

Job Description

Job Title	Head of Service (Provider Services)
Directorate	Adult Social Care and Health
Service Area	Operations
Grade	13
Competency Level	4
Salary	£78,297 – £83,919
Job Type	Hybrid
Location	City Centre
Disclosure and barring service (DBS)	Enhanced Adult check with neither Workforce
Job Evaluation Ref No	

Job Purpose

The post holder is required to provide leadership and direction for all activities in a designated area of the Adult Social Care functions to meet the Council's statutory duties.

You will ensure the safe and effective delivery of all adult social care provider services, working in partnership with statutory and voluntary sector partners, ensuring that that they meet fundamental Care Quality Commission standards of Good to Outstanding ratings. Liverpool City Council is a registered provider with CQC. We operate a variety of services including Nursing Home care, Residential



Home care, Intermediate Care Hub services, Independence and Reablement services and day opportunities. The post holder will be responsible for ensuring that safe and effective care is delivered at all times, using a strengths-based approach to enable people to achieve good outcomes.

You will lead service redesign and direct operational change management of resources working closely with commissioning and the wider council departments.

You will be responsible for holding teams to account, including having clear oversight of service activity, performance and quality within a designated service area.

You will have a key leadership role in the integration of health and social care services in Liverpool, including managing and directing resources within the Council and with partners in the NHS and third sectors as appropriate.

The post holder will:

- work within the Council's and government guidance to transform and continually improve the way in which adults social care is delivered through collaborations across departments and with partner organisations in co-producing innovative delivery models that drive efficiency savings and improves outcomes for people in Liverpool
- work with elected members and the Council's executive team to ensure effective communication, business planning and management for adult social care, in line with the corporate procedures
- identify and drive through the necessary changes to culture and practice to successfully embed improved ways of working
- ensure that appropriate support is in place to facilitate effective partnerships with Liverpool residents, promoting the voice of people drawing on services, families and carers for successful co-design and co-production of services that benefit local people and communities

This is illustrative of the general nature and level of responsibility of the work to be undertaken by the post holder and not intended to be a comprehensive list, which will be subject to reviews.

Directly Responsible For: The post holder will have responsibility for a designated service area, including a number of teams and services, of both professional and vocationally qualified staff.

Directly Responsible To:

Director of Operations

Main Areas of Responsibility:

- Provide strategic and operational direction to the Adult Social Care functions contributing to the Council's Corporate Plan priorities and values for Liverpool City Council
- Delivery of high-level advice, guidance and support in a specialist area which significantly influences, either directly or indirectly, the trust and confidence of the community and/or Council
- Assess political pressures and agendas on service delivery and tailor plans/activity accordingly whilst ensuring appropriate challenge is made and governance adhered to
- Lead adult social care service delivery and improving outcomes for people in Liverpool by raising standards and quality of practice and service performance and value for money in line with Council's policies, Government guidance and relevant legislations
- Pursue best practice and value for money within the Service through the establishment of effective systems of governance and accountability, target setting, performance management and procurement

- Ensure that the service adheres to a preventative model of provision, rooted in a strengths-based approach to all interactions with the public, maximise the use of community assets in assessments and support planning
- Develop and implement the Adult Social Care Strategy within available resources and maximising value for money in collaboration within and across the departments
- Plan, initiate, manage and implement major change initiatives in service delivery which may have a significant impact on either customers, employees or systems ensuring effective risk management and review of subsequent outcomes
- Set clear objectives and improvement targets for managing performance that improve standards of service provision across all teams, ensuring consistent and appropriate use of information management systems
- Develop a partnership with the public and champion co-production as a basis of service developments
- Research, interpret data and lead the implementation of new and existing government guidelines, code of practice and case laws on a wide range of service delivery issues to ensure compliance with statutory and other obligations
- As relevant to undertake robust operational and strategic contractual decisions based on the outcomes of Commercial and Performance reviews of Commissioned services in partnership with Procurement and Legal officers and strictly line with the Procurement rules adopted by the Council
- Act as the Nominated Individual for the Council's CQC Registration

Supervision and Management Responsibility:

- Provide adult social care leadership across the department and the council and operational management of supervision and support for all direct reports

- Develop and maintain a staffing structure with appropriate levels of staff and skill mix required to meet the needs of the population, in line with the workforce strategy and business plan
- Commitment to managing people well and in line with the Council's People Plan
- Ensure all staff have regular supervision, annual appraisal and support required for them to carry out their duties in the delivery of Service Plans
- Develop and implement service strategies, policies, procedures and staff guidance to ensure the highest standard of service provision
- Undertake service reviews and lead service developments and changes, in line with the transformation plan and strategic priorities
- Undertake formal consultations with staff, trade unions and the public as and when required, in line with Council's HR policy
- Develop and maintain an open and learning culture across the service that is rooted in reflective practice and supportive working relationships which promotes innovation
- Maintain a positive commitment to continuous professional development and ensure that staff have access to appropriate training and support to maintain and enhance their skills and knowledge base
- Ensure that Council's HR policy and procedures are applied consistently in all service areas including recruitment and absence management
- Develop and implement a quality assurance framework with clear practice standards and a cycle of audit and continuous service improvement
- Ensure that all complaints are investigated thoroughly, and the lessons learnt by the service in timely manner to improve future service
- Ensure that appropriate arrangements are in place to enable a positive work/life balance in terms of personal workload for all staff

Budget and Financial Responsibility:

