

Job Description



City of
Stoke-on-Trent

Job Title: Director of Adult Social Care
Directorate: Adult Social Care and All Age Commissioning
Responsible to: Corporate Director of Adult Social Care and All Age Commissioning
Responsible for: Budget circa £94million and staff circa 570 FTE
Grade DH4

Job Purpose

- As a key member of the Senior Management Team, to participate in the planning and delivery of a range of council services and support Elected Members in realising and delivering the Council's priorities as set out in the corporate strategy.
- To lead the effective development and delivery of services in the following areas and to manage operational risks effectively and proactively:
 - Adult Social Care
 - Prevention and Early Intervention
 - Neighbourhood Health and Care (with the NHS)
 - Hospital Support
 - Younger Adults, Adults facing multiple disadvantages and Transitions
 - Provider Services
 - Safeguarding

Key Accountabilities

Corporate

- To determine the best models of service delivery, across the division which delivers a high-quality customer experience and achieves high performance.
- To develop/negotiate joint approaches to local service planning and delivery in partnership with all the relevant internal and external services providers and regional and national bodies.
- To support and implement the Council's budget strategy within Government controls, including delivering on the requirements set by the section 151 officer on senior budget holders.
- To develop and maintain appropriate relationships with diverse stakeholders including; elected members, council officers, local communities, businesses, Government departments, and other external agencies in order to maximise capacity and pool resources wherever possible, including undertaking work with other LAs.
- To ensure the Council is equipped and supported to address all Government inspection and other external scrutiny in order to secure positive outcomes and high levels of achievement.
- To ensure that the right systems, policies and procedures are in place which secure a high standard of probity, regularity and control at all times, including with respect to information governance.
- Actively contribute to the role of the local authority as a corporate parent, in supporting our looked after children and care leavers to thrive
- To embrace and role model the council's commitment to develop a culture of continuous improvement and restorative practice.

- To develop and deliver opportunities for digital transformation that improve the experience and outcomes of residents, empowers the workforce and increase efficiency and productivity.
- To ensure all employees within the portfolio have clear delivery plans, both in terms of their team as well as individually so that responsibility for achieving outcomes is shared and accountability is clear.
- To act as an ambassador for the Council, promoting and enhancing the authority's image as a Member-led authority ambitious for the city, supporting the formation of strategic alliances and developing effective working relationships on a local, regional and national basis.
- To lead on excellent employee relations through staff consultation and regular contact with Trade Union representatives at all levels.
- To promote equal opportunities with our communities and staff through personal example, open commitment and clear action.
- To develop a positive working environment encouraging active involvement of employees in shaping the co-production and delivery of services.

Role Specific

- To be an effective member of the Directorate Management Team and to participate in the overall management of the Directorate through that team.
- To be responsible for the operational leadership of the Adult Social Care Service, ensuring the Council's service planning in this area incorporate relevant strategies and policies to meet statutory requirements and improve people's quality of life.
- To ensure that as far as possible people are supported in their own homes, services are local, easy to access and designed around the needs of the client, their families and carers, who are involved in their planning and review.
- To provide advice to Elected Members, City Director on matters relating to strategy and development.
- Developing integrated health and care services with the NHS.
- Leading and contributing to the development of effective strategic partnerships as required.
- To drive service and business transformation opportunities to achieve continued excellence and efficiency, and improved customer service
- To establish and develop the effective delivery of services in order to achieve top quartile performance and positive inspection outcomes.
- To work with other Council services and partners, including the voluntary and community sector, to maximise the provision and impact of prevention and early intervention approaches.
- To ensure the provision of information, advice and advocacy services that empowers people to enable their needs to be met effectively, and supports their carers, with a focus on personalisation and choice.
- To develop adult care provider services in a way that optimises the balance of quality, cost and value of services, achieving the right mix of in-house and external support.
- To develop and deliver effective adult safeguarding based on principles of prevention, timely response and partnership working.
- To monitor and identify national policy and legislation on Social Care, providing strategic advice thereon and ensuring service provision in Stoke-on-Trent is appropriately aligned.
- To secure and control effectively the necessary resources within designated areas of activity to meet Corporate, Directorate and Service objectives.
- To promote a clear focus on quality assurance, service accessibility and responsiveness, maximising resident involvement and feedback, to contribute to the development of sound leadership and a high performance management culture within the Directorate.
- To develop joint approaches to local service planning and delivery in partnership with all relevant internal and external service providers, in particular with the Integrated Care System partners, maximising opportunities for co-ordinated and integrated services and management arrangements to enhance service delivery.

