



<b>JOB TITLE:</b>	Group Manager – Adult Social Care		
<b>GRADE: JOB CODE:</b>	G14	<b>SERVICE AREA:</b>	Adult Social Care
<b>REPORTS TO:</b>	Head of Service - ASC	<b>LOCATION:</b>	Walsall Borough
<b>SPECIAL CONDITIONS:</b>	<p>Some working outside of normal office hours.</p> <p>Legislation imposes restrictions on political activity for certain local government employees. This position is designated as a politically restricted (sensitive) post as set out in Part 1 the Local Government &amp; Housing Act 1989 and the Local Government (Political Restrictions) Regulations 1990 (LGO(PR)R 1990) [SI 851] and S.30 of the Local Democracy Economic Development and Construction Act 2009.</p> <p>Enhanced DBS required.</p> <p>This post is covered by the Government’s Code of Practice on the English Language Fluency Duty for public sector workers. The Post holder will be required to communicate verbally with customers and provide advice and/or information in accurate spoken English.</p> <p>To be a member of the Senior Managers out of hours rota.</p> <p>Your designated place of work will be the Civic Centre. The council operates customer focused hybrid ways of working. This is subject to change, and you may be required to work from other locations, short or long term.</p>		

*At Walsall Council, we believe that people are at the heart of everything we do. In our work, the way we listen and respond to our customers and colleagues will determine the way we grow and bring Council’s vision to life. To succeed, we must push the boundaries of customer service and added value - outstanding is the new standard and the new routine. Using evidence-based insight into solving problems, managers will create an environment that provides opportunities for all individuals and communities to fulfil their potential. As leaders of people, managers will:*

- *Work collaboratively to develop strong working relationships and provide a bridge between the council and the communities it serves.*
- *Embrace change and strive for improvement continuously.*
- *Provide value for money to ensure services are delivered in a timely fashion, combining sustainability with quality.*
- *Challenge the status quo, enable, and empower, act with integrity.*
- *Together, they will deliver services that the people of Walsall will be proud of.*

## **1. Corporate duties and accountabilities:**

- The post holder will comply with and promote the Council's Health, Wellbeing and Safety at Work policies and ensure these are implemented effectively within their areas of responsibility.
- A priority for the Council is the protection of vulnerable people, ensuring they can live as independently as possible. The post-holder will promote and engage with Council's responsibility to safeguard the welfare of children, young people, and adults, and protect their right to be safe from harm.
- Through personal commitment and clear action, the post-holder will promote the Council's employment policies, with reference to diversity, equality of access and treatment in employment, service delivery and community involvement. To support/develop a working culture within these services that reflects the corporate vision.
- Ensure that the services provided aligned to the Council strategy, vision, aims, objectives, priorities, and continuous improvement programme and play their part in achieving these. This includes compliance with Standing Orders, Financial Regulations, Code of Conduct and the Councils Policies and Procedures.
- This job description sets out a summary of the duties and accountabilities of the role. It is not intended to be exhaustive.

## **2. Main purpose of the job role:**

- Place Young people and Adults at the heart of everything you do and listen to their voice and views when planning, delivering, and improving services.
- Have responsibility for the provision of strategic leadership and operational responsibility and advice on specific areas of accountability within adult social care, leading and continuously positively challenging to improve the quality and effectiveness of practice. These areas of accountability will include Mental Health, Learning disabilities and Younger adults; Safeguarding, Emergency Out of Hours, MCA and DoLS; Locality Working; Pathway to Independence.
- Be a member of the adult social care leadership team and develop partnership working across partner agencies.
- To ensure that our system operations meet the statutory requirements as set out by the Department of Health and Social Care to provide assurance and respond appropriately to our CQC regulator via the inspection regime.
- To develop systems and processes to ensure effective demand management and to ensure that services are targeted and effective.
- Undertakes statutory duties under relevant legislation on behalf of the Director of Adult Social Care
- Responsible over: Team Managers.

## **3. Role specific duties and accountabilities:**

### ***Horizon Scanning***

- Lead and develop a specific area of adult services.
- Improve outcomes for adults and carers through constructively and effectively positively challenging professional and managerial practice.
- Keep abreast of Adult's national initiatives, new legislation, regulation, guidance, and local developments and then drive through their implementation.

- Promote the development of a learning culture and develop an 'Evidence Informed' approach to Practice underpinned by research and data, consultation with young people, adults, and carers.
- Lead on the development and implementation of policy and procedures appropriate to the relevant specific service area.
- Represent the directorate in inter-agency, corporate and regional groups as required.
- Deputise for Head of Service.

### ***Leading People***

- Motivate the managers reporting to you, their staff and those who work with you to be ambitious for adults by ensuring effective performance and overseeing the delivering of highly effective services.
- Provide strategic leadership and purpose in adult services with reference to a specific service area.
- Manage the recruitment, induction, deployment, and retention of staff to achieve service wide goals.
- Ensure that team managers and staff are provided with reflective supervision, support, development and training, appraisals, and team meetings.
- Deal with disciplinary, grievance, performance and sickness absence, issues in accordance with council procedures.
- Promote the Council's Health and Safety policy.

