



Job Description

This job description has been designed to indicate the general nature and level of work required of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list, and the line manager may vary duties from time to time which do not change the general character of the job, or the level of responsibility entailed.

Post Details	
Job Title	Service Manager
Job Reference	
Service	Adult Social Care and Health
Team	Adult Social Care
Location	Shute End/Hybrid Working
Reports to	Head of Service
Responsible for	Delivery and oversight of operational services within Adult Social Care.
Grade	SM1
Contract Type	Permanent
Hours	Full Time

Main Accountabilities	
1.	Ensuring efficient and effective service delivery of ASC teams through leadership, management and service workload planning.
2.	To be responsible for specified key areas of service delivery within the Adult Social Care pathway, as identified by the Head of Service. To contribute to innovation and lead on project work to support the journey of continuous improvement and take responsibility for the delivery of service improvement.
3.	Management of commissioned budgets ensuring effective financial management and raising financial risks in a timely manner.
4.	To provide leadership ensuring Adult Social Care works collaboratively with relevant organisations and stakeholders, to ensure services meet statutory and regulatory standards for quality and safety of care.
5.	Advising on the most complex/highest risk cases to ensure safe and effective discharge of the Statutory Duties and advise on funding decisions in relation to care and equipment provision.
6.	Lead on customer complaints with team managers, ensuring dissemination of lessons learned.





7.	Fostering effective working relationships with partner organisations at a senior level across organisations, including the VCS, to promote improved integrated service delivery and outcomes for customers.
8.	Chairing professional meetings and producing reports and presentations as required.
9.	Advising multi-disciplinary teams and chairing multi-disciplinary decision-making meetings.
10.	To support and deputise other Service Managers and for the Head of Service, where necessary, to ensure effective service delivery.
11.	To supervise, coach and performance manage Team Managers and other staff, to ensure they perform their role effectively and maintain the highest professional standards.
12.	To own, review and develop appropriate policies and procedures. Be proactive in terms of learning from adverse incidents and lead on ensuring learning is implemented and drives improvement.
13.	To contribute to development of appropriate KPIs and have oversight of all service activity to ensure these are achieved.
14.	To contribute to the strategic direction and development of Adult Social Care via participation as member of the Senior Management Team.

Person Specification	Essential	Desirable
Education/Qualifications	Professional Social Work or health qualification. Full EU driving license (and access to daily use of a car). Current registration to professional governing body - Social Work England. Willingness to undertake continuous professional development. Management qualification, or equivalent significant experience.	
Experience	Experience of managing staff and providing supervision and holding people to account. Experience of producing procedures, project work and service development. Leadership to achieve successful outcomes in a complex organisation including working across organisations. Demonstrable experience of managing risk in a social care or health setting. Demonstrable experience in interpreting and analysing varied and complex information to produce solutions.	Extensive contemporary experience of managing person centred health or social care services.
Skills/Knowledge and Abilities	Strong knowledge of relevant legal and policy frameworks. Excellent knowledge of Adult Social Care legislation, DHSC strategy and Reforms and ability to implement local implications. Problem solving, and negotiating skills, including ability to think creatively. Understanding of the external landscape, key partner organisations, regional guidance and best practice to deliver integration of social care and health for adults.	





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	Knowledge of the principles of change management and service development. Experience of managing substantial budgets. Experience of networking and partnership working, including across Health, Social Care and the VCS. Ability to make non routine and complex judgements, including when under pressure, and reporting back to senior management as appropriate. Ability to manage self and staff from a range of disciplines & professional backgrounds in highly stressful and pressurised situations, including modelling best practice and required standards. Ability to plan work and time for self and others. Ability to deal with the public, senior representatives of involved agencies and other professionals regarding non routine and sensitive issues, and across diverse backgrounds. Excellent skills in presenting and communicating clearly and concisely to a range of audiences. Ability to produce well researched and well written reports to required deadlines. Ability to manage difficult and stressful conversations, resolving conflict effectively. Ability to manage self and represent work and service in a variety of formal settings.	
Technical Skills	Strong IT skills including proficient user of Microsoft Office and client record systems Assessment skills Analytical skills Report writing.	

Purpose Details	
Service Purpose	Adult Social Care Provision of high quality and effective social care for adults, building on integration with key partners- in particular the NHS, Optalis and the voluntary sector- to develop and deliver seamless services for residents, and their carers 2 - Provision of effective oversight and management of all case work within the service, but particularly high risk or complex cases for vulnerable adults in the Wokingham Borough 3 - Delivery of effective and efficient services offering good value for money, maximising alternative ways of meeting need through a strength-based approach and Technology Enabled Care 4- To ensure delivery of high-quality support within the Borough, whilst meeting all Statutory Duties, legislative frameworks and local policies and procedures. 5 - To provide professional leadership (Social Work and Occupational Therapy) to the service 6 -To contribute to the strategic development and direction of the service





Role Purpose	To ensure the service purpose is delivered to a high standard, meeting the needs of our residents. Achieved through management and oversight of specified key service areas. Identify areas for improvement and providing strategic direction to Team Managers to facilitate changes and monitor performance. To hold specified budgets and report on any concerns or risks to the H of S. To ensure the support being agreed is appropriate in meeting statutory requirements, eligible outcomes and cost effectiveness. To have oversight of quality assurance within the service in order to inform and implement continuous improvement.
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Supervision and Relationships	
Supervision Received	4 weekly by Head of Service
Supervision Given	Up to 5 Team Managers and specialist posts
Contacts	Team managers, practitioners (qualified and unqualified), Heads of Service, Assistant Director, Senior Managers in Partner Organisations, Legal Advisors, members of the public, preparing Member responses.

Resources/Budget Management
Manage operational budgets up to £25M under consultation with Head of Service

Special Requirements
To work flexibly, including evenings and other out-of-hours requirements; willingness to travel; requirement to undertake such duties as are reasonably expected by the Line Manager. DBS (Enhanced) required

Occupational Health Risk Assessment	Details
Frequent Display Screen Equipment Use	Yes
Driving for Work	Yes
Lone Working	Yes





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Healthcare/Social Contact with Patients	Yes
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Nature of the Role	Details
Working with Elderly/Disabled Adults	Yes
Work Environment Details	Shute End

Role Involvement	Details
Working with Vulnerable Adults	Yes

Disclosure and Barring Service (DBS)	Details
DBS Requirement	Adults Enhanced
Eligibility Tool	Find out which DBS check is right for your employee - GOV.UK (Find out which DBS check is right for your employee - GOV.UK)

Re-checks

Evaluation Declaration	
Date of Evaluation:	July 2023
Evaluated by:	

