

Job Description

DIRECTORATE:	Social Services & Wellbeing
DEPARTMENT:	Adult Social Care / Integrated Community Services – Community Resource Team / Early Intervention and Prevention Hub and Hospital Social Work Team
POST:	Early Intervention and Prevention Hub and Hospital Social Work Team Service Manager
GRADE OF POST:	GR15
RESPONSIBLE TO:	Integrated Community Services Manager – CRT

JOB PURPOSE:

To provide strategic leadership and operational management for a dispersed social work service operating within an integrated Health & Social Care system. This includes direct responsibility for the hospital based social work team and professional oversight of the Early Intervention and Prevention Hub.

The Service Manager will ensure the delivery of high quality, timely and outcome focused interventions that reduce reliance on long term care, avoid unnecessary hospital admissions and support timely discharges. A key element of this role is to drive improved performance in reducing delays across pathways of care.

The post holder will provide expert social work leadership to the multi-disciplinary Early Intervention and Prevention Hub, supporting effective triage, professional decision-making, and the delivery of short-term, strengths-based interventions. They will also contribute to the strategic development and continuous improvement of services in line with the Council's corporate priorities, MTFS, national legislation, and commissioning strategies.

PRINCIPAL RESPONSIBILITIES AND ACTIVITIES:

- Lead, shape and continuously improve the service in line with the principles of A Healthier Wales, the Social Services and Wellbeing (Wales) Act 2014, Bridgend's Transformation and Integration agenda, the Social Services and Wellbeing Directorate's Business Plan, MTFS and Commissioning Strategy; delivering, through innovative, integrated, person centred, outcome focused approaches.
- Build and sustain strong, collaborative relationships across acute and community health settings, voluntary sector partners and wider Council services to ensure joined up, cost effective and person-centred care.
- Lead on the monitoring, analysis, and improvement of service performance, including KPIs relating to Pathways of Care delays, hospital discharge, response times, and user outcomes.

- Implement robust performance management frameworks, using data and evidence to drive service transformation, manage risk, and ensure accountability at all levels. Provide information, advice and support for team members which will include complex facts/situations.
- Champion a culture of continuous improvement, learning and innovation, through robust quality assurance practices — ensuring services are responsive to emerging needs and best practice.
- Provide professional leadership and operational oversight of the multidisciplinary Early Intervention and Prevention Hub, ensuring complex referrals are triaged effectively and responded to proportionately and swiftly.
- Take responsibility for delegated budgets and resource allocation across health and social care, ensuring effective use of resources in line with the Medium-Term Financial Strategy and commissioning priorities.
- Manage, support and develop Team Managers and staff through high-quality supervision, reflective practice, workforce planning, and the promotion of professional development.
- Take a lead role, to ensure systems are in place and functioning effectively and in line with safeguarding legislation for adults at risk, and other procedures to support vulnerable people, across agencies. Investigating stage 1 complaints under the statutory complaints procedure for social services ensuring learning is captured and service improvements are implemented.
- Provide expert advice and oversight on complex casework and high-risk situations, ensuring that professional standards and the Council's strengths-based practice model are embedded across the service. Represent the service in strategic forums, multi-agency meetings, influencing integrated solutions and pathways. Building credibility and trust across sectors ensuring social work is represented and informs the wider agenda and drives service integration and improvements.
- Monitor financial performance, identifying risks and opportunities, and ensuring resources are aligned with priorities and need. Ensure adherence to the Council's financial procedures and contribute to medium and long-term financial planning.

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 and Quality Team or Children's Safeguarding Assessment Team.

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 (WHERE APPLICABLE)

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

Person Specification

Early Intervention and Prevention Hub and Hospital Social Work Team Service Manager

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.

Attributes	Requirements	Essential	Method of Evaluation/ Testing
Qualifications, Education & Training	<ul style="list-style-type: none"> A recognised professional qualification in social care services for professional practice and registration with Social Care Wales. Evidence of continuing professional and personal development, education and training. 	<p>Yes</p> <p>Yes</p>	Production of original Qualification Certificates and application form.
Knowledge & Experience	<ul style="list-style-type: none"> Minimum of three years post qualifying experience with considerable experience of working with individuals, their families and carers in community health and social care settings. Substantial experience of managing social work teams or multi-disciplinary teams in adult social care . Sound understanding of current policy, statutory guidance and the Law as it is applied and affects adults in the delivery of Social Care & Health Services. Sound understanding of the Social Services and Wellbeing Act (Wales) 2014 and associated statutory guidance. Experience of the management of resources and performance management. Understanding of the equality duty of public bodies carers. An understanding and experience of service development, managing change and/or project management. Sound understanding of relevant health and social care 	<p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p>	Interview, application form, and selection process.

Attributes	Requirements	Essential	Method of Evaluation/ Testing
Knowledge & Experience (continued)	<p>governance, regulations and record-keeping requirements.</p> <ul style="list-style-type: none"> Awareness of national agendas including A Healthier Wales, integration and strengths based, person- centred and outcomes focused practice. Knowledge of safeguarding policies and professional responsibilities. Experience of engagement with individuals, families, carers and stakeholders in service delivery and planning. Understanding of performance management frameworks, key adult services indicators and quality assurance. 		
Skills & Personal Qualities	<ul style="list-style-type: none"> Strong leadership and decision-making skills in complex, fast paced environments. Ability to lead and influence multi-agency teams. Effective people management skills, and ability to lead, advise and support others in a changing environment. Ability to use performance management data to inform strategic and operational decisions. The ability to make sound professional judgements which include complex and high-risk management. Commitment to co-production, inclusion and promoting independence. Ability to make sound professional judgements including high risk issues about individuals, their families and carers. To work to the Code of Professional Practice for Social Care. 	<p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p>	Interview, application form, and selection process.

Attributes	Requirements	Essential	Method of Evaluation/ Testing
	<ul style="list-style-type: none"> Ability to manage and resolve conflict in a positive way. Ability to act corporately, representing the Directorate and Health Board at a variety of internal and external meetings. 	<p>Yes</p> <p>Yes</p>	
Skills & Personal Qualities (continued)	<ul style="list-style-type: none"> Ability to manage budgets and resources effectively. Excellent communication, negotiation and relationship building skills. Ability to demonstrate good organisational skills. Ability to find innovative and creative solutions. Good IT skills. Values led leadership and a role model for professional standards. Driven, solution focused and resilient. Ability to be independently mobile within a geographical area. The ability to communicate through the medium of Welsh. 	<p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p>	Interview, application form, and selection process.

Attributes	Requirements	Essential	Method of Evaluation/ Testing
Skills & Personal Qualities (ctd.)	<ul style="list-style-type: none"> Ability to define, monitor and achieve targets and outcomes ensuring highly effective feedback and reporting mechanisms are in place. 	Yes	Interview, application form, and selection process.
	<ul style="list-style-type: none"> Ability to give instruction across multiple sites. 	Yes	
	<ul style="list-style-type: none"> 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. The ability to communicate through the medium of Welsh. 	Yes	