

JOB SUMMARY

Post Title	Group Manager						
Job Family	Service Delivery	Pay Range	13	Line Manager to others?	Yes	Role profile ref	SD13
Service Area	Adult Social Care – Initial Adult Social Care Contact Team						
Line Manager	Service Manager						
Location	County Hall						

<p>Job Purpose</p> <p>To oversee and manage the Initial Adult Social Care Contact Team to ensure that those people who are eligible and require support from adult social care are provided with safe and timely support. To work towards a strength-based model of practice to prevent a reliance on statutory intervention. To safeguard the most vulnerable citizens on the Island, using the principle of making safeguarding personal.</p>			
<p>Job Context</p> <ul style="list-style-type: none"> Responsible for the delivery of a high quality, effective and responsive social care assessment service and high standard of practice in line with Care Act 2014, Mental Health Act 1983 (amended 2007) and Mental Capacity Act 2005. Provide clear leadership that delivers to the departmental Care Close to Home agenda. Ensure that a system wide approach is utilised, engaging with all relevant agencies and 3rd sector parties to ensure the most benefit to individuals and promotion of their independence. Ensure that a person-centred, strengths based, and outcomes-based approach is delivered for people where the person remains at the centre of all decisions regarding their care and support. Work in partnership with all agencies to ensure adults in community are able to live free from abuse and are supported to maintain their independence. To lead and contribute to the continual improvement of service delivery with key partners to improve efficiency and effectiveness of multi-agency services. To take the lead in improving practice through People Performance Management and supervision. 			
Knowledge, Skills and Experience			
Role Profile requirements.	Job specific examples.	Essential	Desirable
Proven ability to influence based on facts and evidence, a range of audiences with differing competence and abilities. Ability to communicate one to one and with specific client groups.	The post holder will engage with health colleagues and 3 rd sector agencies and will need to be able to influence and direct colleagues. Excellent skills and experience in communicating in challenging situations and dealing with conflict in individual and group settings.	E	
Significant relevant experience managing service delivery in a similar environment, with expert knowledge of the service area, local authority and wider sector / external influences.	The post holder would preferably have previous experience of working in Adult Social Care and engaging with a wide range of professionals. Experience of working with the Care Act.		D

JOB SUMMARY

<p>Strong and demonstrably effective communication, interpersonal and presentation skills. Ability to understand and explain complex information to a range of audiences. Proven ability to negotiate with, persuade and influence others in complex or politically sensitive situations.</p>	<p>Post holder will on occasion need to respond to pressures in a busy and fast paced environment, be able to demonstrate an understanding of the political sensitivities of any situation, be able to communicate clearly, challenge and negotiate effectively.</p>	<p>E</p>	
<p>Good ICT skills including both standard Microsoft applications and specialist systems.</p>	<p>The post holder is required to access a variety of ICT systems such as Paris, and Microsoft etc and will need to demonstrate a commensurate level of skill applicable to the post.</p>		<p>D</p>
<p>Expert knowledge of the specialist work area and relevant legislation, regulations, processes, systems, procedures and standards. Wide reaching knowledge of other areas of the authority relevant to the service and of wider sector / external influences.</p> <p>Experience of contributing to the design and development of procedures and practices.</p>	<p>The post holder will need to demonstrate an understanding of settings and the complex pathways and inter-relation of various health and social care professionals that work within it along with a wider knowledge of key community services and resources. Knowledge of relevant legislation and guidance in this field is essential.</p> <p>As part of the wider leadership team, the post holder will have the ability to contribute to departmental change.</p> <p>As an experienced practitioner the post holder will be able to actively identify risk and define a daily work flow.</p> <p>The post holder will be required to lead on the development of team documentation and service delivery pathways that underpin and promote clarity and help improve multi-agency arrangements.</p>	<p>E</p>	
<p>Proven ability to manage, develop and motivate a team of professional qualified staff and support staff. In addition, budgetary management and financial assessment skills and contract management experience. Experience of representing the work area in a professional / legal capacity.</p>	<p>The post holder will lead on a programme of continual development and improvement, supporting and motivating staff to meet high standards of practice and service delivery. The post holder will ensure that annual appraisal, development plans and supervision support of staff is implemented as per departmental guidelines ensuring staff have access to high quality training opportunities.</p> <p>The post holder will agree financial support arrangements for individual</p>	<p>E</p>	

JOB SUMMARY

	care packages ensuring that best value, good practice and departmental processes are followed and that person-centred outcomes are encapsulated within proposed support arrangements.		
Strategic planning and organisational skills, with proven ability to prioritise and co-ordinate workloads, monitor and evaluate work, to ensure deadlines are met.	The post holder will contribute to departmental strategic planning initiatives relating to the prevention agenda. The post holder will directly oversee the performance of the team applying scrutiny, audit and quality assurance approaches as required.		D
Experience of multi-disciplinary and partnership working, and awareness of the issues involved. Experience of chairing meetings and leading working groups.	The post holder will lead on, and oversee multi-agency meetings including Safeguarding, MARM meetings, Best Interest Meetings and other meetings as required to maintain high quality service delivery.		D
Excellent planning and organisational skills to manage a complex multiple workload, prioritise and set deadlines and cope with conflicting and changing demands.	The post holder will need to review team referrals/workload and adjust accordingly to ensure tasks and work are prioritised, and that risks are well managed within the resources available.		D
Qualifications			
Role Profile requirements.	Job specific examples.	Essential	Desirable
Required relevant certifications including evidence of fluency in English language.	Post holder is required to hold a relevant social work qualification and regulatory registration.	E	
Educated to degree standard or equivalent.	As above.	E	
Relevant professional / vocational qualification	As above.	E	
Other Requirements: Car driver essential and requirement to have access to own car.			