**Manchester Local Care Organisation**

**Role Profile**

**Service Manager Hospitals and Manchester Community Response, Grade 12**

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

**Job Family: People Care and 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.  We are working better together by bringing community health and social care services together in localities. This 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.

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.

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 for Hospitals and Manchester Community Response (MCR) is responsible for the strategic and operational leadership and the development of the Social Work service.

Social Work is a critical component of Integrated Discharge Services and MCR and the Service Manager will ensure delivery of the highest Social Work standards in accordance with Care Act requirements.

The three Integrated Discharge Teams (IDTs) and MCR services require ongoing development to ensure they work as effectively as possible most notably to support safe and timely discharge of people from hospital in accordance with legislation and best practice.

The roleholder will take a lead role in enabling the Social Work service to develop to meet the strategic intent of MCC, Manchester Local Care Organisation (MLCO) and the Acute Trusts.

The roleholder will utilise their experience of working with services, teams and individuals to support citizens with a range of need to ensure the best outcomes and best experience within available resources.

The roleholder will use their influence and knowledge to encourage and lead whole system change as required to deliver strategy.

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.
* Evaluation of the Social Work service as part of any development of the multi-disciplinary make up of the IDTs and MCR.
* Ensure professional managerial supervision and leadership of the Social Work service.
* Work in partnership with the IDT Senior Managers and MCR Leads who maintain overall day to day operational management of the multi-disciplinary services through an agreed pattern of matrix management as part of partnership arrangements.
* Understand and create opportunities to modernise and integrate services to deliver better outcomes and maximise use of resources.
* Develop strategic and business plans in accordance with organisational requirements.
* Promote cross-organisational working with other agencies and partners to enable an integrated approach to service delivery.
* Based on the above points, and in partnership with other stakeholders, develop effective pathways/work flows and responses to citizens.
* Build and sustain strong trust and effective working relationships in multi-partner collaboratives with other stakeholders including bto executive level.
* Work closely with other Service Managers to reduce risk of silo working and encourage collaborative and creative solutions to complex issues and risks.
* 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.
* Establish and maintain a performance management framework for services with clear performance targets including benchmarking activity against national and GM provision.
* 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 colleagues from other Local Authorities/localities.
* Participation in key meetings requiring senior social work management input (e.g. system resilience, escalation, length of stay, delayed transfer of care meetings).
* 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

**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 (SWE)
* Willingness to consent to and apply for enhanced Disclosure and Barring Service (DBS) Check