

Post Specification

Post Specification - Key Information

- **Post Title: Service Manager – Care Services**
- **Date: July 2018**
- **Post Group Number: 1685**
- **Job Family: People Care and Development**
- **Job Family Role Profile: PCD18**
- **Final Grade: 18**

To be read in conjunction with the job family role profile.

Service Area Description

Westmorland and Furness Care Services is the in-house provider of care and support services for adults and individuals living with learning disabilities and autism across the Westmorland and Furness area. Westmorland and Furness Care Services a range of services and is responsible for providing equipment and a workforce to deliver services in the community, in a person's own home, in extra care housing, supported living schemes and residential services across the Westmorland and Furness area.

Purpose of this Post

- To provide leadership and management for registered and locality managers providing service development and organisational change.
- To take responsibility for the delivery of CQC regulated and non-regulated services across the Westmorland and Furness area in order to meet the legislative requirements of the Health and Social Care Act 2008 and the Care Act 2014
- To support the Senior Management Team in ensuring the operational delivery of high-quality services, business continuity and resilience.
- To share the responsibility for the leadership and overall delivery of all regulated and non-regulated services provided by Westmorland and Furness Care Services across the Westmorland and Furness area.
- The role involves working in partnership with external organisations to develop integrated working with health and social care colleagues.

Key Job Specific Accountabilities

- To have responsibility and accountability for the service area ensuring that all regulatory and legal responsibilities are met and maintained over 24hrs across the Westmorland and Furness area.
- To lead, motivate, organise and manage the work of employees. Developing the team with overall responsibility for service delivery, including implementation of a full range of HR procedures within the service area including recruitment, discipline, and performance and attendance management.
- To lead and manage a team of registered and locality managers, focusing on and ensuring that services are Caring, Responsive, Effective, Well Led and Safe and other national performance measures. Ensuring that services are delivering maximum value for money and meeting both national and locally determined targets.
- Responsibility for the management of the service area budget with the responsibility of controlling and monitoring the allocation and use of that and other resources.

- Operational and strategic responsibility for input into development and delivery of service, including development of business and service delivery plans. Leading and managing change in consultation with staff, service users and the public.

Please note: Annual targets will be discussed during the appraisal process.

Key Facts and Figures of the Post

- **Budget Responsibilities:**
Overall budgetary responsibility for on average £8-10 million
- **Staff Management Responsibilities:**
Direct management responsibility for a team of Locality and Registered Managers and large teams of front-line staff over a wide area.
- **Other:**
Responsible for internal transport, purchase and maintenance of resources

Essential Criteria

- Extensive experience of leading and motivating teams to deliver services to individuals
- Extensive experience of leading change.
- Experience of managing in a political environment
- Experience of successfully delivering a customer focussed service and the ability to work collaboratively and influence others to achieve agreed outcomes.
- Experience of working in or with senior managers of a Local Authority or other large and complex organisation, including motivating and managing multi-disciplinary teams, people management, change management, strategic planning, and performance management.
- Evidence of formulating, leading and implementing strategies, which cross service or professional boundaries. Including evidence of delivering outcomes in collaboration with others.
- Experience of leading cultural and behavioural change in support of new ways of working, to improve the experience or outcomes for the customer.
- Highly developed communication, challenge and negotiating skills with the ability to engage with a wide range of audiences. Clear commitment to excellent customer service.
- Well-developed analytical and problem-solving skills, including the ability to coach others in these.
- Relevant degree, or equivalent training in related discipline or significant experience in a similar role

Disclosure and Barring Service (DBS) Checks

- This post requires a DBS check.
- **The level of check required is:**
 - DBS Enhanced – Adults

Job Working Circumstances

- **Emotional Demands:**
 - Emotional resilience requirement to support staff dealing with complex and vulnerable individuals and to take decisions that will impact on outcomes for such cases.
 - Ability to work in a stressful environment subject to extensive regulatory and departmental scrutiny.
 - Respond to emergency situations in conjunction with other departments and partners 24 hours
- **Physical Demands:**
 - Requirement to travel extensively across the area of responsibility
- **Working Conditions:**

- Predominantly office based but required to travel around and occasionally outside the county to varied Council or partner office and service delivery sites.
- Willingness to work flexibly, including being on call for emergency decisions for service delivery.

Other Factors:

- None