

POST TITLE	SERVICE MANAGER EAST LOCALITY AND CITYWIDE SOCIAL WORK SERVICES
DIRECTORATE	HEALTH AND SOCIAL CARE
SERVICE	EAST LOCALITY AND CITYWIDE SOCIAL WORK SERVICES
RESPONSIBLE TO	HEAD OF SERVICE ASSESSMENT AND CARE MANAGEMENT/ DEPUTY CHIEF SOCIAL WORK OFFICER
NUMBER OF POST HOLDERS	1
ACTING UP/ SECONDMENT	NO

PURPOSE OF JOB

Implement and transform Edinburgh Health and Social Care Partnership’s (the Partnership) strategies and plans for adult assessment and care management service through strong leadership of the Partnership’s services ensuring all targets are achieved.

Manage the provision of the Partnership’s specialised locality and city-wide adult assessment and care management services in Edinburgh HSCP. Ensure service performance is delivered safely and to a high standard as part of an integrated team. This will include delivery of local and national standards, key performance indicators and statutory interventions.

Lead the development of strategy and the transformation and integration of the Partnership’s adult social work services with a focus on safe, effective care and improving quality, prevention of harm and early intervention to reduce future demand on services, all within a defined financial envelope.

THE WHAT - MAJOR TASKS/JOB ACTIVITIES

Lead and manage development, planning and delivery of Partnership locality and city-wide services. The services managed are:

- CEC Hospital Social Work Services
- CEC Locality Social Work Teams
- CEC Residential Review Team
- CEC Adult Review Team
- CEC Older People Residential Purchasing Budget

- Manage and lead on above services, which includes a range of specialist teams and professional disciplines.
- Ensure services are focused on prevention of admission to, and facilitation of early discharge from, hospital.
- Ensure the Partnership meets its statutory duties in relation to assessment and care management services.
- To provide expert knowledge to inform the development of local and national strategies to meet the needs of the population.

- Lead and work in collaboration with commissioned services to ensure performance and key outcomes according to local and national strategic aims and policies are delivered in a timeous and effective manner.
- In conjunction with the professional leads, ensure all team members operate within the terms of the regulatory requirements, professional governance arrangements, and professional standards and codes of conduct for their respective professional disciplines.
- Ensure effective governance, standards of care and treatment and risk management frameworks are in place to ensure teams deliver safe, effective person-centred delivery.
- Lead on Serious Adverse Event or Significant Case Reviews related to standards of professional care ensuring appropriate feedback is provided to staff and families and to the professional leads.
- Lead on identifying and establishing effective management arrangements for key risks within the service, compliant with the risk management policies and frameworks of the Council.
- Ensure compliance with infection control and environmental standards in NHS and CEC premises.
- Deputise for other managers or represent the Head of Service and/or the Partnership as required.
- Lead the monitoring and performance of commissioned services to ensure good outcomes are achieved for citizens and services are delivered to contractual requirements and provide financial value.
- Lead a learning culture that will promote continuous learning and development across the professional groups; monitor and evaluate the impact of service outcomes.
- Manage services inspected by the Care Inspectorate ensuring managers set high standards of care, deliver excellent quality services and demonstrate and model positive behaviours, good organisation and record keeping, and work to achieve positive inspection outcomes.
- Deliver integrated approaches in the service to achieve the principles, priorities and strategic objectives of the EHSCP. This will involve continually developing new initiatives in accordance with need and delivering the priorities of improvement plans.
- Manage a network of communications to achieve objectives and ensure staff are informed this will include other senior managers and professionals in the HSCP, other councils, NHS and Independent Sector. NHSL and CEC Directors. Occasional engagement with Councillors and Board members, MSPs/MPs.
- In accordance with the City of Edinburgh Council and NHS policies and procedures for business continuity/resilience and major incidents, the post holder will require to manage and report on emergency responses to critical incidents, to manage risks to the safety and wellbeing of citizens, including the management of rest centres where required

THE HOW - KNOWLEDGE AND SKILLS (E.G. CREATIVITY & INNOVATION, CONTACTS & RELATIONSHIPS, DECISION MAKING)

- Qualified to degree or postgraduate level equivalent level of training and experience in a social care related environment.
- Registered with the relevant professional body in Social Work or Occupational Therapy.

