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|  | | | | JOB DESCRIPTION | | | Form JD1 |
| JOB TITLE: Service Manager Safeguarding Adults, MCA & DoLS | | | | | POST NUMBER: 1100DUN | | |
| **REPORTS TO** (Job Title): | | | | | Head of Safeguarding and Mental Health | | |
| **DEPARTMENT:** Adult Services | | | | | GRADE: 11 | | |
| **JE REF:** | | | 3671  B00940 | | PANEL DATE: | 21/06/2016 | |
| **1.** | MAIN PURPOSE OF JOB The main purpose of the role is to provide strategic and operational day to day management which supports the effective embedding of the MCA, DoLS and Safeguarding Adults Statutory duties to the following service areas –   * Specialist safeguarding adults team; * Qualified best interest assessors when undertaking the functions in accordance with DoLS statutory functions; * Providing leadership and specialist support to managers and staff across adult social care to ensure MCA and DoLS are effectively embedded across the workforce.   In addition to this the service manager will be responsible for working with the Head of Service for Safeguarding Adults to support the development and implementation of effective policies & procedures, systems & processes that ensure the City of York can demonstrate the effective discharge of its statutory duties. | | | | | | |
| **2.** | **KEY TASKS:** | | | | | | |
|  | i. | Take managerial responsibility for the effective deployment of available resources to ensure:   * Individuals who are deprived of their liberty (across all settings) are identified and plans are developed to ensure individuals Human Rights are effectively safeguarded; * Safeguarding adults concerns are effectively responded to in accordance with the Care Act 2014, the statutory guidance, multi agency safeguarding adults policy and procedures, * Ensure the Head of Service for Safeguarding is informed about any resource and performance issues that are likely to impact on the safe running of the service and make recommendations, so that timely management decisions can be made about how the risks should be responded to. | | | | | |
|  | ii. | As a qualified MCA Best Interest Assessor, provide expert support and guidance to staff to support an effective, efficient and sensitive customer focused service for adults aged 18 across all customer groups in the areas of MCA, DoLS and Safeguarding Adults. | | | | | |
|  | iii | As a member of the Adult Social Care Management Team the post holder will lead the development and implementation of:   * Agreed objectives and targets for Adults services, including MCA, DoLS and Safeguarding, set as part of the Council’s partnership arrangements and business planning process; * Support the implementation of the Service area business plans for MCA, DoLS and Safeguarding Adults through the development, implementation and monitoring of teams’ plans; * Duty systems that ensure the City of York Council can respond efficiently to requests for work in respect of DoLS and Safeguarding Adults; * Systems and plans that effectively manage, monitor and report on risks to the individual or City of York Council in accordance with frameworks agreed by the Directorate Management Team – this will include effective liaison with the Council’s legal services; * Contribute to business continuity arrangements to ensure the City of York Council can take a planned approach to the recruitment and retention of a skilled workforce now and in the future; * Contribute to management information systems and processes that can be used by the post holder to help inform the Head of Service for Safeguarding and other members of the Directorate Management Team (as required) about patterns, themes and trends that arise from local intelligence regarding MCA, DoLS and Safeguarding Adults. | | | | | |
|  | iv. | Be accountable for the agreed annual objectives and targets set with the Head of Service for Safeguarding. Agree and monitor annual objectives with line managed staff, which feed into the performance requirements of Adult Social Care both locally and nationally. | | | | | |
|  | v. | Post holder will write reports to inform the directorate management team, Elected Members, and the safeguarding adults board (SAB) on thematic issues relating to service issues, performance, risk issues and service developments. | | | | | |
|  | vi. | Provide direct line management support to a range of qualified social workers (in the area of MCA, DoLS and Safeguarding Adults). This will include –   * Appropriate level of day-to-day supervision and support; * Ensuring those direct reports have access to monthly reflective supervision sessions; * Ensure annual appraisals take place and set individual staff targets that support the Directorates strategic plans and support the embedding of customer focused services at all levels of the organisation; * Ensure professional practice is developed and staff are enabled to undertake relevant training within a personal development plan and achieve post-qualifying awards where appropriate; * Provide operational and strategic support to the assistant service manager of the safeguarding adults team ensuring effective cover arrangements are in place during periods of absence. | | | | | |
|  | vii. | Manage Safeguarding, MCA and DoLS budgets and contribute to the overall Directorate budget management reports in accordance with predetermined timescales. Be accountable for authorising budget expenditure within the department’s agreed priority areas and the council’s financial framework. | | | | | |
|  | viii. | Develop and maintain effective working relationships with other departments within the council, partner organisations, statutory and voluntary sector service providers within the locality. This will include –   * contributing to the ongoing development of the City of York Council’s and SAB online information including access to activity reports and service development information; * contributing to the City of York Council’s statutory duties as set out in the accessible information standards; * Providing specific practice guidance on complex cases / specific best interests meetings (as required) to ensure employees of City of York Council undertake their work in accordance with the statutory duties governing the areas of MCA, DoLS and Safeguarding Adults. | | | | | |
|  | ix. | Review and revise as necessary the procedures used by staff to ensure that they are up-to-date and in line with legislative requirements and Council policy. In respect of MCA, DoLS and Safeguarding Adults, recommend changes to SABthrough the Head of Service Safeguarding and Mental Health. | | | | | |
