

**Manchester City Council
Role Profile**

**Director of Adults Social Care Operations
Adult Services**

Reports to: Strategic Director of Adult Social Services

Senior Salary Band SS4

Role Portfolio

Overall purpose of the role

The Director will be a key member of the Manchester City Council (MCC) Adult Services Leadership Team, working with the Manchester Local Care Organisation (MLCO) Senior Management Group, and senior leaders in the NHS GM Integrated Care Board to support the delivery, commissioning and transformation of Adult Social Care and Health within Manchester.

The postholder will deputise for the Strategic Director of Adult Social Services as required (and focused on its specific portfolio – and to act as Deputy DASS).

The Director will work with all Manchester partners involved in the delivery of the health and social care system, supporting and acting on behalf of the Strategic Director to provide strategic leadership, direction and support for adult social care (ASC).

The postholder will also provide additional leadership capacity and representation for Adult Services with other strategic partners.

As a senior leader in the City, the postholder will contribute fully to the City's ambitions and responsibilities covering improved health and wellbeing outcomes, Our Manchester, and the reform of public services.

This role will have a specific leadership portfolio for Adult Social Care Operational Services.

Role context

Manchester City Council retains the primary accountability for Adult Social Care (ASC) under the Care Act, it also retains financial accountability for the overall income / expenditure and funding of the service. MCC assigns responsibility for strategic and operational commissioning, operational delivery and managing expenditure against the budget within MLCO.

Manchester Local Care Organisation (MLCO) is a partnership organisation comprising of Manchester City Council (MCC), Manchester University NHS Foundation Trust (MFT), Greater Manchester Mental Health Foundation Trust (GMMH), and the Manchester Primary Care Partnership (MPCP).

The postholder will be directly accountable to the Strategic Director of Adult Social Services and will work closely with SMT and Corporate officers within the Council and the Executive Directors of MLCO as well as senior leaders within the Greater Manchester Integrated Care Board.

Working closely with partners, they will be responsible for providing expert leadership, management and operational delivery of adult social care services.

The postholder will also lead the development and maintenance of consistently robust budgeting practice and oversight, performance frameworks, systems and processes to ensure ASC delivers safe, effective and efficient services meeting Care Act requirements and delivery of the statutory duties of the Council

The post will be employed by Manchester City Council.

Key responsibilities

The Director of Operational Services (ASC) will support the Strategic Director of Adult Social Services to:

- Lead delivery of Adult Social Care Services to deliver the requirements of the Care Act 2014 including assessment, support and safeguarding responsibilities - including the following services:
 - Adults Safeguarding
 - INT Social Work
 - Principal Social Work
 - Manchester Equipment and Adaptations Partnership (MEAP)
 - Reablement
 - Hospital Discharge to Assess
 - Principal Occupational Therapy
 - Adults Early Support, Multi Agency Safeguarding Hub (MASH), and Business Support
 - Complex Needs
 - Preparation for Adulthood
 - Integrated Learning Disability
 - Day Services
 - Disability Supported Accommodation Service
 - Shared Lives and Short Breaks

- Act as Deputy DASS
- Provide additional strategic leadership across the system.
- Provide expert leadership, management to the operational delivery of adult social care services.
- Lead on the development, establishment and continuity of systems and processes to meet the standards required for an effective ASC service.
- Lead on the continuous assessment, development and implementation of an effective performance framework to meet the varied requirements of an ASC service and its associated governance.
- Work collaboratively with the Executive Directors of MLCO and senior leaders in the NHS GM ICB to ensure there is a shared and collective corporate responsibility for the strategic and operational commissioning of health, social care and public health services.
- Be a key influencer to support the transformation and further integration across health and care in Manchester for better outcomes aligned to the joint strategy across Adult Social Care and health.
- Support the outcomes of the delivery of the Locality Plan.
- To support public sector values and the 'Our Manchester' principles and by addressing inequalities in access to health and care provision.
- To promote equality and diversity and the reduction of inequalities in all areas of service.
- To adhere to the standards laid down in the relevant Codes of Conduct of managers and any other relevant professional codes across both health and social care systems.
- To ensure participation in all mandatory training as required.
- To participate in personal objective setting and review, including the personal and professional development activity and to actively support the development of individuals and teams through appraisal, personal development planning, coaching and mentoring
- To ensure compliance with all confidentiality and governance requirements

Key Role Descriptors for posts at this level:

This role is a senior management post within Manchester City Council providing strategic leadership to a service or group of services. The role holder will drive the delivery of organisational priorities through dynamic and effective leadership.

Deliver sustained improvements to the quality and efficiency of services to provide the best outcomes possible for Manchester's residents and partners to ensure that the city plays a full part in national, regional and sub regional activities.

Shows passion for Manchester throughout their work and in their behaviour, championing Manchester in everything they do.

The role holder will drive coordinated working and strategic thinking with partner organisations and on a national level to ensure that Manchester delivers our key political, organisational and strategic priorities.

Provide direct support to the Strategic Management Team, elected Members, Committees, and other stakeholders on matters relating to their service area. Act as deputy to the relevant Strategic Director.

Responsibility for the relevant statutory area ensuring regulations are upheld to safeguard the organisation and the population of Manchester.

Foster commitment, talent and fresh thinking, challenging yourself and others and take responsibility for their own development and promoting continuous learning to enhance the professional development of employees.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications.

Where the roleholder is disabled every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.

N.B. It is intended that this role profile will be reviewed on an ongoing basis as the system transforms.

Behaviours, skills, and technical requirements

Our Manchester Behaviours

- We work together and trust each other
- We're proud and passionate about Manchester

- We take time to listen and understand
- We 'own it' and aren't afraid to try new things
- We show that we value our differences and treat people fairly

Generic Skills

- Ability to set direction, monitor, deliver and influence others to ensure high standards of quality care are achieved and maintained
- Ability to build rapport and relationships quickly and positively, engaging with key professional groups and other stakeholder groups/organisations for the benefit of Manchester people.
- Ability to create and articulate a vision/narrative for the effective delivery of operational adult social care services.
- Ability to work in and thrive in a complex and ambiguous environment, demonstrating flexibility and willingness to break new ground
- Highly developed interpersonal skills, negotiation, conflict management, feedback, partnership working, and coaching skills
- Strong intellectual, strategic, and systemic thinking skills, with the ability to think creatively and laterally to achieve outcomes
- The ability to build excellent collaborative networks
- The ability to develop effective and mutually supportive relationships with key partners within and without organisations
- The ability to navigate and negotiate the NHS, Local Authority and the wider health, social care and political landscape in Manchester
- Personal commitment, drive and capacity to lead through a challenging agenda and deliver against agreed outcomes. The ability to innovate and inspire others to achieve these outcomes.

Technical requirements (Role Specific)

- Senior leadership experience, operating at or close to board level.
- Social Work Degree
- Demonstrable experience and knowledge of Adult Social Care
- Good understanding of health and social care system dynamics, reform and transformation programmes
- A knowledge of local services and pathways and a knowledge of best practice elsewhere
- Knowledge of standards required within provision of health and social care services
- To understand complex analytical information which will describe local service quality and outcomes against objectives.
- Track record of delivering change to transform health and social care services.
- Experience of taking a significant role in leading and transforming health and social care services.
- Experience and knowledge of advising political structures to ensure objectivity and clear policy advice

- Experience of working strategically and with a future focus.
- Understanding of and commitment to the principles, practices and promotion of equality and diversity.
- Demonstrable continuing professional development.