**Manchester City Council**

**Role Profile**

**Service Manager Adults’ Safeguarding, Grade 12**

**Adult Social Care, Adults’ Directorate, Manchester Local Care Organisation**

**Reports to: Assistant Director**

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

**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 roleholder 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 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 is able to 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 roleholder 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.**

**Role Portfolio:**

The Service Manager for Adults’ Safeguarding have a lead role in the development of safeguarding strategy and practice and. They will be an operational and strategic link and provide effective management and development of Manchester’s Safeguarding Adults systems, policies, procedures and staff resources. The key objective of the role is to deliver improved outcomes for citizens.

The role holder will manage the Safeguarding service, which consists of Deprivation of Liberty Safeguards Team, Independent Domestic Violence Advisor Team, and the Safeguarding Practice 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.
* Maintain own continuous professional development and that of the service through appropriate training, learning and research opportunities
* Build effective strategic partnerships with professional agencies and ensure staff within the service work purposefully with other agencies to promote an effective social work framework
* Promote and create opportunities to modernise and integrate services to deliver better outcomes and maximise use of resources, in order to enable an integrated approach to service delivery
* Ensure purposeful outcome-focused work with other agencies, which takes account of the views of other professionals and recognises where patterns of relationships between professionals may compromise the welfare or safety of citizens and families. Intervene when necessary to deliver on the statutory responsibilities of the service and when escalation is required.
* Contribute to the design and implementation of service development, taking into account the views of stakeholders, drawing on practice knowledge and expertise, data and research findings and by monitoring key performance areas
* 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 Head of Adult Safeguarding and or Assistant Director
* Audit, evaluate, recommend and implement improvements to relevant policies and procedures in line with developing legislation and good practice guidance.
* Ensure a culture of continuous learning is developed and embedded within the department and wider council and partners in relation to best practice.
* 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.
* Support the Manchester Safeguarding Partnership, the executives/boards and sub groups as and when required
* Ensure that the outcomes for citizens with care and support needs in the city continue to improve and the Council is fully compliant with its statutory responsibilities for safeguarding
* Participate in the development of Safeguarding policy in relation to adults with care and support needs, across Greater Manchester and the North West region.
* Provide ongoing, proactive monitoring and assertive management of any action plans related to Adult Safeguarding, with particular responsibility for identifying and managing risk, resolving any issues and initiating corrective action where necessary in order to successfully deliver objectives.
* Lead on the Mental Capacity Act and Deprivation of Liberty duties.
* Advise the Executive Director, Head of Adult Safeguarding and Assistant Directors on complex safeguarding cases, ensuring statutory responsibilities are discharged effectively.
* Contribute to a safeguarding/risk register and, where necessary, co-ordinate the identification of solutions to reduce any risk to a minimum
* Apply knowledge, experience and judgement to provide influential advice to others on complex, contentious, or ambiguous Safeguarding service, resource or other significant issues.
* Performance manage reviews of near misses, incidents and serious incidents to ensure that appropriate safeguarding actions plans are put into place, actioned and reviewed.
* Monitor lessons learnt from local, regional and national case reviews, serious incidents involving safeguarding and audits. Ensure all recommendations are translated into practice and regularly reviewed for effectiveness. Translate the recommendations and actions into a safeguarding work plan.
* Scan the wider organisational context and external environment to identify implications for service needs, efficiency, and service delivery; and alert senior managers to potentially important opportunities and risks.
* Provide advice and guidance on a range of complex Safeguarding issues that may fall outside of established policies or procedures, to ensure the best outcome for citizens and the Council.
* Liaise with, advise and support Adults’ Safeguarding Leads across the Health and Social Care community.
* 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.

**Service Manager Adults’ Safeguarding – Key Behaviours, Skills and Technical Requirements**

**Our Manchester Behaviours**

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

**Generic 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.

**Technical requirements (Role Specific)**

* Must possess a Social Work qualification
* Registration with the Health and Care Professions Council (HCPC)
* Willingness to consent to and apply for enhanced Disclosure and Barring Service (DBS) Check