

Job Description

DIRECTORATE:	Social Services & Wellbeing
DEPARTMENT:	Adult Social Care
POST:	Provider Services Manager – Support at Home
GRADE OF POST:	GR15
RESPONSIBLE TO:	Group Manager – Direct Care Provider Services

JOB PURPOSE:

Responsible for the strategic development and overall operational management of the Support at Home services for people with a range of care needs within the community.

The postholder will be expected to develop and lead the strategic plans to reshape our existing models of support and contribute to the wider development of Social Care services and community based resources across the directorate.

The role will involve taking the lead with other professionals to ensure statutory requirements and strategic objectives are met and deliver outcomes that are driven by the Social Services & Wellbeing Act (Wales) 2014 which focus on community living and integration, personal development and provision of information, advice and assistance in the wider community.

PRINCIPAL RESPONSIBILITIES AND ACTIVITIES:

- To have responsibility for the strategic development, management and leadership of the following services:
 - Long Term in house Homecare provision;
 - Accommodation based social care provision;
 - Social Care support to the Short Term Assessment Services;
 - Social Care Support to the Acute Clinical Team;
 - Mobile Response Team;
 - Specialist services such as Dementia.
- Responsible for the effective and safe management, leadership and development of Operational Managers, Deputy Managers, Team Leaders and staff across multiple sites.
- Develop and implement service specific strategies, policies and working practices to ensure compliance and to meet Statutory, professional and regulatory requirements and council standards including specialised areas of need.
- Manage and lead partnership working and liaise with officers of the council, statutory agencies and voluntary bodies in order to develop services.

- Manage contracts with other service providers ensuring identified outcomes are monitored and met.
- Ensure that objectives, targets and priorities for the service area are achieved in a planned and agreed manner.
- Responsible for the overall recruitment, management and development of staff ensuring they are effectively deployed to deliver across the services.
- Responsible for budget allocation and monitoring of allocated budgets for respective areas in line with medium term financial strategy and service development requirements.
- Lead the development of the Support at Home Services and embed a culture of one 'workforce'
- Ensure the participation of people, their families / carers in consultation processes and service development.
- Direct Operational Managers, Deputy Managers and Team Leaders with the management of absence and poor performance and holding managers to account for unsatisfactory performance / misconduct within their teams, whilst also ensuring appropriate actions are undertaken. Informing/ escalating concerns or incidents as outlined in the RISCA 2016.
- Undertake role of Investigating Officer across the Directorate as and when required.
- Ensure compliance and effective implementation of Care Inspectorate Wales standards across the Community Services.
- Undertake Quality Assurance Monitoring visits to Community Services across the Borough.
- Accountability for the proper use and safekeeping of resources including buildings and vehicles. Work with Corporate Landlord to manage the safe operation of buildings to ensure provision is fit for purpose.
- Undertaking supervision and appraisal, ensuring clear objectives are set for direct reports and that effective arrangements are in place for staff to have annual appraisals and supervision in line with agreed protocols.
- Manage compliments, complaints and incidents related to the service area and individual teams through the appropriate protocols to minimise risk and improve service delivery.
- The post of Provider Services Manager – Support at Home is a politically restricted post.

GENERAL DUTIES

Health and Safety

To fulfil the general and specific roles and responsibilities detailed in the [Health and Safety Policy](#)

Equal Opportunities

To ensure that all activities are operated in accordance with Equal Opportunities legislation and best practice.



Safeguarding

Protecting children, young people or adults at risk is a core responsibility of all employees. Any concerns should be reported to the Adult Safeguarding Team or Children's IAA Service within MASH.

Review and Right to Vary

This Job Description is as currently applies and will be reviewed regularly. You may be required to undertake other tasks that can be reasonably assigned to you, including development activities, which are within your capability and grade.

Criminal Records Check

This post requires a criminal records check through the Disclosure & Barring Service (DBS).

Person Specification

Provider Services Manager – Support at Home

The following attributes represent the range of skills, abilities and experiences etc. relevant to this position. Applicants are expected to meet the attributes that have been identified as essential (Yes).

Attributes	Requirements	Essential	Method of Evaluation/ Testing
Qualifications, Education & Training	<ul style="list-style-type: none"> Relevant professional qualification in health or social care. 	Yes	Production of original Qualification Certificates and application form.
	<ul style="list-style-type: none"> A recognised management qualification. 	Yes	
Knowledge & Experience	<ul style="list-style-type: none"> Considerable experience at a managerial level in a social care setting. 	Yes	Interview, application form, and selection process.
	<ul style="list-style-type: none"> Knowledge of HR and financial procedures. 	Yes	
	<ul style="list-style-type: none"> Knowledge of social work procedures, information systems and quality assurance issues and how they relate to the provision of domiciliary and residential services. 	Yes	
	<ul style="list-style-type: none"> Knowledge and understanding of issues related to the management of regulated services. 	Yes	
	<ul style="list-style-type: none"> Strategic planning and development of service to achieve positive outcomes. 		
	<ul style="list-style-type: none"> Development of services in line with legislative standards and key related strategies. 	Yes	
	<ul style="list-style-type: none"> In-depth knowledge of the principles and expected outcomes to be delivered linked to the Social Services and Wellbeing Act (Wales). 	Yes	

Attributes	Requirements	Essential	Method of Evaluation/ Testing
	<p>Knowledge of the principles of key related strategies.</p> <ul style="list-style-type: none"> Working within legislative guidelines, i.e. CIW, Mental Capacity Act, Safeguarding, Health and Safety etc. 	Yes	
Skills & Personal Qualities	<ul style="list-style-type: none"> Management of services across multiple sites. Management, leadership and supervision of Senior Managers, Team Leaders and staff with line management responsibility. Leadership and management of partnership working within organisational departments, statutory agencies and voluntary bodies in order to develop services. Delivery of self-directed support through person centred planning. Representation or organisation in interagency working. Working with multidisciplinary teams involving families, advocates and relevant professionals. Responsibility and accountability for budget allocation, monitoring in line with service requirements. Development and implementation of service specific strategies, policies and working practices to meet statutory requirements. Management of staff absence and poor performance. 	<p>Yes</p> <p>Yes</p>	Interview, application form, and selection process.
Skills & Personal Qualities	<ul style="list-style-type: none"> Excellent communication skills with the ability to present reports and communicate clearly, 	Yes	Interview, application form, and selection process.

Attributes	Requirements	Essential	Method of Evaluation/ Testing
	<p>professionally and effectively at all levels.</p> <ul style="list-style-type: none"> • Ability to think, and work strategically, creatively and innovatively within services. • Ability to form constructive working relationships with colleagues and other agencies. • Ability to manage effective partnership working. • Ability to demonstrate good planning, organisational and IT skills. • Ability to lead and direct services across a dispersed area. • Ability to define, monitor and achieve targets and outcomes ensuring highly effective feedback and reporting mechanisms are in place. • Ability to give instruction across multiple sites. • Ability to manage employee performance effectively. • Ability to work proactively and flexibly. Evenings and weekends in exceptional circumstances. • You will be expected to have a motor vehicle available for use on official journeys. Your mileage expenses will be reimbursed based on the locally agreed rate. 	<p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p>	