**Manchester City Council**

**Role Profile**

**Workplace Adjustments Lead Case Worker, Grade 8**

**Audit and Risk Management Service, Corporate Services Directorate**

**Reports to: Workplace Adjustments Manager**

**Job Family: Policy and Governance**

**Key Role Descriptors:**

This role will provide strategic and operational support to enable more effective working practices for the delivery of Council priorities.

The role holder will be accountable for the development of policy and governance standards and procedures and will provide support and advice on matters affecting the organisation, budget, civil and protocol matters.

The role holder will ensure that robust governance measures are in place to enable effective organisational decision making.

**Key Role Accountabilities:**

Develop and maintain effective, positive and proactive relationships with all relevant senior officers, stakeholders, members and external partners to develop effective business processes, policies and strategies.

Draft policy and procedural matters and implement their co-ordination and delivery**.**

Drive the efficient and effective delivery of projects and workstreams, managing stakeholder and customer expectations and providing research and development information for specific initiatives.

Provide leadership and direction to relevant stakeholders through appropriate management to maximise performance and contribution of key objectives.

Provide solution options to complex problems and develop robust business cases to support all change activities to drive timely decision-making.

Support and contribute to key initiatives and programmes to ensure that they are delivered successfully resulting in effective decision making through effective liaison and coordination.

Roles at this level may be required to manage a range of assigned resources. Staff management duties may be either through direct line management (including appraisals, performance management and other duties) or through matrix management of a virtual team of officers. The role holder will be expected to effectively co-ordinate resources to support the principals of ‘joined up’ response.

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 the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.**

**Role Portfolio:**

The Workforce Equality Strategy sets out a plan by 2025 for the council to be a place where everyone can be themselves and thrive. The Workplace Adjustments Hub will support the council to achieve this for our disabled staff and those with long-term health conditions. The hub provides a high-quality support, advice and guidance service and a single point of entry for the workplace adjustment process.

Our strategy confirms the importance of ensuring all employees are supported in removing barriers to succeed in their jobs and progress in their career. This begins at the recruitment stage and continues throughout their career with the council.

The Workplace Adjustments Lead Case Worker will take a key role in the delivery of the Workplace Adjustment Hub service:

* Actively support the Workplace Adjustments Hub Manager in the development and design of solutions to support disabled employees including those with physical, mental health and neurodivergent needs
* Actively support the Workplace Adjustments Manager to improve service delivery and the effective implementation of workplace adjustments
* Drive client service improvements through effective communication of the findings, risks and outcomes of workplace adjustments implementation. Offer insight and analysis to promote best practice relating to workplace adjustments
* Lead, plan and deliver workplace adjustments and disability awareness related work for an assigned area of Council activities through the personal delivery of assignments, advice, training and guidance.
* Provide specialist knowledge and advice to the service and stakeholders as a thematic lead in key areas relating to the service (e.g. physical, sensory, mental health, neurodiversity etc)
* Advise, support and challenge senior officers as required to ensure that workplace adjustments are implemented and that professional standards, organisational policy and standards are applied
* Take the lead role supporting, advising and coordinating on complex cases
* Complete workplace adjustment risk assessments, advise and support clients and line managers through the adjustment process
* Coordinate the procurement of adaptive equipment/software and/or specialist support for to meet the adjustment needs of clients
* Work with stakeholder services including ICT, Estates and Health & Safety, on behalf of employees to ensure a timely delivery of adjustments
* Support the commissioning and contract management of specialist workplace adjustment services, including procurement of equipment, assistive technology, specialist assessments and training

**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

**Generic Skills**

* **Communication skills:** Ability to advise and put case across in relatively straightforward, non-contentious situations with ability to persuade and negotiate agreement. Writes convincingly and clearly, succinctly and correctly, avoids the unnecessary use of jargon or complicated language; writes in a well-structured and logical way and structures information to meet the needs and understanding of the intended audience. Ability to advise others and deal with sensitive issues in difficult situations inside and outside own area, negotiating riskier demands.
* **Analytical Skills:** Ability to absorb, understand and quickly assimilate complex information and concepts and compare information from a number of different sources.Ability to identify patterns and trends that may impact on decisions and propose realistic conclusions identifying the risks and any assumptions made.
* **Planning and Organising:** Sets clearly defined objectives, plans activities and projects well in advance and takes account of changing circumstances; identifies and organises resources and manages time effectively monitoring performance against milestones and deadlines. Ability to maintain focus and objectivity under various conditions and skill in managing and maintaining a multi-priority workload, progressing various ideas and plans concurrently.
* **Problem Solving and Decision Making**: Ability to formulate independently a range of options for new or unfamiliar situations and to select the appropriate course of action to produce a logical, practical and acceptable solution. An ability to make independent decisions of a relatively uniform nature. Ability to think laterally and take into account the root cause of a problem and the client / organisation-wide consequence of decisions made.
* **Strategic Thinking**:Skills to develop measures and methods for monitoring and evaluating performance against the strategic plan.Ability to contribute to the development, implementation and evaluation of strategy to shape future plans**.**
* **People management**: Ability to secure and direct resources to fulfil work requirements over a wide service area, motivating, guiding and coaching others towards accomplishment of objectives/tasks.

**Technical requirements (Role Specific)**

Diploma in Welfare Studies L3 or equivalent qualification working with disabled adults.

Worked in Occupational Health and Safety, HR, Assessment / support of disabled adults, Employee Welfare, Social Work, or other relevant work experience.