

Job Profile

Job Title: Head of Adult Social Care Operations
Job Grade: Level 6 Zone 3
Salary Range: £76,321 - £96,708

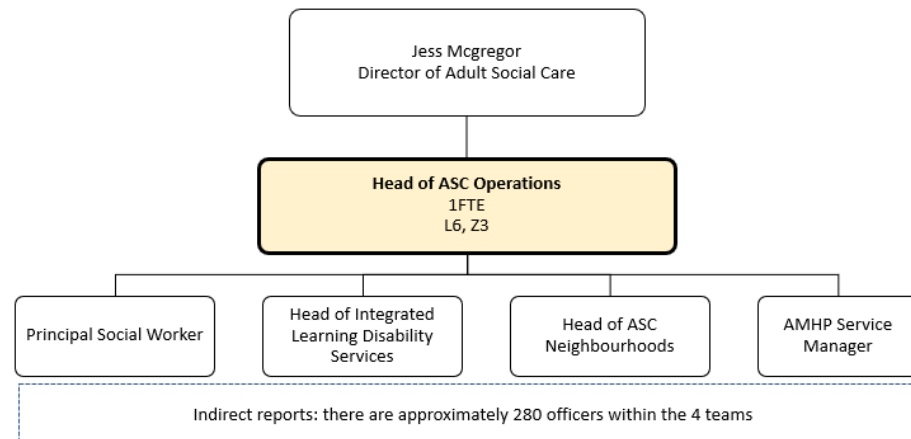
About Camden

'Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. Because, we're not just home to UK's fast-growing economy. We're 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.

About the role

The Head of Adult Social Care Operations is a senior member of the leadership team within Adult Social Care (ASC) and will report directly to the Director of ASC. ASC is a part of the 'Supporting People' Directorate within Camden Council.

The Head of ASC Operations will have responsibility for managing the Head of Integrated Learning Disability Services, the Head of ASC Neighbourhoods, the AMHP Service Manager, and the Principal Social Worker. The role will be instrumental in driving innovative partnership working within Integrated Care Systems and will be a key contact within ASC for NHS and other partners. Please see the structure chart below:



- To be a senior member of the ASC leadership team and to provide strategic and expert leadership to a range of services which support residents with a range of needs.
- As a senior member of the ASC leadership team, you will be expected to deputise for the Director of ASC and to represent both ASC and the Council at both borough and London wide level.
- To lead a team of Heads of Service and Managers within ASC Operations, by inspiring and engaging the team, to ensure the successful delivery of priorities set out in Supporting People Connecting Communities, We Make Camden and The Way We Work.
- To have responsibility or holding ASC's strategic operational relationships, including leading on strengthening integration between council teams and the NHS, and fostering strong relationships with key system partners in particular NHS providers.
- To act as the strategic lead for safeguarding within Adult Social Care
- To have a strong understanding the Mental Health Act and mental health social work practice in order to provide effective leadership to the AMHP Team. To work alongside the AMHP Service Manager to continually develop and improve this essential service and foster strong relationships between the AMHP Team and key partners to ensure the AMHP Team can effectively carry out their work.
- To interpret and influence national and regional policies, in alignment with the Director's vision for Adult Social Care and the principles within Camden's 'Health and Wellbeing Strategy'.
- To lead on key areas of transformational change using data tools, to ensure that we continue to innovate and deliver excellent services for our residents.
- To provide inspirational and engaging leadership to Heads of Service and Managers within both Learning Disabilities and Neighbourhoods, as well as to the Principal Social Worker – with regular supervisions, staff development and team meetings.
- To ensure that services operate within a strengths-based model and that Officers see residents as 'experts in their own lives'. You are expected to lead services which have a focus on prevention and early intervention, building resilience and strengthening community connections.
- To build support and intervene as required, to ensure that the ambitions within 'We Make Camden' and the principles within 'Supporting People, Connecting Communities' are firmly embedded within services.
- To vocally challenge organisational inequality and to ensure that you lead truly inclusive and anti-racist services, working to the principles within the Council's 'Race Equality Action Plan'.
- To provide strategic leadership to ensure that vulnerable adults are safe from harm and to ensure that systems are in place for the effective delivery of 'Making Safeguarding Personal' principles.
- To take the lead in forging strong and effective partnerships within the borough, across the North Central London region and beyond. To ensure that Camden and Adult Social Care are fully instrumental in driving the development and success of Integrated Care Systems and place-based integration for residents.
- To be responsible for managing divisional budgets and to ensure that Heads of Service effectively manage budgets, to deliver value for money services and to ensure the delivery of savings within the Medium-Term Financial Strategy (MTFS).
- To actively ensure regulatory compliance and adherence to best practice within ASC services, by using existing quality assurance systems and developing new systems as required. To operate in accordance with all statutory frameworks (E.g.: The Equalities Act) and Care Acts, Caldicott principles, relevant social care legislation and procedures as well as council policies, procedures, and frameworks.
- To work with all ASC SMT members in partnership to develop and deliver on a holistic ASC Quality Assurance Framework, despite the lines of

