



**Manchester City Council
Role Profile**

**Service Manager, Adult Early Help Support (AEST) and Business Support
Grade 12**

**Adult Social Care
Manchester Local Care Organisation**

Report to: Assistant Director

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 lead and drive the design, development and implementation of evidenced strategies and will commission, oversee, analyse and interpret complex work packages and deliver high quality projects, reports and presentations in relation to the organisation's most vulnerable citizens.

The role holder will work collaboratively with both internal services and external partners in a manner which is focused on organisational objectives and embraces the principle of joint working.

The role holder will ensure the effective and prioritised deployment of resources to provide reliable information and support to managers and decision makers.

Key Role Accountabilities:

Working collaboratively across the wider Council as a partner to services, provide specialist advice to the development and implementation of strategic organisational objectives, providing, information, support and challenge to ensure that client

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services meet their objectives outlined in business plans and cases. Ensure services are effectively aligned to and accountable for the delivery of authority objectives.

Lead the development of strategic responses through provision of specialist advice, insight, support and challenge to support the delivery of organisational priorities, and to ensure the Council can meet its legal obligations

Ensure the development, maintenance and monitoring of effective systems and information to support the delivery of key objectives.

Represent the service/organisation in meetings, working groups and other forums, providing an input that proactively drives delivery of priorities.

Participate in the Council's performance management scheme, in addition to scrutinising and driving continuous improvement in performance and quality of services delivered, recognising excellence and holding poor practice to account.

Provide managerial and leadership of service delivery through direct line management responsibilities or through an agreed pattern of matrix management as part of partnership arrangements.

Take an active part in the service managers team and undertake management functions in relation to agreeing leave, reporting and managing sickness absence and providing a duty of care to staff.

Develop strategic and business plans in accordance with organisational requirements.

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

Roles at this level may be required to manage a range of assigned resources, which may be human, financial or other, to ensure continuous improvement in service delivery. Staff management duties may be either through direct line management of a team (including appraisals, performance management and other duties) or through matrix management of a virtual team of officers.

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 the necessary aids, adaptations or equipment to allow them to carry out all the duties of the job. If, however, a certain task proves to be unachievable, job redesign will be pursued.

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Role portfolio:

Manchester is at the forefront of the transformation agenda with the formation of the integrated Manchester Local Care Organisation in which both health and social care staff work for the same organisation having a shared vision, shared values and working towards shared outcomes for the people of Manchester as central to its service model.

This role will play a key role in the development and embedding of Adult Social Care's front door and the future alignment and delivery of an integrated health and social care front door. To enable this the role will be responsible for the strategic and operational leadership and development of the Adults Early Support Team. In addition, they will lead on ensuring Adult Social Care provides an effective emergency response with regards to civil contingency and major incident planning and requirements.

The Adults Early Support Team is a key stakeholder in Manchester City Council Adult Social Care's prevention strategy. The aim is to provide impactful strengths-based working at the front door to prevent, reduce or delay needs from escalating to ensure the best outcomes for Manchester adults, at the earliest opportunity. This includes the development of an early help offer aligned to key partners to enable people to access services within their local communities to remain independent.

The Service Manager is also responsible for the strategic oversight of the Business Support Service for Adult Social Care, directly managing the Operational Lead.

The key responsibilities of the role include, but are not limited to:

- Ensure the delivery of the Care Act 2014 statutory functions, alongside other related legislation such as the Mental Capacity Act 2005, Mental Health Act 1983 and the Deprivation of Liberty Safeguards.
Build effective strategic partnerships with stakeholders across the city and ensure staff within the service work purposefully with other agencies to promote effective frameworks, models and offers.
- Create and drive innovative approaches to maximise use of resources to enable an integrated approach to delivery, develop strategy and drive whole system change.
- Ensure strengths-based outcome-focused work with other agencies, considering the views of other professionals and recognising where patterns of relationships may compromise the welfare or safety of citizens and families. Intervening when necessary to deliver on the statutory responsibilities and when escalation is required.
- Contribute and drive the design and implementation of service development, considering the views of stakeholders, drawing on knowledge, expertise, data and research findings.

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- Present complex information both in writing and in person in a range of settings, including with partners, courts and the senior leadership team as requested by the Assistant Director.
- Audit, evaluate, recommend and implement improvements to relevant policies and procedures in line with developing legislation and good practice guidance.
- Oversee practice and performance to achieve high quality outcomes for citizens and their families, ensuring standards and performance indicators are met, procedures are followed, agreed timescales are adhered to and that the safety of citizens remains the highest priority across the service.
- Establish and maintain a performance management framework with clear performance targets including benchmarking activity against national, regional and GM services.
- Support the development of principles for the response to people seeking support, to set appropriate standards and expectations for stakeholders.
- Set up practice guidance and criteria that can be delivered in consultation with internal and external stakeholders and ensure these are reported on regularly.
- Monitor and report monthly the progress and delivery of effective resolution at first contact whenever possible ensuring only appropriate work is transferred to other community teams or services for further action/intervention
- Be part of the Service Manager on call rota.
- Be part of the DOLS Authorisers rota.
- Respond to complaints, Councillor enquiries and LGO investigations as required
- Undertake the role flexibly across different parts of the service as dictated by service need/Assistant Director

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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 effectively transfer key and complex information to all levels of staff, adapting the style of communication as necessary and ensuring that this information is understood. Ability to motivate others through building effective relationships and gaining their full support for achieving outcomes.
- **Analytical Skills:** Demonstrates the ability to apply analytical and logical thinking to gathering and analysing information, designing and testing solutions to problems, and formulating plans.
- **Planning and Organising Skills:** Ability to turn strategic ideas and objectives into practical, well organised plans. Ability to manage a complex range of functions and manage multiple priorities with confidence.
- **Problem Solving and Decision-Making Skills:** Ability to react to immediate solutions of a highly complex nature with associated risk factors and deliver pragmatic solutions sometimes under extreme pressure.
- **Strategic Thinking Skills:** Demonstrates a high level of political awareness and links strategies for continuous improvement with the drive to achieve national, corporate and departmental standards and goals
- **Creative Skills:** Think creatively to plan and examine potential business processes and operating models and to develop a range of creative and original solutions that meet the strategic needs of the business.
- **Financial Management Skills:** Strategic awareness of the financial structure of the Council and the implications of decisions on the delivery of value for money for taxpayers.
- **People Management Skills:** Effective development, management and motivation of staff within service area, providing leadership and planning for the work of a service-based function or Council wide team. Establishes clear targets and monitors progress to ensure continuous improvement in service delivery.

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Technical Requirements (Role Specific)

- Must possess a Social Work qualification.
- Registration with Social Work England.
- Willingness to consent to and apply for enhanced Disclosure and Barring Service (DBS) Check.
- Willingness to travel to any location within the boundaries of the city of Manchester.

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