

Cyngor Bwrdeistref Sirol Rhondda Cynon Taf
Rhondda Cynon Taf County Borough Council

Pecyn Gwybodaeth i Ymgeiswyr Candidate Information Pack



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JOB DESCRIPTION

SERVICE MANAGER

To deliver sustained improvements to the quality and efficiency of the services for which they are responsible so as to provide the most effective services available and best outcomes possible for individuals, their families and carers.

Post Reference Number: Various

Date of Job Description: September 2021

Salary and Grade	GRADE GR17
Location	VARIOUS / AGILE
Group	COMMUNITY & CHILDREN'S SERVICES
Department / Division	ADULT SERVICES
Team / Section	LONG TERM CARE & SUPPORT
Responsible to:	HEAD OF SERVICE
Posts reporting to this post:	Team Practice & Performance Managers and other professionals as appropriate to the Service Structure
DBS Required	YES ENHANCED

Key Objectives

To provide leadership and strategic management to the social work teams the postholder is accountable for in order to support those teams plan and co-ordinate resources to carry out work within the relevant Legislative and Policy frameworks of the UK, Wales and the Council

To take responsibility for ensuring that the Council can respond innovatively to the challenging, dynamic and diverse needs of the communities of Rhondda Cynon Taf and the people that we support whilst retaining the integrity of its statutory requirements and resources

To safeguard and promote the wellbeing of vulnerable people including children and young people through the provision of high quality services.

To develop expertise in the relevant social work practice in order to advise the Council's senior officers and Cabinet Members on complex case matters that require significant and ongoing resource allocation

To review service practice and provision in conjunction with key partner organisations (UHB, Housing, 3rd Sector and Independent sector); making recommendations for changes and service implementation, developing, commissioning and implementing new services alone or with partner agencies on behalf of the Council

To be responsible for the implementation of the Quality Assurance Framework across the service including the audit programme to ensure the highest professional standards are maintained and to ensure the wellbeing of vulnerable people are supported and safeguarded

To be Responsible for the health and safety and wellbeing of social work staff working unsupervised in the community of Rhondda Cynon Taf

To be responsible for the commissioning of services to meet the individual needs of service users and carers in the Borough of RCT including the authorisation of complex care placement

To work in partnership with the Head of Service and Director to develop the strategy for the service to achieve the Council's priorities for social care. This will include managing a programme of change and responding positively and proactively to the challenges which social care services face.

To manage the complex and diverse caseload of the relevant service area and take responsibility to continually improve the high level of knowledge and skills

Why work for Rhondda Cynon Taf Council?

Rhondda Cynon Taf Council Children's Services is pleased to host Service Manager positions across its service areas.

All our manager and practitioners have the chance to influence the development of our work and are supported by a strong, experienced management team both at strategic and operational levels.

We recognise that the social work profession is professionally and personally challenging and demands considerable levels of skill, commitment, and enthusiasm. We offer a dedicated in house Learning and Development Centre which actively supports managers and practitioners at each level to maintain their skills and Continuous Professional Development.

Service Managers are supported to achieve a relevant management development programme.

RCT Council employees also have access to a wide range of staff benefits which include:

- 25 days Annual Leave, rising to 30 days after 5 years' service

- Cycle to Work Scheme
- Discounted LeisureForLife Membership
- Vectis Card (staff discount)
- Technology Purchase Scheme

Purpose of the post:

SPECIFIC RESPONSIBILITIES

LEADERSHIP & SERVICE DEVELOPMENT

To provide effective leadership by promoting understanding of the highest standards of practice which reflect current innovative thinking and evidence-based interventions in working with individuals, their families and carers.

To ensure that services comply with Cwm Taf Morgannwg Safeguarding Board's Safeguarding procedures and practices.

To ensure that Services meet the requirements set out within the Service Delivery Plan.

To manage the delivery of innovative, creative and practical solutions within Adults and / or Children's Services to enable change and improvement to take place, within resources.

To provide visible leadership to the staff in the Service, ensuring the provision of professional supervision and appraisal to achieve service aims and objectives and continuous professional development and improvement, in line with Council policy.