### ***Managing Resources***

- Manage resources delegated to the post holder in compliance with Financial Regulations and the scheme of delegations.
- Ensure that the budget is used effectively and efficiently to maximise use of available resources and that budget pressures are identified to the Director as soon as they occur.
- Seek additional funding opportunities to enable the development of innovative solutions for adults and families.
- Promote the Council's Equal Opportunities Policy and Equality and Diversity strategies and to undertake equality impact assessments, as necessary.
- Promote a positive image of the service and to always act as an ambassador for Walsall Council.
- Contribute to the development and review of management information systems in planning and monitoring and improving service activities.
- Be responsible for the preparation, implementation, and monitoring of plans for the specific service area and contribute to directorate and multi-agency planning and strategies.
- Implement relevant Risk Management strategies ensuring compliance with current and future corporate requirements.

### ***Managing Performance***

- Ensure that service delivery, support and quality assurance processes are monitored, reviewed, and redesigned to ensure the optimal efficiency and effectiveness.
- Take a lead role in implementing adult services quality and performance frameworks.
- Undertake themed and specific audits as required and to lead in the subsequent monitoring of action plans.

- Ensure that young people, adults, carers, and their families are aware of and have access to Complaints (including compliments) and Representation services.
- Act as designated officer in appropriate stages of the Complaints and associated Procedures.

### ***Managing Self***

- Comply with data protection legislation particularly when dealing with referrals to the DBS, Social Work England and HCPC.
- Take responsibility for continuing personal and professional development.
- Demonstrate ability to mentor and coach others.

### **4. Key Stakeholders and reporting lines**

- Residents of Walsall and their communities.
- Walsall Together, Health, Childrens Services, Housing, Police, Commissioning for Adults and Children, and other partner agencies.
- Reports to the relevant Head of Service.



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Using the Job Description consider what essential behaviours, abilities and knowledge are required by a person to perform each of the main activities and accountabilities of the job safely and effectively.	Indicate when Assessment is possible: at Application form =A interview=I both=A/I test = T	<b>WEIGHT CODE</b> shows relative importance. Low=1 Medium=2 High=3
<b>Behaviours:</b>		
<b>Professionalism</b> - Actively seek ways to prevent over-complication or confusion of service delivery through innovation, being open to change and the removal of barriers including challenging negative behaviours.	A/I	3
<b>Leadership</b> - Leads by example, optimising those resources allocated, communicates clearly taking account and welcoming feedback. Takes a positive and resilient approach to change understanding the longer-term vision of the Council and/or service areas.	A/I	3
<b>Accountability</b> - Adopt a 'can do' attitude in the work that I deliver taking accountability for my own performance and development and responsibility for my actions and decisions. I will demonstrate inclusivity and promote the values of diversity and equality.	A/I	3
<b>Transparency</b> - Work with others to reach a common goal; sharing information, supporting colleagues, and searching out expertise and solutions from relevant partners and/or communities we serve.	A/I	3
<b>Ethical</b> - Aware of own impact on others through valuing openness, treating everyone with respect and listening carefully to understand the views of others in order to build trust.	A/I	3
<b>Skills/ Competencies:</b>		
Communicates with people – shows confidence and credibility, relates well to others, promotes fairness and equity.	A/I	3
Achieves positive outcomes for young people, adults, their families, carers, and communities – is customer and outcome focused, strives for continuous improvement.	A/I	3
Uses initiative, is innovative and drives through change – is change oriented, displays creative thinking.	A/I	3
Leads the deployment of resources and is accountable for high performance to gain the maximum benefit – displays sound financial management, plans ahead and demonstrates breadth of thinking.	A/I	3
Develops effective partnerships and anticipate and mitigates external pressures – works well with others, demonstrates an external focus.	I	2
Is politically astute and able to operate with confidence within a political environment.	I	2
Excellent analytical skills, ability to interpret data and devise action plans based on results	I	3

<b>Abilities:</b>		
Able to discharge the duties associated with relevant legislation and government initiatives and their implications for local authority service delivery in the area of adult services.	A/I	3
Able to demonstrate experience of successful management of service delivery where assurance and compliancy being tested evidencing sound decision making.	A/I	3
Able to demonstrate experience of managing service provision within the allocated budget, operating within financial controls, and seeking where possible, other funding opportunities to maximise available resources.	A/I	3
Able to demonstrate a commitment to Evidence Informed Practice.	I	3
Able to promote the involvement of young people, adults and carers in the delivery, review, and design of services.	I	3
Able to demonstrate an understanding of project management and performance management principles and to apply them in practice.	I	2
Able to demonstrate an understanding of Health and Safety issues.	I	3
The ability to communicate verbally with customers and provide advice and/or information in accurate spoken English is essential for the post.	I	3
The ability to deploy via experience of working with adults and carers the management and leadership skillset.	I	3
Evidence of continuous professional development.	A/I	3
<b>Qualification:</b>		
Professional Qualification appropriate to the specific areas of accountability i.e., Social Work, Occupational Therapy and relevant registration or educated to degree standard in a relevant discipline and significant work experience of managing and leading social care service delivery.	A	
Relevant management qualification or willingness to undertake and complete in a timely way.	A	
<b>Other Essential Requirements</b>		
An awareness of, and commitment to, equality of opportunity	I	3
Awareness of, and commitment to, confidentiality and handling data	I	3
<b>Prepared by:</b>	Director of Commissioning	<b>Date: April 2024</b>