|  | x. | Undertake performance management clinics to deliver key performance information in relation to MCA, DoLS and Safeguarding Adults and ensure service managers can account for practice in their own area of responsibility and act accordingly. | | | | | |
|  | X xi. | As a senior manager in Adult Social Care 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. | | | | | |
|  | xii. | Manage staff to ensure early action is taken with customers and partners to resolve issues appropriately and at the earliest opportunity. | | | | | |
|  | xiii. | In conjunction with the Head of Service for Safeguarding and Mental Health, develop and implement systems that help identify issues that may require the SAB to commission a Safeguarding Adults Review and coordinate the administration of any reviews that are agreed by the Board. | | | | | |
|  | xiv. | Provide expert support and guidance to service managers and a range of other professionals on issues relating to MCA & DoLS in order that their practice is compliant with current regulations. | | | | | |
| **3.** | **SUPERVISION / MANAGEMENT OF PEOPLE**  No. reporting -  Safeguarding Adults Team –   * 1 x Assistant Service Manager * 5 x qualified social workers * Provide support to business support officers when undertaking safeguarding work * Will provide indirect management support and guidance to service managers and assistant service managers to ensure the effective embedding of safeguarding adults across York.   DoLS (TBC)   * Provide direct management support to 4 x dedicated best interest assessors (TBC) * Provide indirect support to all best interests assessors (up to 16 staff) when undertaking assessments under the DoLS framework; * Provide support to business support workers undertaking DoLS functions. | | | | | | |
| **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, in the areas of MCA, DoLS and Safeguarding Adults.  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 MCA, DoLS and Safeguarding Adults practice, within the service and will lead any operational changes or new initiatives to service improvements.  As required as part of Adult Social Care, post holder 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 Directorates such as managers within Community Services, Housing Services and Corporate Services.  They will be exposed to occasional contact with Members, and more regular contact with 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 safeguarding arrangements, forging close relationships with NHS England, Vale of York Clinical Commissioning Group and NHS health trusts, also providers of 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 North Yorkshire Police and Court Services to deliver the portfolio responsibilities of Safeguarding practice and policy. Post holder will have contact with Department of Health, Care Quality Commission (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 MCA, DoLS and Safeguarding Adults 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 promote people’s fundamental human rights, other protections afforded under legislation (Mental Capacity Act) and safeguard to meet customers’ needs. This is within the strategic targets set by the management team, creates strong working relationships between the service providers and partner organisations, raises customer satisfaction and council performance levels. | | | | | | |
| **7.** | RESOURCES – financial & equipment *(Not budget, and not including desktop equipment.)*  Description Value  None None | | | | | | |
| **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 25% of their time or more out of the office, either on visits, at meetings or attending reviews which sometimes take place in customers’ homes.  **Work conditions**  Approximately 75% of time will be office base work; however, site visits are carried out to different locations, which present potential 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. | | | | | | |
| **9.** | **KNOWLEDGE & SKILLS**  Post holder must have at entry level :-  A relevant degree level 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;  Best interest assessors award and be able to demonstrate ongoing learning in this area together with extensive experience of undertaking BIA work or authorising BIA and DoLS assessments;  Expert knowledge of the current law and processes surrounding Safeguarding Adults, MCA and DoLS This will include expert and current knowledge of relevant Judgements made by the Courts in relation to MCA and DoLS;  Expert knowledge of human rights legislation and how it affects adult social care customers;  Good knowledge and understanding of the role of key partners with specific reference to the role of North Yorkshire Police, designated staff across Health Services in York, legal services and staff within housing;  A good knowledge and understanding of the development and modernisation agenda within social care, health and housing, which includes the ability to work at a local and regional level;  A successful track record of achievement in managing change, and delivering the duties placed on local authorities by the Care Act and the Mental Capacity Act in improving 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 to deliver efficiencies within the context of rising demand.  Experience of line managing qualified staff within a complex political and multi-disciplinary environment;  Experience of providing expert supervision to Best Interest Assessors  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, which demonstrates the ability to influence staff not under the direct line management of the post holder;  Able to effectively contribute to maintaining good employee relations and understand the political context the Directorate is working in;  Experience of leading successful partnership with colleagues from other statutory, independent and voluntary agencies to deliver improved outcomes for customers;  Post holder must be committed to and have a thorough understanding of health and safety and equal opportunities in relation to 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.  Ability to lead on preventative approaches to manage and deliver improved outcomes for customers. The post holder must have the ability to develop preventative approaches to delay the need for CYC involvement through working with the wider York community to develop approaches based on best use of community assets.  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: Head of Service Safeguarding and Mental Health    This post: **Service Manager Safeguarding Adults,**  **MCA & DoLS**  Other jobs at this level: Other Service Managers  Jobs reporting up to this one: Area team –   * Assistant Service Managers * Social Workers (Safeguarding) * Social Workers / Best interest assessors | | | | | | |