CITY OF BRADFORD METROPOLITAN DISTRICT COUNCIL

JOB PROFILE

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| **DEPARTMENT: Health and Wellbeing** | **SERVICE GROUP:** | |
| **POST TITLE: Operations Manager Home First** | **REPORTS TO: Principal Social Worker** | |
| **GRADE: Special B** | | **SAP POSITION NUMBER :** |

The following information is furnished to help Council staff and those people considering joining the City of Bradford Metropolitan District Council to understand and appreciate the general work content of their post and the role they are to play in the organisation. The duties and responsibilities highlighted in this Job Profile are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and scope of the post and the grade has been established on this basis. For posts where employees speak directly to members of the Public the post holder is required to demonstrate their ability to speak fluently in English.

The employee competencies are the minimum standard of behaviour expected by the Council of all its employees and the management competencies outlined are those relevant for a post operating at this level within our organisation.

Both sets of competencies will be used at interview stage and will not be used for short listing purposes. As a candidate/employee you will be expected to demonstrate your ability meet the special knowledge, experience and qualifications required for the role.

**Please see the separate guidance information on how to complete the form located on Bradnet.**

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| **Key Purpose of Post:** | |
| To lead, develop and implement the Department of Health & Well Being’s approach towards sustaining people’s idependence in keeping with Section 1 and 2 of the Care Act 2014 the duty to promote well being and to delay and prevent the need for care and support, ensuring that people are able to remain happy, health and at home.  To lead transformational cultural change which integrates the occupational therapy and social work duty systems, embedding a mind-set of home first which enthuses staff and encourages positive risk enablement.  To manage a large multidisciplinary team consisting of social workers, occupational therapists and nurses who provide the first response to people who are seeking information, advice and support to sustain their independence at home. | |
| **Main Responsibilities of Post:** | |
| 1. Will provide effective and structured supervision in line with the Department’s Supervision Policy, including induction where appropriate, to workers within the Team and be responsible for the overall management of the Team. 2. Will provide information and advice on risk enablement within the 5 statutory principles of the Mental Capacity Act to staff within their service area. 3. Will develop Departmental policy demand management and proportionate assessment within the Care Act statutory framework to promote good practice and high standards. 4. Will apply Council policies, particularly in respect of industrial relations, recruitment and selection, finance, health and safety, training and development and Equal Rights & Diversity. 5. Will provide management oversight of qualified social workers and occupational therapists to ensure that they are sound and of good quality, and incorporate the views of the service user, his/her carer (where appropriate) and they are recorded on appropriate systems. 6. Will participate in the development of services within the Department and ensure that service shortfalls are identified and recorded. 7. Will implement strategies to meet Departmental targets and policy aims in respect of Equal Rights & Diversity in service provision and employment. 8. Will deputise within the Departmental arrangements for other Service and Team Managers. 9. Will chair and minute risk enablement meetings which enable people to take positive risks within a framework of supported and enabled decision making. 10. Will support and supervise work allocated to social workers and ensure that work is allocated appropriately with regard to priority and level of worker. Will ensure the maintenance and development of systems for monitoring timely progress and quality of assessments, including periodic case audits. 11. Will develop effective multi-disciplinary working relationships with partner agencies related to the delivery of team priority outcomes. 12. Will contribute to or lead project groups or working parties and to develop the service within the philosophy and principles of current and new legislation and related government guidance. 13. Will work with the Principal Social Worker to identify and agree a personal and team development programme via the appraisal process in line with organisational targets. Will hold staff meetings and support positive communication within the team and service, while monitoring the performance of the team and take action to improve where necessary. 14. Responsibility for identifying, tracking and realising the benefits and outcomes required in making service improvements. Will support the development and use of new technologies and digital solutions. 15. Where necessary, will contribute to the commissioning of services from independent providers and commission/purchase to meet individual needs of users and the service. 16. Will take a lead role in developing and managing the Departments approach to demand management. | |
| **Structure** | |
| **Special Knowledge Requirement:** Will be used in shortlisting. | |
| **Applicants with disabilities are only required to meet the essential special knowledge requirements shown by a cross in the end column**. | |
|  | **Essential** |
| Due to the Governments fluency in English Duty for posts where employees speak directly to members of the public the post holder is required to meet the Advanced Threshold level which will be implemented where the post requires a greater level  of sensitive interaction with the public – where the person is able to demonstrate that they can during the interview’s  a)can express themselves fluently and spontaneously , almost effortlessly  b)Only the requirement to explain difficult concepts simply hinders a natural smooth flow of language  **If this applies to the post you are recruiting to do not remove it** . | X |
| Demonstrate the ability to safeguard human rights and promote the well being and welfare of adults ie understanding to delay and prevent the need for care and support, responding proportionately to perceptions of risk, critically reflective practitioner applying evidence informed practice and acting within local procedures, arrangements and others roles. | X |
| Demonstrate extensive knowledge of the Mental Capacity Act 2005 and current case law which uphold’s people’s rights to remain independent and in control of their lives. | X |
| Demonstrate how to put person – centred values into practice in a way that promotes the values of individuals and to plan for their future well-being and fulfilment. | X |
| Carry out effective communication and engagement with adults and carers, ie building trust and establishing relationships to meet their cultural, religious, language and health needs | X |
| Able to support individuals to be the decision maker, developing their own support plans which uphold their wishes, feelings and beliefs. | X |
| Be able to work in ways that support equality and inclusion, to reduce the likelihood of discrimination | X |
| Partnership Working – Working with others within the service and external partners to put adults and carers at the heart of decision making.   * Communicating well, sharing appropriate, succinct, objective information and analysis to aid joint decision making * Being proactive, persistent and prepared to challenge and be challenged * Knowing the 5 statutory principles of the Mental Capacity Act, the right of the person to be the decision maker, your responsibilities as their social worker advocating for their rights and others roles and joint procedures | X |
| Be able to positively enable risk and ensure that any decision taken is in the person’s best interest and is the least restrictive option. | X |
| Demonstrate an understanding of the duties and responsibilities that underpins the work of Adult Services | X |
| Demonstes an advanced understanding of the departments approach towards safeguarding the human rights of adults  This requires understanding how to undertake a safeguarding adults enquiry under Section 42 of the Care Act.   * Assessing risks and emotional resilience * Reflecting and making informed judgments * Upholding the Mental Capacity Act and the principles of Making Safeguarding Personal so that the person determines their own outcomes * Acting within local procedures, arrangements and others roles | X |
| Able to gather and share information appropriately to ensure the safety and wellbeing of Service Users ie knowing the limits of consent and confidentiality including the Data Protection Act, distinguishing fact from opinion, appraising information and identifying gaps, being open and honest about information sharing with adults and carers and writing reports clearly and ethically. | X |
| Uses a range of specialist ICT systems across own work area and or across other areas of work. | X |
| Oversees a budget, keeping costs within agreed levels for own department and contributes to Corporate savings. | X |
| Uses, interprets, analyses and communicates complex information from a variety of sources. | X |

