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|  | JOB DESCRIPTION | FormJD1 |
| JOB TITLE: Service Manager- Mental Health | **POST NUMBER:** 1100CME |
| **REPORTS TO** (Job Title):  | Group Manager |
| **DEPARTMENT:** Adult Services | GRADE: 11 |
| **JE REF:** | 3206 B00475 | PANEL DATE: | 051113 |
| **1.** | MAIN PURPOSE OF JOBLead care management team taking management responsibility for the range of services provided by the Service Unit focusing on mental health.Working with the Group Manager to develop the service strategy, identify service improvements and monitor performance. |
| **2.** | **KEY TASKS:** |
|  | i. | Take managerial responsibility for the effective deployment of the Service Unit so that:* adults needs are promptly and effectively identified
* mental health services are effectively commissioned/provided
* staff are supervised in line with the agreed inter-agency and local procedures

The above key tasks will be delivered within an agreed Adults Services Quality Assurance framework, including internal monitoring and regulatory standards. |
|  | ii. | Provide an effective, efficient and sensitive customer focused service for adults aged 18 and over in the following customer groups; Mental Health. |
|  | iii | As a member of the Assessment and Safeguarding Management Team the post holder will contribute to the development of the agreed objectives and targets for Adults services, set as part of the Council’s partnership arrangements and business planning process. Also will assist the Group Manager by providing information and analysis about the level and type of assessed and unmet needs of customers within the Service Unit and provide an overview of all working age mental health activity within all Adults services. Provide information and analysis on service development opportunities from day-to-day experience.  |
|  | iv. | Be accountable for the agreed annual objectives and targets set with the Group Manager for the Service Unit. Agree and monitor annual objectives with line managed staff, which feed into the performance requirements of the Locality Service Unit both locally and nationally. |
|  | v. | Post holder will write reports to inform management team and Members on service issues, performance and service developments. |
|  | vi. | Manage and monitor performance of the Senior Practitioner against agreed objectives and targets. Provide cover for the Senior Practitioner in their absence. |
|  | vii. | Line manage qualified Social Workers with an appropriate level of day-to-day supervision and support, including annual appraisal. Ensure through appraisal that all staff are developing their professional practice and are enabled to undertake relevant training within a personal development plan and achieve post-qualifying awards where appropriate |
|  | viii. | Manage the Service Unit budgets and, report quarterly on budget.` |
|  |  ix | Be accountable for authorising budget expenditure within the department’s agreed priority areas and the council’s financial framework |
|  | x. | Develop and maintain effective working relationships with other departments within the council, partner organisations, statutory and voluntary sector service providers within the locality. |
|  | xi. | Undertake a specific strategic “portfolio” responsibilities across Adult Services for Safeguarding as agreed with the Group Manager, and lead the development agenda into operational practice. |
|  | xii | Assess the procedures used by staff within the unit to ensure that they are up-to-date and in line with legislative requirements and Council policy, where necessary make alterations. |
|  | xiii | Review administrative and monitoring systems used in the Service Unit to ensure that they are simple, efficient and effective. Customer information must be correctly and accurately recorded within the social care computer system and be line with Council’s procedures for data collection. |
|  | xxiv | Take HR decisions in individual cases according to departmental procedures and/or powers under the Scheme of Delegation. Where necessary act as an investigating officer for all levels of disciplinary investigations as part of the department’s/council’s procedures, respond to complaints under the complaints procedure; act as an investigating officer for complex and high level complaints, generating reports, presenting cases, and where appropriate represent the department at Review/Tribunal panels. |
|  | xv. | Encourage staff to problem solve with Provider staff in the locality. |
|  | xvi | Be accountable within the service Unit for ensuring that:-* Risk assessments are fully developed and implemented to ensure safe care planning for customers and their carers as appropriate
* All matters of customer/carer risk and safety are appropriately documented and communicated to service providers
* As Mental Health portfolio holder, regular reports of activity, as agreed with the Group Manager, are coordinated and produced to inform the directorate and partnership.
* In conjunction with other members of the Adults Services unit work within and agreed performance Management system to deliver key performance information in relation to National and LAA performance indicators
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| **3.** | **SUPERVISION / MANAGEMENT OF PEOPLE**No. reporting - Direct: 12 - 16 direct reports (depending upon the team) Indirect: 4 – 8 (depending upon the team) |
| **4.** | **CREATIVITY & INNOVATION**Post holder is expected to use their knowledge and experience and take an active role in the strategic development of adult services, working to design the best service to meet customer needs. They will contribute to the business /service plans to commit resources to implement the strategy and deliver a service, which meets customers’ needs within a locality, taking into account the need to adhere to national guidelines regarding care standards and monitoring requirements. Post holder will have to use their knowledge and experience to find solutions to problems and budgetary limitations. Post holder will have a specific portfolio responsibility for Mental Health practice, within the service and will lead any changes or new initiatives to service improvements.As required as part of ACE, they will review and amend policies, procedures and manuals used within the service and where required will develop any associated changes to existing training or initiate new procedures.  |
| **5.** | **CONTACTS & RELATIONSHIPS**Post holder will have daily contact with staff at all levels within Adult Services. The post holder will develop close working relationships with staff in other areas within ACE. They will have regular contact with Members, and other departments within the council such as HR, Finance, Legal and Internal/External Auditors. They will be in daily contact with members of partner organisations through the multi-disciplinary nature of social care and mental health arrangements, forging close relationships with the mental health trust, also providers of support including residential and nursing care either within the council or private sector. Post holder will have contact with customers, carers and relatives, particularly when dealing with complaints or attending review meetings. Close working relationships will be established with housing, independent and voluntary sector agencies operating in the locality, and private care provider. The post holder will have regular contact with the necessary partners to deliver the portfolio responsibilities of mental health practice and policy. Post holder will have contact with Department of Health, CQC and ODPM with regard to regulations and statutory service requirements.   |
| **6.** | **DECISIONS – discretion & consequences****Discretion –** Taking decisions is the key function of this post. The post holder will be involved in the high level, complex, service related decisions regarding service provision, and will set performance targets, staff levels, available resource and regulatory compliance. Being responsible for a particular service unit they will be involved in all service related decisions, having to find solutions to problems within the service as they arise, making sure that appropriate procedures are followed and working with staff to reduce potentially difficult situations, which could have political implications for the council. Post holder has a responsibility to review the procedures and processes within the service and assess these against changes within regulations or guidelines either nationally or locally.As an investigating officer for Stage 2 Complaints, they will need to assess the complaint and determine what type of investigation is required, gather the information and present their findings. **Consequences –** The decisions taken by the post holder will impact upon the quality of life for customers. The aim is to provide a service which is able to safeguard and meet the customers’ needs. This is within the strategic targets set by the management team, creates strong working relationships between the service providers and partner organisations, raise customer satisfaction and council performance levels.  |
| **7.** | RESOURCES – financial & equipment*(Not budget, and not including desktop equipment.)* Description ValuePetty Cash £500Parking Card books x 10 @ £70 each £700Mobile phone £100Pager £50Responsible for Pool Car (2 or 3 depending upon team) £12000 max.Nfuse security fob – allows home computer £150access to CYC network.Laptop x2 (with licence costs) £2000**Total £15,500 max.** |
| **8.** | **WORK ENVIRONMENT – work demands, physical demands, working conditions & work context****Work demands** * Subject to daily change, post holder manages own workload to meet the demands within the service. Priorities will change daily/hourly and therefore workloads will need to be constantly assessed and reprioritised. Post holder will spend approximately 20% of their time focused on developing the strategic service requirements. When required post holder will attend customer reviews and accompany staff.

