**Manchester Local Care Organisation**

**Role Profile**

**Service Manager Complex Needs, Grade 12**

**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 and specialist teams 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 based 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 role-holder will ensure the delivery of statutory functions and 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 wider 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 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 Complex Needs is responsible for the operational and strategic leadership of the complex needs service. This currently covers the Emergency Duty Service (EDS), Substance Misuse Teams, Entrenched Rough Sleeping Team, No Recourse to Public Funds, Sensory Team, Direct Payments and the Preparation for Adulthood Teams (including transitional safeguarding).

This service will continue to transform and has co-production at the heart of its approach. The role holder will maintain and develop partnerships and workstreams to enable people with complex needs to be supported safely and have clear pathways for the right support at the right time, encouraging a “team around the person approach”. The role-holder will utilise their experience of working with teams and partner agencies who support citizens with complex co-occurring conditions and significant social challenges to develop better outcomes, based on a clear understanding of the overall system, emerging best practice and use their influence and knowledge to encourage whole system change.

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 and Human Rights Act.
* Maintain own continuous professional development and that of the management reports through appropriate training, learning and research opportunities
* Build effective strategic partnerships with key stakeholders and ensure staff within the service work purposefully with other agencies to promote an effective strength-based infrastructure.
* Promote and create opportunities to modernise and integrate services to deliver better outcomes and optimise use of resources, to enable an holistic approach to service delivery
* Ensure the welfare or safety of citizens and families is prioritised, that roles and responsibilities are clearly defined across partnerships and remain outcome focused. 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, considering 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, members 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 and improvement 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.
* In partnership with other stakeholders, develop effective pathways and responses to the needs of citizens. This should include appropriate legal frameworks, housing, support needs and therapeutic services as required.
* Alongside Manchester Health and Care Commissioning, develop a clear understanding of the numbers and needs of people who have complex needs and are in danger of falling between services. Understand and create opportunities to modernise these service areas to meet needs and ensure the contractual arrangements are fit for purpose, and re-tender as appropriate
* Developing a clear and evidenced based risk profile of the complex needs cohort and translating this into a training plan for staff to meet this need safely and proportionately.
* Promote cross -organisational working with other agencies and partners to enable an integrated approach to service delivery, with particular reference to mental health, learning disability, homelessness, public health, domestic violence, health services and the Police.
* Develop the strategies, policies, procedures and processes relating to complex needs in co-production with other stakeholders, citizens and their carers.
* Be part of e 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

**Service Manager Complex Needs – 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)**

* Social Work qualification essential
* Willingness to consent to and apply for enhanced Disclosure and Barring Service (DBS) Check