

JOB DESCRIPTION

TITLE: Head of Service – Safeguarding, Quality and Performance

POST NO: PREF102220

DEPARTMENT: Population Wellbeing

DIVISION: Adult Social Care

RESPONSIBLE TO: Director of Adult Social Care

GRADE: M8

PURPOSE OF POST:

This post is a key role in the senior leadership team of Adult Social Care responsible for the leadership of strategic safeguarding, professional social care practice and quality assurance functions across Adult Social Care. The post holder will:

Lead on the development, implementation, monitoring and reviewing of a Quality Assurance Framework for ASC. Directing the Principal Social Worker, Strategic Safeguarding Manager and working with the lead Occupational Therapist ensure that professional standards are promoted and embedded in practice.

Champion professional practice. Ensure specialist and expert advice, coaching and review of referred complex cases. Support managers to deliver effective services through training, coaching and utilisation of best use of resources.

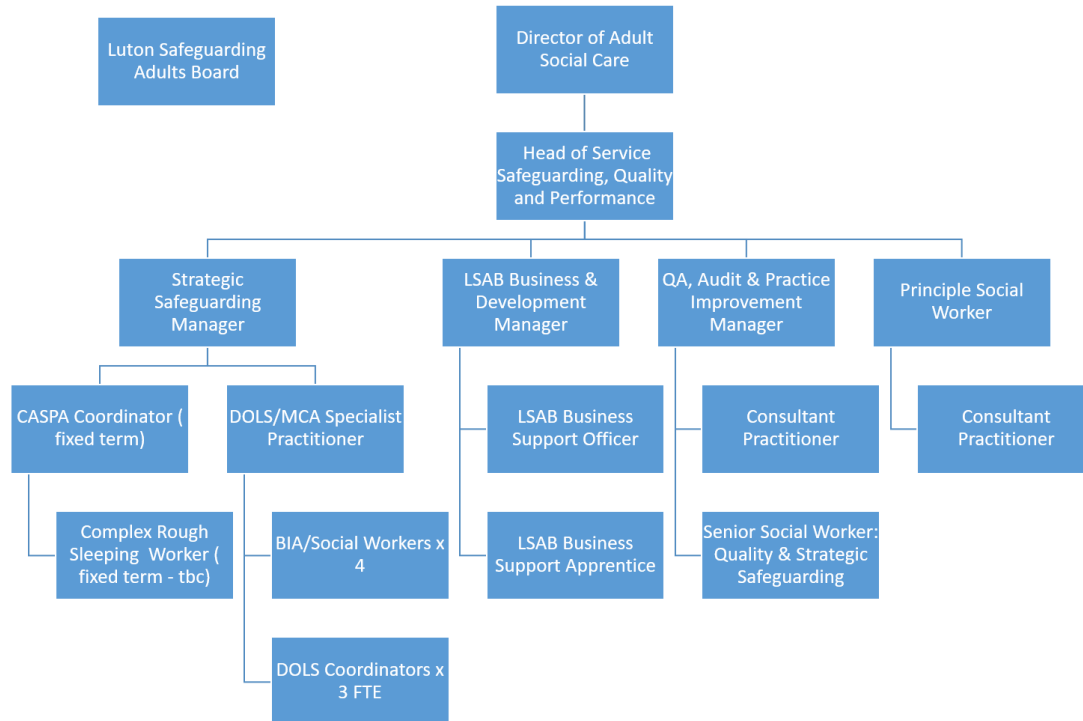
Provide strategic leadership for the Adult Social Care (ASC) performance working closely with business intelligence, ensuring the delivery to senior leaders in ASC of high-quality data, performance monitoring, research, and analytical insight. Ensuring a data-led approach to service improvement, quality assurance, and evidence-based decision-making, as well as compliance with all relevant legislative, regulatory, and statutory requirements while driving improved outcomes for residents and the wider health and care system.

Undertake a lead role on workforce development for Adult Social Care. Ensure that all statutory responsibilities for social care practice are met across services. Direct the operational management of the Deprivation of Liberty functions. Provide special high-level knowledge and strong leadership across Adult Social Care and undertake a key role in supporting the Director of Adult Social Care (DASS).

