**Manchester Local Care Organisation**

**Role Profile**

**Service Manager (Localities and Neighbourhoods), Grade 12**

**Adult Social Care, Adults’ Directorate
Reports to: Assistant Director**

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

**Manchester Local Care Organisation**

Manchester Local Care Organisation (MLCO) has been established by the partners (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 roleholder 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 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 Service Manager Localities and Neighbourhoods is responsible for the strategic and operational management of the relevant teams, ensuring the delivery of a high quality and systematically-informed social work service within developing Council practice framework. This will include promoting and governing excellent social work practice across the service, ensuring purposeful work with citizens, families, support networks and other professionals to ensure assessments are strengths based, citizens are safeguarded, and outcomes are improved.

The roleholder will ensure the delivery of a social work service which is both relationship-based and responsive to the needs of citizens and their families in a timely manner and within statutory guidelines and duties. The roleholder will ensure the development of a culture of learning and improvement.

The roleholder will manage four Integrated Neighbourhood Teams within their locality (either North, Central or South), as well as specialist teams, including Citywide Care Homes Team, Homecare Mobilisation, Review Team, Manchester Case Management and Carers Team.

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 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.
* Manage Integrated Neighbourhood Teams, including establishing these, and leading on this with Health colleagues and other stakeholders to establish new models of care.
* Maintaining effective systems for monitoring, reviewing, auditing, and evaluating staff within clear service objectives through regular performance activities, ensuring effective professional social work supervision is in place.
* Ensure decision-making is based on observation and analysis which explores a wide range of citizen, family and professional contexts, and that risks are identified and managed.
* Ensure the social work professional quality standards are implemented, taking responsibility for quality assurance and implementation of audit procedures.
* Ensure delivery of an effective escalation process where social work/social care issues need addressing, including liaison with other Councils and partners.
* Provide a supervision context of high support with high challenge with Team Managers to ensure effective and emotionally intelligent supervision with staff, both individually and in group settings. Adapt management and leadership style to build confidence and emotional resilience within the service in addition to shaping and influencing a professional environment which enables practice excellence.
* Represent the Council at multi-agency meetings and act as Chair in professional meetings, including residential and nursing panel.
* Through leadership and management of the Team Managers, ensure the service delivers purposeful, systematically informed social work practice within a social work practice framework, which empowers citizens and families to make positive changes, with explicit aims and objectives about desired outcomes which are proportionate to each citizen’s identified risk and need.
* Ensure that within the service there is a balance of intervention and collaborative engagement to ensure the best long-term outcomes for citizens and families
* 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.

**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 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 Social Work England
* Willingness to consent to and apply for enhanced Disclosure and Barring Service (DBS) Check
* Experienced Social Worker in line with the Social Work Professional Capabilities Framework, including being a Practice Educator, Best Interest Assessor or Approved Mental Health Professional