- Recognised Management qualification e.g. MBA or MSc or equivalent evidenced senior management experience.
- Evidence of continuous and recent professional development.
- In depth understanding and experience of the statutory environment for adult social care services
- Understanding of integrated working and current social care, primary care and intermediate care agendas. Knowledge and understanding of public sector policy and professional guidelines.
- Proven track record of achievement in managing service change and improvement programmes.
- Successfully lead the development and implementation of service strategic plans.
- Develop, lead and maintain a positive multidisciplinary/agency working relationship.
- Demonstrate leadership behaviours and values.
- Anticipate problems within area of responsibility and identify solutions.
- Ensure effective risk assessment, management, and recording.
- Support the application of and adherence to all legislative requirements including; Adult Support and Protection, Mental Health, Carers and the Self Directed Support Acts and MAPPA arrangements.
- Make decisions and judgements that are complex, conflicting and consist of several components.
- Identify and provide innovative solutions to a variety of complex and multifaceted service and managerial issues, which will enhance services and enable achievement of quality goals and objectives.
- Inform and influence strategy effectively in addition to interpretation and implementation.
- Make decisions relating to employee relations matters, e.g. managing service changes.
- Make decisions on the use of resources in the service in order to achieve targets.
- Determine the advice, recommendations and proposals to be presented to Heads of Service and Professional Leads in the Partnership. Support advice to Chief Officers, Board members, Elected Members and committees related to policy, service practice and provision for a range of services.

ENVIRONMENT (WORK DEMANDS, PHYSICAL DEMANDS, WORKING CONDITIONS, WORK CONTEXT)

– TRY TO HAVE THESE SPECIFIC TO THE POST WHERE POSSIBLE

- Operate with a degree of autonomy to manage and define workload and priorities within the overall objectives set by the Council.
- Responsibility for managing own time and workload within an environment subject to significant demands and interruption, deadlines, timescales, and priorities, many of which require an immediate response.
- Make complex, contentious decisions and communicate them and manage conflicting information effectively and sensitively.
- Although the post may be exposed to some physical demands, these will be predominantly within the range of normal office based activities.
- Although the post may be exposed to some adverse working conditions, these will be predominantly within the range of normal office based activities.
- Although the post will have some requirement to take care in relation to the working environment, work activities and dealing with people this will not be more than the normal required of a council employee.

- Dealing with conflict, managing complaints and resolving complex service/workforce problems.

SUPERVISION AND MANAGEMENT OF PEOPLE (NUMBERS AND TYPE OF STAFF)

The post-holder will manage services with up to 110 FTE employed in The Council and directly line manage circa 4 team leader level posts at Council Grade 9. The services include various senior professional roles including Social Work and Allied Health Professionals.

Most posts within the teams work directly with clients and patients in assessment or care settings. Some management posts may work a hybrid arrangements.

The postholder will manage a multi-professional workforce to achieve targets including statutory responsibilities whilst taking account of a range of professional and regulatory organisations and relationships with trade unions.

RESOURCES

The Edinburgh Health and Social Care Partnership has an overall budget of c. £643m. The post-holder will manage a total net budget in the region of £27m. This includes:

Council purchasing budgets of £50m

The post will be responsible for a range of office equipment and will update and maintain data.

HEALTH AND SAFETY (DO NOT ALTER THE WORDING OF THIS SECTION)

Protecting the health and safety and welfare of our employees, and our third parties including members of the public, contractors, service users and pupils, is the starting point for a forward-thinking Council.

All employees are responsible for:

- Taking care of their own health and safety and welfare, and that of others who may be affected by their actions or omissions;
- Co-operating with management and following instructions, safe systems and procedures;
- Reporting any hazards, damage or defects immediately to their line manager; and
- Reporting any personal injury and work related ill health, and accident or incident (including 'near misses') immediately to their line manager, and assist with any subsequent investigation, including co-operating fully with the provision of witness statements and any other evidence that may be required.

Line managers have additional responsibilities for ensuring all health and safety risks under their management are identified, assessed and controlled, with specialist input from H&S Advisers and others including Occupational Health where required. Where the risks cannot be adequately controlled the activity should not proceed.

Additional information can be found in the [Council Health and Safety Policy](#).