**Manchester Local Care Organisation**

**Role Profile**

**Operations Manager**

**Hospital Discharge to Assess Team, Grade 10**

**Reports to: Adult Social Care Senior Manager for Hospitals and Manchester Community Response**

**Job Family: People Care and 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 report to the Strategic Lead for Hospitals and Manchester Community response and will be responsible for the line management of the Hospital Discharge to Assess Team Managers.

The role holder will monitor the provision of the Hospital Discharge to Assess Teams across the city 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 principles 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 Manchester Community Response is an integrated team, responsible for the prevention of admission in hospital, through its crisis response services and the supporting the timely and safe transfer of care from acute beds through the discharge to assess pathways.
* The role holder will be responsible for responding to escalations when the hospital site is under pressure, being able to make significant decisions to remove barriers to facilitate discharge with support from the Strategic Lead and other Senior Managers.

.

* The role holder will be responsible for the City-wide operational management of the Hospital Discharge to Assess teams, reporting to the Service Manager for Hospital and Manchester Community Response. They will work closely with the MCR lead and be responsible for implement local strategic intentions and being responsible for the Social Care function within the locality.
* The role holder will be responsible for the operational management of the Social care function block and spot purchase Discharge to assess beds, working with the Team Managers in each locality to ensure flow and escalating blocks or issues to the appropriate multi-disciplinary party.
* The role holder will be accountable for highly complex decision making and have responsibility for monitoring and scrutiny of panel applications for residential and nursing placements working alongside the INT Service Manager responsible for panel to ensure appropriate reporting.
* They will be responsible for overseeing complex safeguarding, and of high-risk cases, and serious incident reviews, ensuring appropriate reporting to the Strategic lead
* The role holder will be responsible for facilitating effective integrating working in their locality, working with other operational managers to ensure a consistent approach is across the city by sharing service goals and have responsibility for achieving the goals as outlined by the Directorate Management team and MLCO.
* The role holder will be responsible be providing a strength-based approach within their operational area and identify and encourage strengths and support staff to develop through offering support and guidance.
* The role holder will work closely with the Manchester Control Room to ensure flow, responding to escalations and supporting the Team Managers at times of pressure of flow within the Discharge to Assess pathways.

**Key Behaviours, Skills 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 present complex information to city wide partners and agencies. Excellent skills in joint working, building and managing relationships with a range of professionals and agencies. Ability to consult and engage with a range 1of managers at all levels
* **Planning and Organising Skills –** Ability to work within a complex case work environment while focusing on gaining the best possible outcome for the children and their families. Demonstrable ability to work within tight and demanding timescales
* **Analytical Skills –** Provable ability to quickly analyse complex case information and put in place action plans. Skilled in analysis of performance data ensuring value for money for services put in place.
* **Strategic Thinking Skills:** Evidence of thinking cross-functionally and cross- organisationally, beyond one’s own professional areas of specialism is important as is the ability to conceptualise new, collaborative ways of achieving shared goals.
* **People Management Skills:** 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.
* **Financial Management Skills:** Resource and financial management skills, including resolution of conflicting priorities, formulating budgets, rigorous monitoring and control procedures in line with Council Standing Orders and financial regulations.

**Technical Requirements (Role Specific)**

* Social Work Qualification and be registered with Social Work England
* Willing to consent to & apply for an enhanced Disclosure and Barring Service (DBS) Check
* Willingness to work outside of standard of office hours as required