To be responsible for developing, implementing and evaluating Service policies as required.

To be accountable for delivering the Quality Assurance Framework within Services by ensuring a programme of audit is established, that lessons are learnt to improve practice and outcomes.

To deputise for the Head of Service when necessary and appropriate.

To provide advice and direction to areas of service in the short-term absence of other service managers.

To work with the Senior Management Team to develop services in line with best practice and the strategic direction of the Council, taking into account the National Performance Framework and local performance indicators.

To either lead, or be a member of, and contribute to internal and multi-agency panels relevant to the Service.

To facilitate service user, carer and parent engagement in the development of Services

To be responsible for developing and monitoring any Service Level Agreements within the area of responsibility both internal to the Council and external with partner agencies or provider services.

To take responsibility for business continuity and emergency plans for the Service Area and, where necessary, participate in the Council's planning and responses to emergency situations.

OPERATIONAL RESPONSIBILITY

To formally line manage Team Practice & Performance Managers and other senior staff for which post holder is responsible.

To provide advice and direction to Team Practice & Performance Managers and other senior staff to make safe, clear and consistent decisions through the use of good quality assessments, analysis of risk and best practice guidance.

Alongside Team Practice & Performance Managers and other senior staff ensure that relevant services meet their statutory duties, regulatory requirements and also manage its non-statutory functions in practice.

To be accountable for key decision making in line with policies and procedures.

To be accountable for practice decision making to support Team Practice & Performance Managers and other senior staff in the Service where necessary.

To ensure that Team Practice & Performance Managers and other senior staff are equipped to address any underperformance, capability or competency issues with staff at the earliest opportunity and in line with Council policies.

In accordance with the Council's scheme of delegation, take responsibility for decision making on finance and budget management, staff appointments, human resource matters including health & safety issues and commissioning of services.

To be responsible for identifying and escalating key service risks as necessary and develop and implement plans to mitigate or reduce these risks.

To chair meetings as required facilitating the work of Adults and /or Children's services;

PRACTICE EDUCATION & DEVELOPMENT

To take personal responsibility for keeping up to date with changes to relevant legislation, research findings and best practice knowledge and guidelines.

To take personal responsibility for continuing professional development in accordance with Social Care Wales registration requirements.

To ensure the transfer of knowledge and sharing of best practice across Adults and / or Children's services and partner agencies.

To ensure that the services provided are non-discriminatory in respect of race, sex, age, marital status, sexuality, disability, religion and nationality

Carry out health and safety responsibilities in accordance with the Division's Health & Safety Responsibilities document.

Undertake such other duties and responsibilities commensurate with the grade, as may be reasonably required by the Director of Adult's or Children's services, or as a mutually agreed development opportunity.

THE CONTENTS OF THE DOCUMENT WILL BE SUBJECT TO REVIEW FROM TIME TO TIME IN CONSULTATION WITH THE POST HOLDER. JOB DESCRIPTIONS MAY BE AMENDED TO REFLECT AND RECORD SUCH CHANGES.

Protecting Children and Vulnerable Adults is a core responsibility of all staff. All safeguarding concerns should be reported to the Cwm Taf Multi-Agency Safeguarding Hub (MASH).

PERSON SPECIFICATION

This Person Specification sets out the knowledge and / or qualifications, past experience and personal competencies that would be ideal for this particular post.

The **Knowledge/ Qualifications and Experience** sections describe what is required in terms of the technical ability that is needed to do this job successfully.

The **Competencies** section describes the kinds of non-technical skills, abilities and personal characteristics that the ideal person for this particular role would have. The competencies describe how that person would ideally work with other people and how they would approach their responsibilities.

The **Special Conditions and Professional Requirements** section describes any other qualities appropriate to the particular circumstances associated with this role.

