**Manchester City Council**

**Role Profile**

**Operations Manager (Complex Needs and Transition), Grade 10**

**Manchester Local Care Organisation**

**Report to: Service Manager**

**Job Family: People Care & Support Indirect**

**Manchester Local Care Organisation**

Manchester Local Care Organisation (MLCO) has been established by the partner (Manchester City Council, Manchester University NHS Foundation Trust, Greater Manchester Mental Health Service NHS Trust and Manchester Primary Care Partnership) to integrate, plan and manage community health and social care across the City.  By working better together, we are bringing community health and social care services together in our 12 neighbourhoods to form integrated Neighbourhoods Teams (INTs). Our INTs will drive our collaborative approach, developing partnerships and building on existing community assets to facilitate improved delivery specific to each neighbourhood. We will be able to provide improved care closer to home and to support the people of Manchester to live healthier, more independent and fulfilling lives and be part of a thriving and supportive community. Your role is deployed into MLCO by your employer: Manchester City Council.

**Key Role Descriptors:**

The role holder will monitor the provision of service in accordance with the changing demands for care and people support services and statutory responsibilities through the effective use of the performance management framework.

The role holder will provide effective leadership to a team of professional practitioners within a care or support service with responsibility for planning and managing resources within the service to support the delivery of service objectives.

The role holder will be responsible for effectively managing safeguarding risks by working effectively within a clear framework of accountability.

The role holder will encourage and promote strategic collaboration with key partners to ensure service users are able to access a broad range of provision to meet their needs.

**Key Role Accountabilities:**

Through close working relationships with stakeholders, support the development of effective business processes, policies and strategies to improve outcomes for vulnerable residents of the city.

Drive the effective delivery of work packages to ensure service objectives are achieved, to support the effective decision-making processes of the Council and to enable it to meet its legal obligations and strategic objectives.

Effectively manage, motivate and develop staff through effective supervision and performance management, to ensure employees are motivated to achieve service and organisational goals and that performance and contribution are utilised to maximum effect in the delivery of key objectives.

Implement and be accountable for effective quality assurance and robust performance management to ensure the achievement of service objectives which represent the needs of individuals and their families.

Establish close links with a wide range of stakeholders and partners to ensure that agreed strategies are developed and implemented and the residents of Manchester are able to access suitable opportunities.

Ensure that the organisational direction of travel and agreed policies / procedures are embedded within work delivered across the assigned service area, including consideration of Public Service Reform principles.

Effectively commission work packages both within their service area and from other service areas / organisations in order to provide a holistic approach to advice and ensure that all factors are accounted for in the decision making processes of the organisation.

Monitor the quality and integrity of data to ensure the effective delivery of the service ensuring all management information clearly illustrates achievement and progress.

Effectively manage designated budgets, ensuring sound financial management and adherence to relevant City Council financial procedures and funding parameters.

A strong and clear advocate for the organisation’s ***m people*** approach.

Manage assigned resources effectively including the matrix management of staff as required. The role holder will be expected to effectively co-ordinate resources to support the principals of ‘joined up’ communication and to ensure efficiencies are achieved.

Demonstrate personal commitment to continuous self development and service improvement.

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

**Role portfolio:**

The role holder will be the Social Work Operational Lead across The Preparing for Adult Service (Transition) and Complex Needs. This role is a citywide role, covering Preparing for Adult (transition) Transitional Safeguarding, Substance Misuse, Entrenched rough sleepers and Sensory.

This role will work with Team Managers to ensure effective support, guidance and leadership across complex areas of social work including, but not exhaustive off, Safeguarding, Court Work, Mental Capacity work and complex social work.

The role holder will lead on the Preparing for Adulthood and Complex Needs Assurance and Enhanced Risk Management Hub, providing leadership and guidance to the teams, bringing in partners when required and reporting risk, demands and progress to the Service Lead, Assistant Director and the Safeguarding Team

The role holder will work with Principal Social Worker and the workforce development team, and the Senior Social Worker across Preparing for Adulthood and Complex needs to drive up quality of Social Work through the Communities of Practice and developing models of working across the teams.

The role holder will work with the Learning and Development and Workforce Development Team to develop bespoke training packages attached to specialist role profiles to ensure teams are equipped with the specialist skills and knowledge required for these specialist areas, and ensure staff are supported to develop in their chosen areas.

The role holder will work with the Team Managers and Team to ensure practice is informed by evidence, research and theory, and support Manchester to develop cutting edge ways of working.

The role holder will lead on project base work, working with people, staff, partners and stakeholders to develop services and new ways of working.

The role holder will also be required to to participate on the DOLS (deprivation of Liberty Safeguards) authorisation rota.

**Operations Manager (Complex Needs and Transition) - Key Competencies and Technical Requirements**

**Our Manchester Behaviours**

* We are proud and passionate about Manchester
* We take time to listen and understand
* We ‘own it’ and we’re not afraid to try new things
* We work together and trust each other
* We show that we value our differences and treat people fairly

**General Skills**

* **Communication skills**: Ability to motivate others through building effective relationships and gaining their full support for achieving outcomes.
* **Analytical Skills**: Application of strong analytical reasoning skills and intellectual focus, taking in the wider external and internal environments. proactively think through problems rather than reactively following a procedure-driven approach
* **Planning and Organising**: Ability to manage a complex range of functions and manage multiple priorities with confidence
* **Problem Solving and Decision Making**: Ability to react to immediate problems of a highly complex nature with associated risk factors and deliver pragmatic solutions sometimes under extreme pressure
* **People Management:** The ability to manage a complex range of service areas within a large and significant department and multiple priorities with confidence. Key to success includes being able to maintain focus and objectivity under various conditions and skill in managing and maintaining a multi-priority workload, progressing various strategies and plans over the long term concurrently with an ability to maintain sound judgement under competing priorities and pressure.
* **ICT Skills:** Skills to use ICT systems to obtain and analyse data and present it effectively through a variety of ICT channels.

**Technical Requirements (Role Specific)**

* Social Work Qualification
* Willing to consent to and apply for an enhanced Disclosure and Barring Service (DBS) check
* Registered with Social Work England (SWE)