level 7 qualification relevant to management/health and social care or equivalent specialist field.		D
• A qualification in project management		D

Knowledge, Skills and Experience	Essential or Desirable ▶	E/D
<b>Knowledge</b>		
• Significant knowledge of Adult Social Care, inspection frameworks and regulatory regimes.		E
• Significant knowledge of strategic leadership and management to support excellence in service delivery		E
• Significant knowledge of equality, diversity and inclusion, and how to embed practices which deliver equitable outcomes for service users		E
• Significant knowledge of strategically influencing, developing and implementing services through significant organisational change.		E
• Significant knowledge of the major issues facing local government and the public sector and their potential implications.		E
• Significant knowledge of strategic planning, incorporating, implementing and embedding a continuous improvement culture.		E
• Evidence of significant professional development and continuous learning.		E
<b>Skills</b>		
• Ability to demonstrate passion for delivering improvement in services.		E
• Be highly motivated individual who can demonstrate their commitment to supporting organisations to achieve their aims.		E
• Ability to engage and quickly build credibility with senior managers, partners and stakeholders at all levels, managing relationships and developing an understanding of the needs and priorities of different groups.		E
• Ability to successfully influence key decision makers at senior levels, both internal and external to the Council.		E
• Ability to utilise significant judgement to lead the design and delivery of operational business plans to resolve service issues or improve services; including creative and innovative thinking and risk assessment.		E
• Ability to effectively collaborate with other services for overall organisational effectiveness.		E
• Excellent leadership skills with the ability to lead people through change and the implementation of complex projects and plans.		E
• Well-developed analytical skills and an ability to think critically.		E
• Organisational and planning skills that which are adaptable to respond to risks, issues and dependencies.		E
• Excellent interpersonal and networking skills and have a proven ability to sustain successful internal and external stakeholder relationships.		E
• Ability to constructively challenge the practice, views and perceptions of others.		E
• Ability to deliver professional presentations and briefings to differing audiences.		E
• Excellent ICT, numeracy and literacy skills.		E
<b>Experience</b>		
• Significant experience of strategic planning and evidence of delivering upon strategic priorities.		E
• Significant experience of strategically and operationally leading services and supporting teams through significant transformational change		E
• Significant professional and/or management experience of a strategic operation/service.		E
• Significant experience of strategic leadership, implementing new ways of working and delivery of agreed outcomes at a senior level.		E
• Demonstrable record of delivering high quality services against challenging objectives and resources.		E
• Significant experience of engaging, guiding and influencing senior managers within the area of responsibility.		E
• Significant experience of leading, inspiring and motivating teams to drive services forward, achieving high quality delivery with set budgets.		E
• Significant experience of collaborating across different services to ensure delivery of project objectives.		E
• Significant experience of working within an Adult Social Services environment		E

<ul style="list-style-type: none"> <li>• A proven track record of successful senior level partnership working with a wide range of internal and external partners.</li> </ul>	E
<ul style="list-style-type: none"> <li>• Demonstrable experience of working effectively in a political environment and establishing effective relationships with elected members.</li> </ul>	E
<ul style="list-style-type: none"> <li>• Significant experience of effective project management.</li> </ul>	E

## Initiative and Independence

Post holder will have the autonomy to react to immediate problems of a highly complex nature with associated risk factors and deliver pragmatic solutions.

Post holder will work to professional standards and guidelines within health and-social care following statutory timescales and legislation relevant to regulatory bodies e.g. CQC.

Post holder will work on own initiative, prioritising workloads so that deadlines are met and achieved to the highest standard.

## Relationships/Nature of contacts

### Internal

- Provide advice and guidance to managers and colleagues in Adult Services and across the Council in areas relevant to expertise and knowledge.
- Lead change and challenge status quo, balancing competing views and objectives.
- Liaise collaboratively and effectively with Commissioners and Care Management Teams in performance management, blockages and service delivery issues, and service change and development.
- Provide advice and guidance to elected members relating to adults regulated care.
- Provide 'expert' function and act as 'point of contact' to the Council for matters relating to adults regulated care.

### External

- Provide advice and information, influence decision making in working parties and multi-agency forums, representing the Service, Division, or Council.
- Work collaboratively with external stakeholders, Commissioners and formal bodies, such as formal Partnerships, working groups, or regulatory bodies.
- Represent the Council at Regulated Provider Forums.
- Lead on co-production and engagement with members of public and those with lived experience.

