

## Job Profile

**Job Title:** Head of ASC Neighbourhoods  
**Job Grade:** Level 6 Zone 2  
**Salary Range:** £84,194 - £93,975

### About Camden

Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. We are not just home to UK's fast-growing economy, we are home to the most important conversations happening today. And we're making radical social change a reality, so that nobody gets left behind. Here's where you can help decide a better future for us all.

The Head of ASC Neighbourhoods is responsible for developing and delivering an inclusive, personalised and outcomes focussed early help, assessment, support and safeguarding service for adults living in Camden with care and support needs. The postholder will lead a range of neighbourhood-based teams, alongside more specialist functions including but not limited to hospital discharge, the MASH and DoLs service and a new team supporting people experiencing multiple disadvantages.

Reporting to the Director of Adult Social Care Operations, the post holder will be a key member of the leadership team within Adult Social Care (ASC) and will provide leadership and management support to Service Managers across a range of teams within the ASC Neighbourhoods service.

### About the role

- To be a key member of the ASC leadership team, helping to drive transformational change and deliver excellent services for Camden's residents
- To deliver services in a way that matters to people which use a strengths/asset based approach, focussing on effective prevention and early intervention, building resilience and strengthening community connections
- To lead managers and teams within the Neighbourhoods service to ensure the successful delivery of priorities as set out in our Supporting People Connecting Communities Strategy and in line with the Council's ambitions and priorities that are set out in We Make Camden and The Way We Work
- To understand political and economic drivers, to be able to influence key stakeholders and to shape the vision for the service
- To empower staff and partners and embed innovative approaches to drive high standards, quality and value for money
- To actively embrace partnership working, to deliver key priorities within ASC and to support the continued integration of health and social care and development of Integrated Neighbourhood Teams
- To effectively manage divisional budgets and ensure the delivery of savings within the Medium-Term Financial Strategy (MTFS) as required
- To actively ensure that business processes within the division are effective and result in accurate data on social care and other corporate systems and to use performance and financial data alongside resident experience to inform decisions and strategies

- To scan the environment for the latest thinking, tools and technology to ensure the delivery of high-quality services - compliant with legislation and ASC priorities
- To ensure quality of provision, including regulatory compliance and best practice
- To ensure that streamlined systems are in place to ensure effective delivery of Making Safeguarding Personal principles and protect adults who may be at risk of abuse or neglect
- To have full accountability for the strategic leadership, budgetary management and effective delivery of all teams and services within the portfolio
- To work as part of the ASC leadership team to:
  - ensure the effective delivery of a holistic ASC Quality Assurance Framework
  - monitor spend, performance and impact on outcomes, recognising a collective responsibility for the effectiveness of the ASC system
  - plan together to drive innovation and transformation

**Example outcomes or objectives that this role will deliver:**

**The postholder will:**

- Show effective collaboration with internal and external stakeholders, to ensure a whole council approach to living and ageing well in Camden
- Ensure that the service operates within our What Matters practice model with strengths-based principles that maximise independence, reduce reliance on formal support services and promote social inclusion
- Undertake effective co-production with residents and stakeholders, to help shape and improve services
- Use their expertise and knowledge to lead public consultations and represent the council on a local, regional and national basis
- Empower Managers to be innovative and provide learning and development opportunities for all staff that they are responsible for
- Work with stakeholders and gather intelligence (social care, health, political, economic etc) to set the direction and delivery of outcomes for their services
- Identify and take steps to proactively tackle and reduce structural inequalities experienced by communities, residents and staff
- Utilise their specialist knowledge of services for people with complex needs and vulnerabilities, to prepare reports for senior leaders and Members.
- Participate in and inform all strategic and operational budget setting processes within the service, to ensure that they consider funding, business development needs, staffing costs and purchasing requirements
- Ensure the development and maintenance of person-centred, effective, and proportionate systems for safeguarding adults and oversee business continuity planning for the services within their portfolio.
- Operate in accordance with all statutory frameworks, Caldicott principles, relevant social care legislation and procedures as well as council policies, procedures, and frameworks
- Take a strategic lead as required on specific areas of Adult Social Care as delegated by the Executive Director of Adults and Health and/or Director of ASC Operations