accountability sitting with individuals.

- To work with all ASC SMT to monitor spend, performance and impact on outcomes, recognising a collective responsibility for the effectiveness of the ASC system
- To work with all ASC SMT to evaluate the effectiveness of budget and quality management and plan together actions to drive required change.
- To deliver out of hours direction and leadership as part of the senior leadership team weekly cover arrangements.

Example outcomes or objectives that this role will deliver:

- Provide policy expertise within the areas of health and social care integration, as well as other areas which the post holder is responsible for.
- Represent ASC and the Council in a professional and confident manner at external forums and meetings.
- Effectively deputise for the Director of ASC and communicate key outcomes and actions.
- Deliver areas of transformational change and/or oversee the effective delivery of change.
- Cultivate a team of motivated managers who are experts in their fields and actively seek continual service improvement.
- Develop services which are truly 'resident-led'.
- Provide real examples of contributing to the goals set within 'We Make Camden' and 'Supporting People, Connecting Communities'.
- To be able to demonstrate systems and outcomes which facilitate effective safeguarding principles.
- To have systems in place which allow the effective management of budgets, demonstrating every pound counts.
- To have a clear understanding of the technology and systems which are used to support regulatory and best practice compliance within ASC service.
- To be able to demonstrate data-lead decision-making, which contributes to ASC services which are both innovative and safe for our residents.
- To have oversight and ownership of the s75 agreements
- To have responsibility delivery of an AMHP service that is integrated with and responsive to other local service needs and maintains its integrity, quality and compliance.

About you

Qualifications

- Professional qualification in social work, occupational therapy or equivalent health eg: DiPSW, CSS etc. and appropriate accreditation / registration with a professional body. (ESSENTIAL)
- A recognised qualification in managing change, eg: PRINCE2, Agile, Scrum etc. (DESIRABLE)

Technical knowledge:

- Knowledge of key legislation and national policies in relation to social care and safeguarding adults. (ESSENTIAL)

- Excellent knowledge of good practice relating to working with adults with complex needs; including people with mental health issues and those with learning disabilities, autistic people and people experiencing multiple disadvantage. (ESSENTIAL)

Experience: (all essential)

- Extensive experience as an operational leader responsible for service provision for adults with complex needs, which include assessment, support and safeguarding functions.
- Extensive experience of leading impactful strategic change across a whole system
- Extensive experience of empowering Managers to be innovative and trial new ways of working, in order to achieve solutions.
- Extensive experience of leading or managing services which operate within a strengths-based model and achieved outcomes due to early intervention and prevention.
- Extensive experience of working directly with residents to harness their expertise and ambitions in pursuit of impactful improvement and system change
- Experience of developing a strategic vision and working with stakeholders across organisational boundaries, to deliver outcomes which realise the vision.
- Experience of leading and managing Safeguarding Adults processes
- Experience of identifying and delivering efficiency savings and experience of managing (£M+) budgets.
- Experience of gathering strategic insight and of presenting the information to key stakeholders, to help achieve service vision and organisational strategy.
- Experience of using data intelligence to inform the strategic direction of an organisation or service.
- Experience of leading services which challenged racial inequality and/or were actively anti-racist in their practices.