## Responsibility for Resources (Financial, Physical, Capital, Information)

### Financial Resources

- Take overall control and stewardship of assets and resources used in the provision of services ensuring compliance with all governance, legal and regulatory requirements, taking into account changing service requirements.
- As a budget holder for the Adult Services Directorate and accountable to the Director of Adult Services for financial performance of ensuring a balanced budget and efficiency targets are achieved
- Influence over whole Directorate budget of £122M gross.
- Staffing budget £1.6M
- Responsibility to identify, analyse, impact assess and implement safe and appropriate decisions about reallocation / reduction / redesign of services.
- Responsibility for bringing forward recommendations and/or influence decisions making in cases of significant financial and/or operational changes and/or impacts.

### Physical Resources

- Laptop, mobile phone

### Capital Resources

None

### Information Resources

- Responsibility for the appropriate storage and use of highly sensitive personal data, ensuring compliance with Caldicott requirements.

## Responsibility for People (including supervision/training of staff or clients)

- The post holder will be a member of the Adult's Services Senior Management Team and will operate in a political and multi-agency environment working at a senior level.
- To lead and motivate the Division's employees, communicating effectively, empowering employees to the greatest extent possible, recognising success and encouraging staff to overcome obstacles.
- To act as line manager for specified staff, exercising all those powers and duties delegated under Council policy and procedures, promoting staff development and quality of performance by delivering twice-yearly Individual Performance Reviews.
- To ensure compliance with the Council's supervision and appraisal policy and the promotion of a culture of performance management by objectives and targets, ensuring staff within the Division receive regular and effective supervision, appropriate to individual roles.

## Mental and Emotional Demands

### Mental Demands

- Meet predictable and unpredictable timescales.
- Experience high levels of work related pressure – deadlines, interruptions, competing demands from Senior personnel across a range of organisations e.g. health, social care, regulatory bodies.
- Prioritise workload management that will be regularly interrupted to problem solve for the Division and wider Adult Services Directorate.
- Compile complex evidence based reports for internal scrutiny at Senior Management level.

### Emotional Demands

- Work with members of the public/service users with profound and complex difficulties (Vulnerable Adults and Children).
- Regular access to confidential and sensitive information in the Safeguarding arena (Children and Adults) which can have an emotional effect on the post holder.

### Planning Requirements

- Strategic and operationally long term planning over 2-3 years contributing to strategic plans, business planning, risk assessment, improvement plans and service redesign.
- Responsibility for the delivery of strategic change linked to national and local policy and planning for Integration of Health and Social Care.
- Responsibility for the development of effective business continuity plans to ensure 'cannot fail' service delivery.
- Be responsible for working within the general framework of applicable policies and legislation; lead on the development of policies and procedures for the Directorate and participate in the development of Council policies.
- Be responsible for leading on service development, evaluation and quality assurance governance in specific areas and for preparing and adjusting action plans in line with changing requirements across a diverse service area.
- Safe and appropriate dynamic risk assessment and decision making in a rapidly changing environment, with a number of competing demands of equally high priority is a regular feature of this role; often with decisions required under considerable pressure of urgency.

### Vision and Values

Blackpool Council's new Council Plan outlines what our vision and priorities will be during from 2024 to 2027.

This plan continues to develop Blackpool into a more rounded place, proud of its status as the holiday choice of millions, but with many more strings to our bow than the tourism economy. By building on our strengths and nurturing emerging specialities, we are starting to see the development of a diverse, resilient economy, with a variety of opportunities to suit workers of all skill levels, which both attracts staff and provides further opportunity for them to stay locally as their career develops.

This is the central purpose of our work. Supporting communities without providing opportunities for growth does them a disservice, and a diverse economy is crucial to strengthening our collective sense of place and worth. From large scale projects to small scale changes, intensive engagement to signposting options, this plan also aims to ensure that the council is aware enough of how it can make a tangible difference to people's lives, and is in a strong enough position to deliver it.

#### **Our vision for Blackpool is that we will:**

Retain our position as the UK's number one family resort, with a thriving economy that supports a happy and healthy community who are proud of this unique town.

#### **Our Priorities**

We have two priorities:

- Priority one - Communities: Creating stronger communities and increasing resilience.
- Priority two - The Economy: Maximising growth and opportunity across Blackpool.

#### **Our Values**

We aim to:

- Deliver **quality**
- Be **fair**
- Be **accountable**
- Be **compassionate**
- Be **trustworthy**

### Key Facts and Figures

- Number of direct reports: 4
- Total size of team managed (headcount): circa. 45
- Services targeted at the most complex, challenging and risky service users.
- Diverse range of client groups: Mental Health, Learning Disability, Autism, Physical Disability, Older Adults,
- Diverse range of settings for service delivery: at home, short stay (high turnover) residential, day services, in the community, etc.

### Equal Opportunities:

We do our utmost to ensure that there is no unjustified discrimination in the recruitment, retention, training and development of staff on the basis of their age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation.