

Job Description

Job Title	Service Manager
Directorate	Adult Social Care and Health
Service Area	Operations
Grade	11
Competency Level	3
Salary	£60,332 - £66,750
Job Type	Hybrid
Location	City Wide
Disclosure and barring service (DBS)	Enhanced DBS
Job Evaluation Ref No	A8855

Job Purpose

The post holder is responsible for the operational leaderships and management, and for the quality of care and support delivered within a specified locality or service area within Liverpool. This may include management of a range of services including bed based, community resources, Occupational Therapy and Assessment and Care Management services.

The post holder will work collaboratively with service users and carers groups and staff at all levels within the service and partner organisations to develop effective

reablement and strength-based services that focus on improving the outcomes of people and optimising the value of the Liverpool pound.

The post holder will develop the service area, with a focus on budget management and highly performing services.

The post holder will provide leadership to all social care and allied health professional staff, working to high professional and managerial standards and enabling staff and teams to function effectively, to their greatest potential and in line with local priorities and the City Plan.

The post holder will develop effective partnership relationships to ensure delivery of services that are coordinated, strength-based and integrated at the point of delivery to reduce hand offs between services and duplication in services.

The post holder will embed the principles of the Care Act, Prevent, Reduce, Delay, in all areas of service to prioritise independence and wellbeing.

To deputise for the head of service / director as and when required.

Directly Responsible For:

Team Managers

Directly Responsible To:

Head of Service

Main Areas of Responsibility:

- Responsible for leading 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.
- Lead and direct operational Adult Social Care functions and service provision within the meaning of the Care Act 2014, Mental Capacity Act 2005 & Amendment 2019, Mental Health Act 1983 / 2007, Children & Families Act 2014 and other emerging statutory requirements including Social Care Reform.
- The post holder will provide high level advice, guidance and support in specialist areas (e.g., No Recourse to Public Funds & Prevent), to aid decision making at all levels.
- To guide, shape and implement programmes of change and development to improve people's experience, through remodelled collaborating with services providers and community organisations.
- To measure, analyse and report on service performance using data to establish trends and future service provision.
- To implement accountability and responsibility frameworks to ensure decision making and accountability for performance is delegated appropriately.
- To work with the Council's corporate commissioning, procurement and contracting teams in partnership to deliver the best care possible for people to achieve their outcomes and service expectations of the diverse neighbourhoods and represent value for money for the council.
- To support and implement the design and development of service improvement programmes.
- To work with service providers and community partners to build effective working relations and to ensure new and improved models of service delivery that is focused on reablement and improved outcomes for people.

- To ensure the development of effective partnerships to deliver the Council's agenda.
- To lead on service strategies and planning, consistent with the overall priorities of the Council and the Vision for Adult Social Care.
- To ensure the statutory requirements of the Care Act and the personalisation agenda and the care navigation system are embedded across all assessment and care planning, ensuring strength-based decision-making / positive risk management, focusing on self-management of care and prevention of need across the pathways.
- To support the Head of Service in developing and implementing innovative practice and new solutions in order to enhance care and support planning and commissioned services. Where necessary, form partnerships with other agencies in the statutory, voluntary and private sectors and take the lead as directed.
- To chair and develop the multi-agency Outcome Review meetings to scrutinise and ensure strengths based and outcomes focused support plans are approved for all cost packages of care and provide the Head of Service with regular report of expenditure.
- To identify trends, changing needs and priorities in the provision of services as they relate to client groups. To contribute to policy formulation and service delivery plans to meet these requirements, specifying target objectives and reviewing plans in the context of demographic changes.
- To contribute to the corporate business planning processes in adult social care, attend departmental management team meetings as required and ensure the effective implementation of the directorate and corporate policies.
- To develop and maintain a business continuity plan for all operational services and departmental risk registers.
- To chair and participate in working parties, joint planning meetings and represent the directorate, as directed by the Head of Service (HoS).

- To plan and implement large scale service reviews and change plan, including consultation with staff and trade unions.
- To assess political risk from the planned service change plans and support the head of service / director to mitigate these in the development of services
- To deputise for the HoS and director, as required and ensure adequate management cover is available within the section in the event of leave, sickness or vacancies.
- To address any contentious issues or matters of concern and liaise with members as required, at the direction of the HoS or director.
- To assist in the preparation of the annual report on the activities of the division.
- To ensure protection of vulnerable adults, quality assurance and clinical governance policies and procedures are addressed and monitored in all areas of social care and health.
- To ensure all staff are offered continuing professional development opportunities and develop and implement a training plan for staff and contribute to the workforce strategy.
- To develop and implement the Trusted Assessor role in teams and partner agencies.
- You will be required to participate in any out of hours working arrangement for the service in line with your role requirement and HR policies.
- For specified teams there may be a requirement to work within a seven-day or 8am to 8pm service to deliver integrated services with health and where there is a demonstrable need due to the council's legal duties under the Care Act 2014.

