

Job Profile: Service Manager Adult Social Care (Mental Health)

This supplementary information for Service Manager Adult Social Care is for guidance and must be used in conjunction with the Job Profile for Job Family Social Care at Job Level 5 Zone 2

Camden Way Category 4

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 operational leadership to develop and sustain excellent strengths based social care provision within Camden and Islington foundation trust under the current s75 agreement.
- The post holder will develop and evaluate plans to ensure mental health social care services are delivered in line with legal requirements and the strategic direction of both the Local Authority and the Trust. 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 communities and other stakeholders.
- The post holder will be the operational lead (which may or may not include some support role functions) for mental health social care activity, and work collectively with all managers in Camden and Islington foundation trust and adult social care managers in Support and Safeguarding. The post holder will support and deputise where necessary for the head of mental health social work to develop and sustain a social work service within Camden and Islington foundation trust that effectively and efficiently delivers high quality, strengths based outcomes for people.

Example outcomes or objectives that this role will deliver:

- Understand how ASC and Camden and Islington foundation trust operate as systems that interconnect and take the operational lead for developing effective working relationships and effective integration.
- Lead on embedding the strengths based approach (What Matters) operationally within Camden and Islington foundation trust.
- Lead on ensuring that Camden mental health care co-ordinators lead on social care activity within the Trust and have a strong social work identity.
- Take a proactive approach to working in a changing environment, addressing delays, ensuring the adult social care activity is completed and recorded in a timely way 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 in both organisations to help remove them.
- Promote positive risk taking to maximize peoples' independence.
- Embed and share innovative solutions to care and support needs and work with complex mental 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 person 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 mental health managers with a commitment to continuous improvement.
- With other service managers develop a “whole service’ approach to the work, taking responsibility to establish excellent working relationships with other agencies and partners.
- Lead on adult social care recruitment within the Trust.

People Management Responsibilities

- This post reports to the head of mental health social work
- Promote and embed a culture of continuous learning and collaborative working via regular review of practice, active promotion of choice & control for all people within an appropriate risk management framework.
- Support the mental health managers (both Trust and social care) to navigate council systems and provide professional supervision to Camden team managers as and when necessary.

Relationships:

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

- Members / senior managers
- Health colleagues
- Public Health / CCG / Mental Health
- Experts by experience, 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 social work qualification
- Demonstrable experience of collecting and using evidence to make decisions based on what matters to people
- Project management experience
- Budgetary control and management
- Commissioning of services and development of services
- A comprehensive understanding of relevant health, mental 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 people and their carers
- Excellent knowledge and practical application of risk assessment and Safeguarding Adults statutory frameworks.
- Extensive knowledge of the operation of a mental health trust.

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

For further information on the Camden Way please visit by clicking [HERE](#)

Chart Structure

