

**Manchester City Council
Role Profile**

**Operations Manager (Learning Disabilities) Grade 10
Manchester Local Care Organisation
Report to: Service Manager**

Job Family: People Care & 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.

This role will cover teams based in the 3 localities (North, Central and South) within which there are 4 INT's.

Key Role Descriptors:

The role holder will monitor the provision of service 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.

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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 principals of 'joined up' communication and to ensure efficiencies are achieved.

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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.

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Role portfolio:

The role holder will provide professional oversight and supervision in difficult and complex situations to a group of professionally qualified managers and the teams under them who are made up of Social Workers, care assessors, and other staff, ensuring that necessary legal, policy and ethical imperatives are maintained in working with customers of the service.

The role holder will support the leadership of the Service Manager providing a consistent and effective service in complex individual and family situations, maintaining good working relationships within the team, with other Council services and with a range of external partners; supporting the delivery and improvement of practice by performance strategies and practice development following the strength based model of practice with citizens but also embedded within teams.

The role holder will be responsible for the 3 community Learning disability teams and the safe delivery of social care, ensuring the effective discharge of statutory responsibilities and the provision of a high quality standard of service. The role holder will over see and manage safeguarding risk effectively, ensuring teams and partners are working within a multi-agency environment to provide outcomes for citizens.

Key Competencies 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 motivate others through building effective relationships and gaining their full support for achieving outcomes.
- **Analytical Skills:** Application of strong analytical reasoning skills and intellectual focus, taking in the wider external and internal environments. proactively think through problems rather than reactively following a procedure-driven approach
- **Planning and Organising:** Ability to manage a complex range of functions and manage multiple priorities with confidence

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- **Problem Solving and Decision Making:** Ability to react to immediate problems of a highly complex nature with associated risk factors and deliver pragmatic solutions sometimes under extreme pressure
- **People Management:** 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.

Technical Requirements (Role Specific)

- Social Work Qualification
- Social work
- Experience of managing staff / staff teams
- ICT basic skills
- Consent to apply for an Enhanced Disclosure and Barring check

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