- To direct the production of regular reports on strategy and operational activity and performance for the Director, Portfolio holders, Cabinet, performance meetings and appropriate Scrutiny Committees.
- Undertake any further work relevant to the post as required by the Corporate Director of Adult Social Care and All Age Commissioning.

Finance and Staffing Dimensions

- **Finance Gross Revenue Budget: Circa £94 million**
- **Staffing: Circa 570**

These duties are neither exclusive nor exhaustive and you may be expected to undertake duties and responsibilities, as directed by the Chief Executive.

Person Specification



City of
Stoke-on-Trent

Job Title: Director of Adult Social Care

Directorate: Adult Social Care and All Age Commissioning

Minimum Essential Requirements - Evidenced by: **a:** application form **b:** test **c:** interview

Knowledge and Experience

	a	b	c
Technical			
An appropriate Social work professional qualification with evidence of continuous professional development to lead on principal social worker issues for Adults or demonstrable equivalent experience of leading professional social work services' next to the requirement for a social work qualification	✓		
A thorough understanding of the statutory and regulatory framework within the service area.	✓		✓
Experience of consistent achievement as a senior manager in one of the service areas including evidence of a clear understanding of the statutory and regulatory functions relating to public standards and provision in the public sector.	✓		✓
Experience of leading and managing large projects including significant programme of change which had major impact on staff and processes.	✓		✓
Experience of promoting equal opportunities and delivering best value through innovative, integrated, client and community focused service provision.	✓		✓
Experience in developing effective working relationships, partnering with other agencies.	✓		✓
Experience of successfully operating and negotiating with outside agencies.	✓		✓
Experience of strategic management and achieving sustainable improvements, with the ability to translate strategic objectives into operational plans.	✓		✓
Experience of effective budget management at a high level and accountability for strict monitoring of resources.	✓		✓
Experience of commercial and business acumen, exploiting new opportunities to achieve output related change and an outward customer facing and community focus.	✓		✓

Competency Framework

Should you be shortlisted for an interview, you will also be assessed on the following competencies, where you will need to demonstrate/evidence how you meet the criteria.

Leading and Deciding			
Deciding and Initiating Action: Takes responsibility for actions, projects and people; takes initiative and works under own direction; initiates and generates activity and introduces changes into work processes; makes quick, clear decisions which may include tough choices or considered risks.		✓	✓
Leading and Supervising: A strong leader with energy, flair, resilience and credibility, Provides others with a clear direction; inspires, leads, motivates and empowers others; recruits staff of a high calibre; provides staff with development opportunities and coaching; sets appropriate standards of behaviour,		✓	✓

Supporting and Co-operating			
Adhering to Principles and values; Upholds ethics and values; demonstrates integrity; promotes and defends equal opportunities, has a personal and professional commitment to trust, builds diverse teams; encourages organisational and individual responsibility towards the community and the environment.		✓	✓
Interacting and Presenting			
Relating and Networking; Easily establishes good relationships with customers and staff; communicates well with people at all levels; builds wide and effective networks of contacts.		✓	✓
Persuading and Influencing; Gains clear agreement and commitment from others by persuading, convincing and negotiating; makes effective use of political processes to influence and persuade others; promotes ideas on behalf of oneself or others; makes a strong personal impact on others; takes care to manage one's impression on others.		✓	✓
Creating and Conceptualising			
Formulating Strategies and Concepts; Works strategically to realise organisational goals; demonstrates creativity, initiative, resourcefulness and resilience, sets and develops strategies; identifies, develops positive and compelling visions of the organisations future potential; takes account of a wide range of issues across, and related to, the organisation.		✓	✓
Analysing and Interpreting			
Writing and Reporting Writes convincingly; writes clearly, succinctly and correctly; avoids the unnecessary use of jargon or complicated language; writes in a well-structured and logical way; structures information to meet the needs and understanding of the intended audience.		✓	✓
Adapting and Coping			
Adapting and Responding to Change; Adapts to changing circumstances; tolerates ambiguity; accepts new ideas and change initiatives; adapts interpersonal style to suit different people or situations; remains calm and focussed; shows an interest in new experiences.		✓	✓
Enterprising and Performing			
Achieving personal work goals and objectives; Accepts and tackles demanding goals with enthusiasm; works hard and puts in longer hours when it is necessary; seeks progression to roles of increased responsibility and influence; identifies own development needs and makes use of developmental or training opportunities.		✓	✓
Entrepreneurial and commercial thinking; Keeps up to date with competitor information and market trends; identifies business opportunities for the organisation; maintains awareness of developments in the organisational structure and politics; tenacious drive for continuous improvement, demonstrates financial awareness; controls costs and thinks in terms of profit, loss and added value.		✓	✓