Physical demands* Post holder can spend approximately 50% of their time or more out of the office, either on visits, at meetings or attending reviews which sometimes take place in customer’s homes.

**Work conditions*** Approximately 50% of time will be office base work; however, site visits are carried out to different locations including customer’s homes, which present unknown hazards and risks.

Work context* The post holder will be expected to deal on a regular basis with customers and/or their relatives who will challenge the decisions made by the post holder and/or their staff. This means that the post holder will have to deal sensitively with difficult and tense situations.
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| **9.** | **KNOWLEDGE & SKILLS**Post holder must have :-* a relevant professional qualification such as a Diploma in Social Work, Nursing qualification or similar, with at least 3 years experience at a middle management level or equivalent within a local authority setting, independent social care provider or within a health setting.
* knowledge of social care, health and housing processes and issues
* knowledge of social care assessment and purchasing issues, in particular as they relate to one or more of the following customer groups: Older People, People with Physical or Sensory Disability.
* knowledge and understanding of the development and modernisation agenda within social care, health and housing.
* knowledge of the law and processes surrounding care provision for older people and people with disabilities.
* a successful track record of achievement in managing change, and delivering improved outcomes for customers, with a focus on delivering high quality customer orientated services and a strong commitment to customer service.
* experience of managing service budgets.
* experience of line managing staff within a complex political and multi-disciplinary environment,
* experience of target setting and performance management within a staff appraisal and motivational context
* Strong leadership and influencing skills, shown by the ability to motivate staff to achieve agreed performance targets.
* An awareness of the importance of maintaining good industrial relations and the political context the Service Unit is working in.
* Experience of successful partnership working with colleagues from other statutory, independent and voluntary agencies working in social care, housing and health is required.

Post holder must be committed to and have an awareness of health and safety and equal opportunities for staff and customers.Post holder must be assertive, highly organised, self-motivated, flexible and decisive, with an ability to influence others and build team working. Essential skills include sensitivity, tact and the ability to negotiate with people. Post holder must have a high level of written, verbal and presentational communications skills, with experience in office based IT applications and the ability to apply innovative IT solutions in operational management. *This post requires the post holder to undertake an enhanced – adult workforce (with barred list check) criminal record check via the Disclosure and Barring Service.* |
| **10.** | **Position of Job in Organisation Structure**Job reports to: Group Manager Adult Assessment & Safeguarding This post: **Service Manager Mental Health**Other jobs at this level: Other Service Managers Adults Assessments and PurchasingJobs reporting up to this one: Area team - Senior Practitioner, Care Managers/Social Workers  |