- To manage a delegated budget for staffing and care purchasing for a designated service area, under the delegated authority scheme
- Management of their own functional cost centre budget
- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact
- To ensure robust management of Council's financial and human resources deployment, in line council policies and procedures
- To ensure managers are adequately trained and supported to interpret budget performance reports, triangulate service and financial data to understand the impact on budget trends and take action to control expenditures
- Where, appropriate, you will be required to have an understanding of commercial modelling and open book accounting processes with providers.
- To deliver the delegated MTFS target for a designated service area
- To develop and implement service efficiency plans to ensure the delivery of MTFS, based on clear risk assessment and mitigation plans and identifying new opportunities for savings and explore external funding

Social Value Responsibility:

- Drive for social value through all service activities, ensuring wider social, economic and environmental benefits for the council, residents and communities
- Embed a People First ethos in the provision of adult social care service.
- Engage the public in Liverpool to elicit their views and develop and implement a plan to improve service user experience and outcomes

- Maintain a positive public relation to ensure the Council has positive reputation

Physical Demands of the Job:

Long periods of sitting and standing

Corporate Responsibility:

- Contribute to the delivery of the Council Plan
- Completion of the relevant leadership development programme
- Business continuity, emergency planning and risk management, ensuring health and safety and duty of care responsibilities are met
- Deliver and promote excellent customer service, externally and internally
- Demonstrate strong commitment to customer excellence by embracing customer feedback, dealing with complaints in timely manner and ensure teams and staff are learning from feedback, in the drive for continuous improvement
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan.
- Maintain effective governance and accountability processes across all service functions, in line with Adult Social Care legislation, statutory guidance and standards of care
- Establish an environment that is enriched by the ethos and practical implementation of a first-class equality organisation, both in employment and

provision of services. Continuously review policies, practices and procedures to ensure the dignity at all times of all staff and customers

- Implement, promote and review measures that encourage harmonious working relationships with and between staff, customers and suppliers that meet the organisation's equality standards
- Be accountable for self- development in equality practice and development and ensure that all staff are sufficiently engaged with equality issues through active participation in associated learning programmes
- Take all necessary steps to ensure that the provisions of Data Protection Act and related legislation are observed to protect the dignity and rights of the individual
- Take responsibility for the effective integration of Health and Safety practices and processes across the Service, including:
 - Effective and planned review of risk assessments
 - Application of employee attendance policies
 - Regular monitoring of absence management data
- Be accountable for self -development in Health and Safety legislation, practice and procedures and ensure that all staff are sufficiently engaged with Health and Safety issues through active participation in associated learning programmes
- Be responsible for ensuring that all duties and responsibilities comply with all statutory requirements, Standing Orders, and Financial Regulations of the City Council and to ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practise and the City Council's safety plan
- Participation in the tactical/out of hours rota

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level **4**

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Essential

- Educated to degree level in a relevant in a subject (A)
- Demonstrable continuous professional development (A)
- Significant knowledge of the legislative framework governing adult social care and Commissioning including CQC regulation and compliance with the regulations (A/I)
- Significant experience in leading CQC registered services (A/I)

Desirable

- Masters Degree or equivalent level of professional education
- Relevant professional qualification such as Social Work Degree (CQSW, Dips SW, CSS), Health, Commissioning or equivalent
- Relevant registration with appropriate regulatory bodies, if relevant
- A recognised management qualification



Experience

Essential

- Experience in Operational Management at a senior level (A/I/P)
- Track record of delivering successful change projects and initiatives (A/I/P)
- Experience and competence in writing strategies, proposals and reports etc (A/I)
- Operational service delivery management experience in adult social care (A/I)
- Demonstratable budget management (A/I)
- Experience of managing service reviews internally and with the Commercial sector (A/I)
- Demonstrable experience of developing new service delivery models (A/I/P)

Desirable

- Experience in process analysis and creation of new processes
- Strong interpersonal and relationship management skills
- Experience of problem solving / conflict resolution
- Understanding of Quality Management at all levels of service delivery
- Understanding of commercial outcomes of services and market sustainability

Skills/Abilities

Essential

- Ability to meet strict deadlines and working under pressure (A/I)
- Ability to deal with difficult situations and challenging existing practices (A/I)
- Highly developed communication skills (oral, written and presentation) (A/I/P)

- Demonstrable professional approach and positive attitude, with problem solving skills (A/I/P)
- Demonstrable financial management skills (A/I)
- Strong analytical skills and an ability to use a wide range of performance tools to support service reviews and performance (A/I)
- Able to manage and motivate an effective team, empowering others, encouraging accountability, including target setting and staff development to meet targets (A/I)
- Fully conversant with the requirements of relevant legislations governing adult social care (A/I)
- Treating people with dignity and respect, encouraging honesty, trust and respect in relationships with others (A/I)

Desirable

- Competent in all aspects of operational management
- Persuasive and confident in pitching new ideas
- Takes novel ideas and approaches and puts them into practice
- Sees change as an opportunity to be welcomed
- Stimulates new thinking by turning success and failure into learning
- Shares information readily and openly, invites others to reflect and speak and listens to their views
- Identifies key internal and external stakeholders and works with them to understand their requirements and concerns
- Finds alternative solutions in delivering targets, in the face of resistance and setbacks
- Ability to develop trusted relationships with internal and external stakeholders,
- Recognises ideas of value in driving business improvement, and encourages to develop these skills in others

Commitment

Essential

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council (I)
- Flexibility, commitment and presents a professional image at all times (A/I)
- Must be a team player (A/I)