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| **Relevant experience requirement: Will be used in shortlisting** |
| Minimum 5 years experience within a Health or Social care environment relevant to the post.  At least 3 years management experience, including leading the work of professional staff as relevant to the post. |
| Demonstrable significant experience working as a Social Worker or Occupational Therapist in a management and leadership role. |
| Post Qualification award which evidences a continuing commitment to continuing professional development and improvement of own pratice. |
| Case law knowledge and be able to evidence high level critical reasoning skills which enables translation of case law upholding people’s wishes, feeling and beliefs in keeping with the UN Convention on the Rights of Persons with Disabilities into practice for front line social workers. |
| Experience of leading and managing other social workers, occupational therapists and social care staff with responsibility for assessing and supporting adults. |
| **Relevant professional qualifications requirement: Will be used in shortlisting** |
| CQSW/CSS/DIPSW/Degree in Social Work/MA in Social Work OR Degree/Masters in Occupational Therapy  Registered with the Health and Care Professions Council. |
| **Core Employee competencies at manager level to be used at the interview stage.** |
| **Carries Out Performance Management** – covers the employees capacity to manage  their workload and carry out a number of specific tasks accurately and to a high standard. |
| **Communicates Effectively** - covers a range of spoken and written communication skills required as a regular feature of the job. It includes exchanging information/building relationships, giving advice and guidance, counselling, negotiating and persuading and handling private, confidential and sensitive information. |
| **Carries Out Effective Decision Making** - covers a range of thinking skills required for taking initiative and independent actions within the scope of the job. It includes planning and organising, self effectiveness and any requirements to quality check work. |
| **Undertakes Structured Problem Solving** **Activity** - covers a range of analytical skills required for gathering, collating and analysing the facts needed to solve problems. It includes creative and critical thinking, developing practical solutions, applying problem solving strategies and managing interpersonal relationships. |
| **Operates with Dignity and Respect** - covers treating everyone with respect and dignity, maintains impartiality/fairness with all people, is aware of the barriers people face. |

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| **Management Competencies: to be used at the interview stage.** | | |
| **Operates with Strategic Awareness** Our managerswork with corporate priorities and policies in a joined up way with others, internally and externally. Works democratically, transparently and accountably. | | |
| **Practices Appropriate Leadership** Our managers motivate their staff to exceed expectations through raising their awareness of goals and moving them beyond self interest for the sake of the team or service. They consider serving the District in all that they do. | | |
| **Delivering Successful Performance** Our managers monitor performance of services, teams & individuals against targets & celebrate great performance. They promote the District’s vision & work to achieve Council’s values & agreed outcomes. | | |
| **Applying Project and Programme Management** Our manager’s work to ensure that outcomes and objectives are achieved within desired timescales, make best use of resources and take a positive approach to contingency planning. | | |
| **Developing High Performing People and Teams** Our managers coach individuals and teams to achieve their potential and take responsibility for continuous improvement. They champion the Council’s values and goals. | | |
| **Working Conditions:** | | |
| Must be able to perform all duties and tasks with reasonable adjustment, where appropriate, in accordance with the Equality Act 2010 in relation to Disability Provisions. | | |
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| **Special Conditions:** | | |
| You will be informed if there is a requirement for the post to have recruitment checks  such as DBS, Warner Process. | | |
| **Compiled by:**  **Date:** | **Grade Assessment Date:** | **Post Grade:** |