The postholder will be expected to undertake continuing professional development e.g., Safeguarding/ BIA/ AMHP

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 (King's Cross), but is also expected to travel to various locations throughout Camden and London.
- will be expected to attend meetings with key stakeholders within other premises or other council offices.

People Management Responsibilities:

The postholder will provide professional expert, technical and management support to Officers. This will include supporting staff through regular team meetings and supervisions. It will also include managing ill health, managing attendance, and managing performance. The postholder will provide line management to the following roles:

- Head of Integrated Learning Disability Services 1 x FTE
- Head of ASC Neighbourhoods 1 x FTE
- Principal Social Worker 1 x FTE
- AMHP Service Manager 1 x FTE

The postholder may also provide line management to additional staff members, as required.

- **Integrated Learning Disability Services** – The Integrated Learning Disabilities service provides a range of support to people with learning disabilities. It is a multi-disciplinary team which consists of staff members from both the Council and the NHS. Service provision includes Social Work, Psychiatry, Psychological Therapies, Nursing and Speech Therapy. There are approximately 45 staff members within the service (25 Camden Officers and 20 NHS officers).
- **ASC Neighbourhoods** – The ASC Neighbourhoods service delivers an inclusive, personalised and outcomes focussed care and support service to residents. Teams are multi-disciplinary and generally operate within distinct neighbourhood settings within the borough. Other teams within the service include Access and Response, the Reviews Team and Safeguarding (MASH and DoLS). There are approximately 220 staff members within the service.
- **Principal Social Worker** – The Principal Social Worker provides professional leadership for social work practice, championing the role of social work to develop and embed a strengths-based culture and practice across Adult Social Care (ASC) and within integrated service settings. The role drives new initiatives and responds to changes to legislation and government policy. The Principal Social Worker will have responsibility for managing the Safeguarding Board Manager, , and Practice Development Leads. There are approximately 8 staff members within the service.
- **AMHP Service Manager:** the Candi AMHP service consists of the AMHP Service Manager, AMHP Team Manager, AMHP Social Worker and Temporary AMHP. The team are responsible for undertaking assessments under the Mental Health Act.

Indirect reports: approximately 280

Relationships:

- **Internal** – to foster excellent working relationships within Adult Social Care, with Commissioners and across the Council. To utilise knowledge and insight and positively influence Members, including the member for Health, Wellbeing and Adult Social Care. Close working with the independent chair and board members of Camden's Adult Safeguarding Board and the Multi Agency Safeguarding Hub. To utilise knowledge and insight and positively influence Members, including the Member for Health, Wellbeing and Adult Social Care.
- **External** – to actively seek new partner organisations and further cement existing relationships with external partners; Particular emphasis is placed upon working closely with partners to facilitate the further integration of health and social care and including building effective partnerships and relationships with key partners in the Integrated Care Partnership (ICP). To put residents at the heart of service delivery.
- **External Bodies** – to work closely with the CQC and other regulatory bodies, by establishing excellent service provision – seeking continual service improvement.

Over to you

We're ready to welcome your ideas, your views, and your rebellious spirit. 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 role. For a list of all politically restricted roles at Camden [click here](#).

Diversity & Inclusion

We want Camden Council to be a great place to work and to ensure that our communities are represented across our workforce. A vital part of this is ensuring we are a truly inclusive organisation that encourages diversity in all respects, including diversity of thinking. We particularly welcome applications from Black, Asian and those of Other Ethnicities, LGBT+, disabled and neurodiverse communities to make a real difference to our residents so that equalities and justice remains at the heart of everything we do. Click [Diversity and Inclusion](#) for more information on our commitment.

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 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). 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 or post to 5 Pancras Square, London, N1C 4AG,