ORGANISATION CHART:

Appendix 1 – SLT Structure

Structure for Safeguarding, Quality and Professional Standards



PRINCIPAL RESPONSIBILITIES:

1. Strategically lead the overall delivery of key functions within Adult Social Care. Ensure that the services provided are clear, accountable and responsive to customer/user needs through the establishment of effective quality assurance processes that provide regular feedback on the outcomes for adults at risk in accordance with the Performance & Quality Assurance Framework. Also review and design QA Frameworks. 20%

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| 2. | Provide effective line management across the Safeguarding and Quality Assurance function, ensuring development plans are put in place for team and individual learning. Ensure objectives are met and performance is routinely monitored and the ASC service compliance is fulfilled. This will include case analysis, peer audits service user feedback and staff feedback, findings from safeguarding enquiries. Ensure, in partnership with the Head of mental health, learning disability and autism, to provide assurance to the DASS in relation to quality of mental health social work delivery. | 20% |
| 3. | Support the wider integration of the adult social care function, covering for other Heads of Service and DASS, participating in the wider senior management delivery programme and chairing the Practice Quality meetings. Support the Quality and Oversight function, ensuring assessments and reviews meet quality standards and value for money. Support departmental savings initiatives by leading and delivering on specific programs. Manage and maintain a balanced budget. | 10% |
| 4. | Provide strategic leadership for the Adult Social Care (ASC) performance management, working closely with business intelligence to provide to social care managers delivery of high-quality information, data management, research, analysis, and performance insight. Lead the development of a data-led culture that identifies cross-cutting issues, forecasts future demand, manages risk, and supports continuous service improvement. Use objective analysis and intelligence to develop a clear understanding of current and emerging service needs, informing strategic planning, resource allocation, and the delivery of improved outcomes for residents. | 10% |
| 5. | Accountable for Local Safeguarding Adults Board Business Unit and the delivery of the annual work plan of the Board. Working closely with the Independent Chair and partners to drive up prevention of safeguarding and timely reviews and learning from Safeguarding Adult Reviews and other learning opportunities Be the lead for adult safeguarding and Deprivation of Liberty governance for the organisation. | 10% |
| 6. | Draw on the outcomes of audits, customer feedback, inspections and performance information; providing regular reports to the DASS and senior management team with recommendations for practice improvement. Present time specific improvement plans. Analyse complaints and compliments so that they may contribute to ongoing learning and undertake a lead role in investigating serious complaints. | 10% |
| 7. | Continually develop in-depth specialist knowledge of Adult Social Care on policies, procedures and legislation and advise the senior management team in order to inform decision making at a senior level and hold overall accountability for the development of policies and procedure that support the outcomes of safeguarding, quality assurance and other relevant | 10% |

legislation changes across Adult Social Care.

8. Undertake the role of workforce lead for the service engaging with Luton People Plan and local and national programs inc. Integrated Care Board (ICB) workforce programme, when applicable. Work with the council's learning and development team to ensure courses are provided that meet learning needs for the service, including in response to changing legislation, guidelines and service demands. Develop career progression schemes and apprenticeships and the development of a social work academy for adults. 5%
9. Deputise for the Director of Adult Social Services as required and represent the Council at local and national level, including with regulatory bodies such as CQC, acting as ambassador for Luton Council. Ensure that Adult Social Care is prepared for any external scrutiny to which the LA may be subject. Work in partnership with other agencies on where system wide integration requires us to establish joint standards, promoting a system wide approach to safeguarding adults in Luton. Develop clear and positive working arrangements with commissioning teams and support with serious concerns meetings and action plans ensuring good communication across the teams on services that present with concern. 5%

DIMENSIONS:

Supervisory Management: see organisational chart

Financial Resources: approx. £1.2 million and high influence on the £30 million ASC purchased care spend.

Physical Resources: None

Other: N/A

Physical Effort: N/A

Working Environment: Open plan office environment, some homeworking. Attendance at meetings inside and outside the Borough. Some out of hours work and viability.

Agile (Smarter) Working: The Council needs to provide its services more cost effectively and this means a significant number of employees needing to work in different ways and from varying locations according to the needs of their job. In some circumstances this might mean working from home. The concept of employees having a desk of their own at a fixed location has ended.

Disclosure & Barring Service

Because of the nature of this job, it will be necessary for enhanced level of criminal record disclosure to be undertaken. Therefore, it is essential in making your application you disclose whether you have any pending charges, convictions, bind-overs or cautions and, if so, for which offences. This post will be exempt from the provisions of Section 4 (2) of the Rehabilitation of Offenders 1974 (Exemptions) (Amendments) Order 1986. Therefore, applicants are not entitled to withhold information about convictions, which for other purposes are 'spent' under the provision of the Act, and, in the event of the employment being taken up, any failure to disclose such convictions will result in dismissal or disciplinary action by the Authority. The fact that a pending charge, conviction, bind-over or caution has been recorded against you will not necessarily debar you from consideration for this appointment.

