

Job Profile

Job Title: Head of Provider Services
Job Grade: Level 6 Zone 2
Salary Range: £72,636 - £88,257

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.

The Head of Provider Services is responsible for overseeing a growing range of internal care and support services; such as day centres, extra care sheltered housing, shared lives, supported living, short breaks and Careline.. The Head of Provider Services is a key member of the leadership team within Adult Social Care (ASC). ASC is a part of the 'Supporting People' Directorate within Camden Council.

The post holder will report to the Director of Adult Social Care. The post holder will provide management support to Managers across a range of teams within Provider Services. Please see the structure chart below.

About the role

- To be a key member of the ASC leadership team, helping to drive transformational change and deliver excellent services for our customers.
- To lead a team of Managers within Provider Services 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 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 and nurture partnership working, to deliver key priorities within ASC and to support the continued integration of health and social care.
- To effectively manage divisional budgets, to deliver value for money services and to ensure the delivery of savings within the Medium-Term Financial Strategy (MTFS).
- 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.
- To ensure quality of provision, including regulatory compliance and best practice e.g., Care Quality Commission compliance.
- 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 (e.g., the Supporting People, Connecting Communities strategic plan).
- To lead on the design and development of new services and insourcing opportunities appropriate to ASC provision and in line with the council's strategic objectives.
- To work with all ASC SMT members in partnership to develop and deliver on an 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.

Example outcomes or objectives that this role will deliver:

The postholder will:

- Work with stakeholders and gather intelligence (social care, health, political, economic etc) to set the direction and delivery of outcomes for Provider Services.
- Utilise their specialist knowledge of services for people with complex needs and vulnerabilities, to prepare reports for senior leaders and Members.
- Show effective collaboration with internal and external stakeholders, to ensure a whole council approach to living and ageing well in Camden, as well as supporting the achievement of strengths-based outcomes.
- Lead the implementation of in-sourcing opportunities within Provider Services, from inception to post-implementation evaluation.
- Be the Responsible Person for the council, registered with the CQC.
- 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.
- Be responsible for Safeguarding of vulnerable adults within the services provided and oversee business continuity planning for Provider Services.
- Empower Managers to be innovative and provide learning and development opportunities for Managers.
- Be responsible for effectively managing budgets and financial performance.
- Identify and reduce structural inequalities.
- Ensure legal compliance (e.g., the Equalities Act) and ASC legislation, more broadly.
- Ensure compliance with licence agreement conditions and relevant housing Acts.
- Deliver out of hours direction and leadership as part of the senior leadership team weekly cover arrangements.

About you

Qualifications:

Degree level qualification and/or 5 years' experience of managing services for adults with complex needs.

Technical Knowledge:

Knowledge of approaches to successfully managing change e.g., PRINCE2, Agile, Organisational change procedures etc.

Knowledge of the key issues facing Adult Social Care and services for adults with complex needs.

Knowledge or awareness of housing options for adults who receive social care.

Working knowledge of relevant health and safety legislation and requirements, as it pertains to resident's accommodation based services

Experience:

Experience of working collaboratively with a range of stakeholders, setting and achieving mutually agreed, positive outcomes.
Experience of inspiring and developing remote staffing teams, who are based within a range of diverse services.
Experience of gathering political and economic insight to help to influence service vision and organisational strategy.
Experience of leading on the implementation of innovative large-scale projects, within a political environment.
Experience of empowering staff to deliver quality services, which also offer value for money.
Experience of managing £M+ budgets and of delivering efficiency savings.

The postholder will be the Responsible Person for the council and as such will be expected to be registered with the Care Quality Commission (CQC).

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 Provider Services are located.
- 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 a team of Managers within Provider services. 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 (6)

- Careline and Telecare Service Manager 1 x FTE
- Charlie Ratchford Wellbeing Team Leader 1 x FTE
- Older People's Day Service Manager 1 x FTE
- Greenwood Day Service Manager 1 x FTE
- CQC Registered Manager 1 x FTE
- Shared Lives Manager 1 x FTE

Indirect Reports (150+)

The postholder may also be required to have oversight of Project Managers for the delivery of specific projects.

Please Note: This portfolio may grow significantly given the strategic intention to in-source services so additional responsibility for developing and delivering new services will form a significant part of the role.

Relationships:

- **Internal** – to foster excellent working relationships within Adult Social Care and across the Council. To utilise knowledge and insight and positively influence Members, including the member for Health, Wellbeing and Adult Social Care.
- **External** – to build effective working partnerships with residents, their family members/carers and with care providers across the borough and beyond. 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)
- **External Bodies** – to work closely with the CQC and other regulatory bodies (fire service, building regulators etc), 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 our corporate services, and we'll redefine what a career can be.

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