

## **Job Profile: Service Manager Adult Social Care (ACM)**

**This supplementary information for Service Manager (ACM) is for guidance and must be used in conjunction with the Job Profile for Job Family: Social Care Job Level 5 Zone 2**

**It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee's contract of employment.**

### **Role Purpose:**

- The post holder will provide leadership to developing and sustaining a service designed to help customers resolve their problems and live a good quality life.
- The post holder will develop and evaluate service plans to ensure services are delivered in line with changing legal requirements to address the needs of service users are met. The post holder will inform relevant strategies and plans in response to changing demographics, legislation, national policy, local strategies and plans and to the views of the community and stakeholders.
- The post holder will lead a locality based team or hospitals (which may or may not include some support role functions), and work collectively with other service managers and the safeguarding and senior practitioner manager to support and deputise where necessary for the Head of Service develop sustain a service that effectively and efficiently delivers high quality personal outcomes for customers.

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

- Through strong leadership, to ensure constancy of purpose around the needs of customers based on understanding how their service area fits with the wider service system.
- Understand how ASC operates as a system and take a strategic lead for developing effective working relationships and integration with external partners.
- Take a proactive approach to working in a changing environment, addressing delays, highlighting areas for improvement and applying a systems approach to solving problems that arise.
- Be alert to system conditions that create waste and develop effective working relationships with senior managers to help remove them
- Promote positive risk taking to maximize customers' independence.
- Embed and share innovative solutions to care and support needs and work with complex family/health issues, ensuring that the delivery of care and support is reviewed and service improvements are implemented
- Ensure that measures derived from what matters to the customer are used in such a way as to improve knowledge, prediction of capability and decision-making to help ensure a high quality financially efficient service
  - Communicate and enhance an evidence based understanding of the service as a system by facilitating an enabling and learning environment in which employees can do their best work.
- To develop competent team leaders with a commitment to continuous improvement within a performance management framework.

- With other service managers develop a “whole service’ approach to the work, taking responsibility to establish excellent working relationships with other agencies and partners
- Be alert to system conditions that create waste and develop effective working relationships with senior managers to help remove them

**People Management Responsibilities:**

- This post reports to the Head of Service
- The Service Manager will manage the team managers in a specific locality or hospital team and facilitate the provision of care and support with a health and social care setting. Ensure they have the right support and build strong relationships with specialists, support groups and other professional networks to strengthen support available to customers and their families
- Promote and embed a culture of continuous learning and collaborative working with, colleague team leaders and other (internal and external) partners within the service via regular review of practice, active promotion of choice & control for all customers within an appropriate risk management framework.

**Relationships;**

There is an extensive range of regular contacts that the post holder will need to influence and negotiate with, which includes:

- Members / senior managers
- Health colleagues
- Public Health / CCG / Mental Health
- Customers, carers and other members of the public
- Community/Interest groups
- All appropriate statutory and independent agencies
- Other Council departments

**Work Environment:**

The job is primarily office based but requires flexibility around working hours and being able to provide support out of office hours to deal with complex and high risk problems or issues. The post holder will be required to work evening and weekends from time to time.

**Technical Knowledge and Experience:**

- A relevant professional qualification gained through experience and/or degree in management / business
- Demonstrable experience of collecting and using evidence to make decisions based on what matters to customers

- People management and team building (including managing the team and evidence of applications) and how to put knowledge of systems working into practice
- Budgetary control and management
- Commissioning of services and development of services
- A comprehensive understanding of relevant health and social care legislation and policies and procedures and ability to apply it in practice
- Extensive knowledge of adult social care resources required to deliver effective care and support to customers and their carers
- Excellent knowledge and practical application of risk assessment and Safeguarding Adults statutory frameworks and current agendas.

### **Camden Way Five Ways of Working**

*In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.*

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

- Deliver for the people of Camden
- Work as one team
- Take pride in getting it right
- Find better ways
- Take personal responsibility

### **Chart Structure**