Supervision and Management Responsibility:

- To provide adult social care leadership across the directorate and council and operational management, supervision and support for all direct reports, in line with Council HR Policies and procedures.
- To 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.
- To ensure all staff have regular supervision, annual appraisal and support required for them to carry out their duties
- To develop and implement service strategies, policies, procedures and staff guidance to ensure the highest standard of service provision.
- To 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, before embarking assessments and support planning.
- To develop a strong performance management culture across all teams by embedding team and service level planning for service delivery in line with service objectives, with a dual focus on service outcomes and budget movement.
- To set clear objectives and improvement targets for managing performance that improve standards of service provision across all teams, ensuring consistent use of information management systems. To ensure decision making and accountability for performance is delegated effectively and appropriately.
- To develop and embed a partnership approach with the public in service provision and co-production of service developments.

Budget and Financial Responsibility:

- You are accountable for managing the council's resources well and complying with Council's financial regulations and statutory duties. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact.
- To monitor financial performance, deliver a service within the delegated budget and explore new efficiency savings and opportunities to draw external funding, where appropriate.
- To provide effective management of financial and other resources consistent with the Council's policies and performance targets.
- To deliver target efficiency savings, as delegated by the HoS/ director
- Explore different options for funding the service and income generation.

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities.

Physical Demands of the Job:

- This post is a combination of office work and field work. It will involve sitting for long periods of time and a requirement to travel to meet service needs.

Corporate Responsibility:

- Contribute to the development and delivery of the Council Plan and health plans (e.g., BCF).
- Delivering and promoting excellent customer service, externally and internally.

- Commitment to customer excellence by dealing with customer feedback, including complaints, and 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.
- Adhere to and embed 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.

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 **3**.

[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 or equivalent (A)
- Social Work or equivalent professional qualification and registration with a relevant regulatory body (A)
- Demonstrable continuous professional development (A)
- Significant knowledge of the legislative framework governing adult social care (A)

Desirable

- Educated to Degree level or equivalent
- Management Qualification is desirable
- Evidence of continuous management development

Experience

Essential

- Demonstrated operational service delivery management expertise (I,A,P)
- Experience of budget management (I,A,P)
- Experience in developing, implementing strategies and programmes including the development of business and delivery plans (A,I)

- Demonstrable track record of change management leading to improved outcomes (A,I)
- Demonstrable experience in working within a complex set of multi-agency partnerships (A,I)

Desirable

- Experience in process analysis and creation of new processes
- Strong interpersonal and relationship management skills
- Experience of problem solving / conflict resolution

Skills/Abilities

Essential

- Ability to meet strict deadlines and working under pressure (I,A)
- Ability to deal with difficult situations and challenging existing practices (I,A)
- Highly developed communication skills (oral, written and presentation) (I,A,P)
- Demonstrable professional approach and positive attitude, with problem solving skills (I,A,P)
- Demonstrable financial management skills (I,A)
- Able to manage and motivate an effective team, empowering others, encouraging accountability, including target setting and staff development to meet targets (I,A)
- Fully conversant with the requirements of relevant legislations governing adult social care (I,A)
- Treating people with dignity and respect, encouraging honesty, trust and respect in relationships with others (I,A)

Desirable

- Ability to articulate complex issues simply and communicate effectively
- Excellent negotiating and influencing skills
- Good organisational skills, ability to prioritise and meet deadlines

Commitment

Essential

- Flexibility, commitment and presents a professional image at all times (I,A)
- Must be a team player (I,A)
- Commitment to the Council's Performance Management Framework, training and continuous improvements (I,A)

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council

Other

Essential

- Will contribute to the City council's Equality Scheme and ensure that they discharge their duties in an anti-oppressive and non-discriminatory manner. (I,A)
- To demonstrate an ability to interpret and respond to customer care issues affecting the provision of services to both internal and external customers. (I,A)

- This post is subject to a Disclosure and Barring Service (DBS) check at the appropriate level.