CONTEXT:

Adult Social Care is undergoing significant change and challenge nationally and locally the need to maintain and drive-up quality to the highest level has never been so important. The post holder will have experience of using quality assurance systems and a commitment to strength-based work and personalisation. The post holder should have high level of knowledge and commitment to safeguarding and have confidence in representing the council locally, regionally and nationally.

The post holder will lead ASC performance management, in partnership with Business Intelligence, ensuring that data and insights are converted into accessible information that helps Corporate Leadership, Senior Leadership Team and other relevant management teams and Boards make informed decisions about care services, budgets, performance, and outcomes for residents.

The post holder will work across all teams in ASC and therefore an ability to engage positively, influence and direct change will be necessary. The senior team is a close supportive team that places high value on team working and so the post holder will be able to support, value and encourage teamwork. The post will report directly to the Director of Adult Social Care and therefore will need to be able to deputize and work to a very high level.

Person Specification: Head of Service, Safeguarding, Quality and Professional Standards.
This acts as selection criteria and gives an outline of the types of person and the characteristics required to do the job.

Essential (E):- without which candidate would be rejected

Desirable (D):- useful for choosing between two good candidates.

Please make sure, when completing your application form, you give <u>clear examples</u> of how you meet the <u>essential and desirable</u> criteria.				
Attributes	Essential	How Measured	Desirable	How Measured
Experience	Substantial management experience within a care management setting with a recent, proven track record of working strategically to improve outcomes for adults at risk	1, 2	In-depth evidence of transformational leadership to provide better outcomes	1,2
	Substantial experience of partnership working.	1, 2	Experience of improving outcomes for Adults	1,2
	Substantial experience in Adult Safeguarding.	1, 2		
	Demonstrable experience of adjudicating complaints.	1, 2		

Skills/Abilities	C	Ability to work at a strategic level and resolve complex business problems as well as making critical decisions on the service	1,2		
		Excellent writing and verbal communication skills. Ability to synthesise complex information into suitable formats and present in a clear and focused way for a variety of different audiences.	1, 2		
	C	Substantial ability to consult, challenge, influence and negotiate with a wide range of people at a senior level both inside and outside the Council, including partners. Ability to motivate and direct change.	1, 2		
	C	Able to develop policy and develop processes	1,2		
	C	Able to develop, set, monitor and evaluate quality standards through a performance framework.	1,2,5		
		- Able to work within and meet competing deadlines and targets, managing and planning period of heavy team workloads to meet the needs of the service	1,2		
	C	Substantial skills preparing and managing budgets	1,2		
		Substantial professional judgement and analytical skills to assess situations and make appropriate decisions. Ability to hold others to account	1,2		
Equality Issues		Demonstrable knowledge and understanding of equality issues and legislation - able to integrate equality policies into business plans, strategies, service delivery and employment practices.	1, 2	Experience of writing impact assessments	1,2

Specialist Knowledge C	Substantial knowledge of legislation and national policies e.g. Care Act, Mental Capacity Act, Deprivation of Liberty, Human Rights Act, and high level knowledge in relation in relation to Adult Safeguarding	1, 2		
Education and Training	Educated to degree level or equivalent	1, 4	Holds a management qualification	1, 4
	Hold a social work qualification and be a registered social worker with the Social Work regulator in England.	1, 4	Best Interest Assessor qualification	1, 4
Other Requirements	Able to undertake visits to various locations throughout Luton, including non-council sites at short notice.	1, 2		
	Willingness to work outside office hours as required	1,2		

(1 = Application Form 2 = Interview 3 = Test 4 = Proof of Qualification 5 = Practical Exercise)

We will consider any reasonable adjustments under the terms of the Equality Act (2010), to enable an applicant with a disability (as defined under the Act) to meet the requirements of the post.

The Job-holder will ensure that Luton Borough Council's policies are reflected in all aspects of his/her work, in particular those relating to;

- (i) Equal Opportunities
- (ii) Health and Safety
- (iii) Data Protection Act (2018) and General Data Protection Regulation (2018).

Appendix 1 – SLT Structure