Knowledge / Education:

Essential	Desirable
<p>Professional Social Work qualification i.e. MA/Degree in Social Work or recognised predecessor equivalent e.g. CQSW, DipSW, CSS</p> <p>OR Alternative professionally recognised qualification in related field such as Health or Social Care.</p> <p>Management qualification recognised by Social Care Wales.</p> <p>A sound understanding of the law relating to Adults/Children and Families</p> <p>Knowledge of child and adolescent development</p> <p>Knowledge of the Social Services & Well-being Act (Wales) 2014</p> <p>Knowledge of</p> <ul style="list-style-type: none">• assessment for care and support needs• safeguarding procedures for children and adults at risk• looked after children statutory guidance and processes	<p>Welsh Language Level 2 to Level 5. For details on the levels please refer to The Welsh Language Skills Guidelines, which can be found in the Welsh Services section of the RCT Council Website.</p> <p>Willingness to undertake further training which is identified to be appropriate for the role.</p>

Substantial knowledge and understanding of adult and/or children's social care legislation/policy and their implications within local government, the wider social care sector and related fields, including health.

Business management knowledge, including those finance and performance issues within a local government setting which would have specific impact on service provision.

Evidence of continuous managerial and professional development.

Welsh Language Level 1 - All employees will be required to undertake a basic Welsh Language Induction to reach this level. Please refer to The Welsh Language Skills Guidance online
www.rctcbc.gov.uk/WelshSkills

Experience:

Essential

Significant post qualifying experience in the related discipline (5 years +)

Experience of successfully managing in a Social Care Service.

Experience of working with legislation and good practice relating to adults or children and of being able to advise others in this area.

Experience of successful change management.

Experience of productive and collaborative multi agency working.

Experience of working within budgetary limits and managing resources effectively.

Experience of successful strategic forward planning.

Desirable

Experience of co-producing the planning and delivery of services.

How we expect you to behave in work:

Competency Framework	Middle Manager Competency Framework
Competency Areas	
Developing and Motivating People	<p>Inspires others by being passionate and enthusiastic and having a positive 'action-focused' attitude. Leads by example</p> <p>Actively shares knowledge and experience with others to develop the service</p> <p>Sets clear, achievable goals and objectives for team members and reviews these regularly.</p>
Working in Partnerships and Teams	<p>Builds lasting, positive and constructive relationships with a wide variety of people</p> <p>Always works towards understanding and resolving differences in agendas, objectives and expectations</p> <p>Has an excellent knowledge of and interest in local and national networks.</p>
Communicating Effectively	<p>Gets the right messages to the right people quickly and keeps people informed</p> <p>Actively creates regular opportunities for open discussion and passing on information e.g. team meeting</p> <p>Adapts their style and language to suit different groups of people</p>
Managing Change	<p>Understands and embraces the need for change in order to respond effectively to future challenges</p> <p>Shows they understand how people feel during change and supports them through it</p> <p>Makes new ideas and initiatives work for them and their team practically</p>
Implementing Strategy	<p>Ensures staff understand how their role actively contributes to delivering the strategy</p> <p>Produces and promotes clear and well written policies, guidelines and other documentation</p> <p>Regularly challenges service delivery to ensure a more sustainable future to improve the quality of people's lives and the environment</p>

Managing Resources	<p>Utilises existing resources effectively and positively (Workforce Planning)</p> <p>Continually evaluates and responds to service needs to increase efficiency, quality and value of delivery (Workforce Planning)</p> <p>Manages budgets within the fixed cash limits</p>
Achieving Results	<p>Anticipates issues that may arise and is proactive about tackling them</p> <p>Achieves and surpasses improvements in service delivery</p> <p>Is willing to 'go the extra mile' to complete important tasks.</p>
Focusing on Service Users	<p>Actively seeks to consult the Service Users to determine what they want from the Council and to understand what really matters</p> <p>Promotes a culture where all customers are valued and treated with respect</p> <p>Empowers staff to deal with responses on the frontline and provides support where necessary</p>

Special Conditions and Professional Requirements

Requirement to travel independently throughout the Service Area.

Enhanced Disclosure and Barring checks on appointment and at periodic intervals.

To be personally responsible for the continued registration as a 'Social Worker' with Social Care Wales or recognised regulator if qualified in an alternative but related field.