**City of Wolverhampton Council**

**Job Description**

**Job title:**  Head of Early Support

**Directorate:** Adult Social Care

**Service:** Early Support

**Location**: Any suitable location within the City of Wolverhampton

**Workstyle:** Flexible

**Responsible to:** Deputy Director – Adult Social Care

**Grade:** Grade 11

This is a politically restricted post as per Local Government Officer (Political Restrictions) Regulations 1990.

This post is subject to a satisfactory Disclosure and Barring Service (DBS) check.

**Job Purpose and Role:**

1. To lead the strategic and operational development of the Front Door to Adult Social Care and community services, ensuring that the highest standards of provision are met.
2. To lead the strategic focus of early intervention and prevention, utilising reablement and equipment to enable a person to become independent, ensuring the service works with people in a strengths-based way, using a self-management approach to help people to do the things that they want to do,
3. To determine the strategic direction of the service and anticipate the changes influencing the services both internally and externally in partnership with health, evaluating the risks and opportunities and putting appropriate strategies/plans into action.
4. Ensure there is a strategic, commercial, and outcome-focused approach to the leadership, management, and delivery of services, which is effectively performance managed, ensures best value and statutory compliance and delivers improved outcomes.
5. Transform services to ensure sustainability in the face of changing user and regulatory requirements and take advantage of technological innovations.
6. Develop and maintain effective relationships with other services, including the NHS, and ensure effective joint working and seamless handovers where necessary.
7. To be responsible for the production and implementation of appropriate service plans.
8. To be accountable for provision of quality services which meet all local and national targets meeting external inspection requirements.
9. To be responsible for planning, monitoring, evaluating and developing service provision within corporate and departmental priories.
10. To prepare and present reports/strategies to appropriate senior management teams, councils and external bodies.
11. Participate as required within the Council’s corporate resilience, emergency planning and business continuity arrangements.
12. Analyse and interpret insight, intelligence, and data to ensure that decisions are intelligence led and evidence based and that this informs the future shape, design, and activity of community based services.
13. Foster a high performance culture within the service ensuring efficiencies are maximised and continuous improvement occurs.
14. To be accountable for significant budgets, directly influencing the budget setting and long term financial planning, demonstrating value for money in the delivery of its services.
15. Create financial savings by finding alternative solutions to a person’s needs and reduce pressure on Social Work Teams by reducing their volumes of referrals and assessments.
16. To provide leadership to the workforce ensuring that resources are effectively deployed, appropriately supported, trained and qualified to undertake their job role and deliver health and social care priorities/objectives.
17. To ensure effective working relationships with all partners, both internal and external.
18. Facilitate positive, regular engagement with all stakeholders to inform service improvements and improved service delivery in line with commissioning strategies.
19. To lead teams through transformation ensuring appropriate engagement and consultation takes place, whilst challenging established ways of working where necessary.
20. To work in partnership to ensure comprehensive quality assurance systems, governance and reporting systems are embedded in all service areas.
21. To ensure compliance with statutory duties relating to area of service and interpret relevant national and regional policies ensuring that operational delivery reflects best practice.
22. To support with changes to the delivery model ensuring they continue to be fit for purpose to meet local and national priorities and all relevant legal duties.
23. To ensure that the services are Care Act compliant, safe and support people to achieve outcomes that matter to them in their lives.
24. To work with a range of external agencies, such as voluntary organisations, external voluntary and private providers of residential placements in order to identify and contribute to the strategic development of services in order to meet local and regional need.
25. To ensure that all commissioned services are procured and monitored in line with appropriate policy and procedures.
26. To ensure the implementation of priorities set by the SEB in relation to service delivery continues to reflect the needs and priorities of service users and local communities, working across service boundaries as necessary in order to ensure alignment and integration of services and achieve maximum financial efficiencies.
27. To actively support the DASS in their statutory role on all matters relating to adults.
28. To deputise for the DASS and Assistant Director as required
29. To act in accordance with the Council's Constitution and other Codes of Conduct.
30. To participate in staff development, appraisal and training as appropriate, including continuous professional development.
31. To comply with the Council's agreed policies and procedures including but not limited to Health and Safety, and Equal Opportunities Policies, General Data Protection Regulations, Freedom of Information Act, Financial Management Regulations and other relevant Council and Government Regulations, Directives and City-wide priorities.
32. To undertake any other tasks, duties and responsibilities as directed and appropriate to the grade and role of the post subject to any reasonable adjustments under the Disability Discrimination Act 1995 as incorporated into the Equality Act 2010.
33. To participate in the wider development of the service and contribute to service improvement as required.
34. Effectively manage and review allocated contracts to ensure the required level of performance and best value is achieved in line with the Council’s key strategies; as appropriate and training provided.
35. Work with key stakeholders when required to effectively manage contracts to achieve the best outcome for the delivery of the Council’s objectives; as appropriate and training provided.
36. City of Wolverhampton Council is committed to Corporate Parenting.

“Corporate Parenting is the collective responsibility of the Council to provide the best possible care and protection for children who are looked after.”

Effective date:

Signature of post holder:

**City of Wolverhampton Council**

**Person Specification**

**Job title:**

| **Factors** | **Essential** | **Desirable** | **How identified** |
| --- | --- | --- | --- |
| **Qualifications** | * Degree or equivalent level qualification in Social Care or relevant field
* Evidence of continued professional, managerial and personal development
 | * Leadership or Management Qualification
 | ApplicationInterview |
| **Training** | * Equality, Diversity and Inclusion Training
* Information Governance Training
 |  | Application |
| **Experience** | * Substantial experience at senior managerial level, including managerial responsibility for a large and complex multi functional service portfolio
* Experience of successfully managing major change in a large and complex organisation, including the successful introduction of relevant business principles
* Extensive experience of providing sound strategic advice that informs and facilitates successful policy formation and aligns resources to corporate priorities
* Demonstrable experience of working effectively in partnership with other organisations and agencies towards mutually beneficial objectives
* A track record of corporate working and embedding a strong culture of performance management across a department
* A proven record of success in communicating and engaging with a wide range of internal and external bodies, building partnerships and productive working relationships and positively promoting organisational reputation and interests
* Relevant experience in providing services to support corporate activities at a service level
 | * Experience of chairing multi agency meetings including complex case panel
* Proven experience of leading on inspections
 | ApplicationInterview |
| **Special Knowledge/Skills** | * A thorough understanding of the needs of service users within a highly diverse community
* Knowledge of key national policy drivers, Legislation and broader influences related to the role
* Knowledge of inspection regimes and quality assurance mechanisms
* Detailed understanding of and sensitivity to the political judgements influencing both the overall objectives of the City Council and ability to work with all political parties
* Detailed understanding of the major strategic challenges facing local government and the public sector as a whole, along with a high level of awareness of the opportunities available for improved collaboration and partnership working required in order to respond to increasing service demands and substantial reductions in available resources
* Expertise in managing the council’s statutory responsibilities
* Evidence of managing services in a complex organisational context
* Ability to demonstrate good organisational skills
* Excellent oral and written communication skills
 |  | ApplicationInterview |
| **Personal Qualities** | * The ability to think strategically, view events, issues or proposals from different perspectives to find creative solutions
* Builds belief and confidence in self and others
* Able to demonstrate how increased performance is influenced
 |  | ApplicationInterview |
| **Interests and Motivation Relevant to job** | * Interest in Social Justice
* Desire to lead person centred services that are safe, effective, well led, caring and responsive
* Motivated by a sense of personal accountability
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| **Commitment** | * Committed to achieving outcomes for customers and communities
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