- To be a member of corporate wide groups representing the interests of the division and Adult Social Care Services
- To deliver out of hours direction and leadership as part of the senior leadership team weekly cover arrangements as required and partake in any on call arrangements as required

### **About you**

### **Qualifications**

- Professional qualification in Social Work, Occupational Therapy or health professional equivalent and 5 years' experience of managing/leading services for people with care and support needs

### **Technical knowledge:**

- Knowledge of key legislation and national policies, which affect people with care and support needs
- Knowledge of approaches to successfully managing change; eg: PRINCE2, Agile, Organisational change procedures etc.

### **Experience:**

- Experience of managing/leading services for people with complex needs – including managing risk, assessing needs and the planning of care and support
- Experience of working collaboratively with a range of stakeholders, setting and achieving mutually agreed, positive outcomes
- Experience of inspiring and developing multiple staffing teams, based within a variety of settings
- Experience of gathering political and economic insight to help to influence service vision and organisational strategy
- Experience of empowering staff to deliver quality services, which also offer value for money
- Experience of producing and presenting reports with complex information, for a variety of audiences
- Experience of analysing problems and arriving at innovative and user-focused solutions

- Experience of setting and managing large (£M+) budgets and of delivering efficiency savings
- Experience of providing reflective leadership and supervision to support new and improved ways of working

### **Work Environment**

The postholder:

- will be expected to work flexibly, as per the council's agile working policy
- will be based in 5 Pancras Square, but is also expected to travel to various locations in which their teams and services are located
- will be expected to attend meetings with key stakeholders within other premises or other council offices
- will be expected to partake in any on call/out of hours arrangements as required

### **People Management Responsibilities**

The postholder will lead and provide professional expert, technical and management support to a team of Service Managers within the ASC Neighbourhoods service. This will include supporting staff through regular team meetings and supervisions. It will also include managing ill health, managing attendance, and managing performance

Direct Reports (Subject to change as per the needs of the service)

- MASH and DOLS Service Manager 1 x FTE
- Neighbourhoods Service Manager 3 x FTE
- Hospitals Service Manager 1 x FTE

### **Indirect Reports (190+)**

The postholder may also be required to have oversight of Project Managers and/or Business Support Leads for the delivery of specific projects as required.

**Budgetary Responsibility** – 56m (approx.)

### **Relationships**

- **Internal** – to foster excellent working relationships within Adult Social Care and across the Council. To utilise knowledge and insight and work alongside Directors, Executive Directors and Members, including the Lead Member for Health, Wellbeing and Adult Social Care.
- **External** – to build effective working partnerships with residents, their family members/carers as well as care providers and VCSE organisations across the Borough and beyond. Particular emphasis is placed upon working closely with ICB and NHS providers to facilitate the further integration of health and social care via the development of Integrated Neighbourhood Teams.
- **External Bodies** – to work closely with the Care Quality Commission and other regulatory bodies, by establishing excellent service provision and seeking continual service improvement.

#### **Over to you:**

We are ready to welcome your ideas, your views, and your passion for innovation. Help us redefine how we're supporting people, and we'll redefine what a career can be. If that sounds good to you, we'd love to talk

#### **Is this role Politically Restricted?**

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political roles. For a list of all politically restricted roles at Camden [click here](#).

#### **Diversity & Inclusion**

At Camden, we value and celebrate difference and encourage diversity in all respects. Our diverse workforce ensures we represent our communities to the best of our ability and enables us to make better decisions. Because of this, we particularly welcome applications from Black, Asian and those of other non- white ethnicities, those who identify as LGBTQ+, neurodiverse and disabled people

#### **Agile working**

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't. At Camden we are also proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK ([www.HireMeMyWay.org.uk](http://www.HireMeMyWay.org.uk)). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020

#### **Asking for Adjustments**

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at [resourcing@camden.gov.uk](mailto:resourcing@camden.gov.uk) or post to 5 Pancras Square, London, N1C 4AG