

Leeds City Council

Job Description

Job Title:	Assisted Living Leeds - Service Delivery Manager	Salary	£47,229 to £51,951
Service Area:	Access and Care	Grade	Dir 45%
Directorate:	Adult Social Care	Date:	June 2014
Responsible To	Head of Service		
Responsible For	Operations Manager – Leeds Community Equipment Service , Operations Manager - Tele Care, Training and Information Officer - AT		

CORE VALUES, AMBITIONS AND GOALS

As a Council our Ambition is to be the best City Council in the UK

Our behaviours will be influenced by our values of;

- Working as a Team for Leeds
- Being Open, Honest & Trusted
- Working with Communities
- Treating People Fairly
- Spending Money Wisely

Our Vision

Our vision is “Better Lives for People in Leeds”.

Our goals

“Better Lives” is about a range of positive changes we are working towards in Adult Social Care over the next few years to improve the lives of people who use care and support and wider services in Leeds.

This can be divided into three main strands:-

Better Lives through enterprise – stimulating the social care market and increasing social capital to increase the range of choices for people

Better lives through Housing, Care and Support – working to ensure that people can stay living in their own homes as long as possible

Better Lives through integration – Adult Social Care and Health services working more closely together to support people

Job Purpose:

The role of the Assisted Living Leeds Service Delivery Manager is to provide the strategic direction and ensure continuous development of this innovative service which co-ordinates the assistive technology offer in the city across statutory and non-statutory partners.

The post holder will have direct leadership and management responsibility for the two largest service elements of Assisted Living Leeds (ALL) and be responsible for the operational management of the pooled fund, (£4.8m in 2014/15) from which they are delivered. This includes staff employed by both LCC and Leeds Community Healthcare (LCH). Responsibility is with the post holder for the performance of these key services, including achieving and maintaining performance standards required by the commissioner and national standards set by Telecare Services Association (TSA) and Code of Practice for Community Equipment (CECOPS).

The job purpose is also to ensure all services functioning from Assisted Living Leeds, including those operated by statutory, voluntary and independent sector organisations, are co-ordinated to ensure high quality customer experience and to provide the strategic direction across all partners for the identification and adoption of emerging technologies for technology enabled care.

Job Overview:

Assisted Living Leeds is an innovative concept delivering technology enabled care with partners including between the Council and the NHS, in an integrated customer focussed way and as a truly universal offer for the benefit of all citizens of Leeds.

A key responsibility of this post is ensuring the intended quality and cost benefits are delivered to users and carers, to citizens of Leeds, to professional users of assistive technology (AT) services and to all other stakeholders, including academic organisations and manufacturers and suppliers of AT.

RESPONSIBILITIES

To ensure strategic partnerships in the cross sector delivery of Technology Enabled Care (TEC) are identified and effectively managed to maximise quality and cost benefits.

To ensure opportunities for new partnerships and for the adoption of emerging technologies are understood and implemented.

To promote and support partnership working across all stakeholders including at a regional and national level.

To actively seek opportunities to promote Assisted Living Leeds (ALL) at a local, regional national and international level.

To provide direction and support to the development of ALL Phase 2.

To ensure effective co-ordination and customer focussed delivery of all services delivered through ALL, including those by non-statutory partners.

To ensure compliance with all health and safety requirements and provision of facilities management for all users of ALL, including the public and stakeholder organisations not located on site

To provide strategic leadership to staff employed by LCC and the NHS in the delivery of Leeds Community Equipment Service (LCES) and Telecare and the associated training, assessment and information services.

To provide day to day management of the pooled budget reporting to Head of Service ASC and to the lead commissioner.

To ensure pooled funds are deployed effectively and efficiently within LCC and NHS policies and procedures

To ensure procurement activity from the pooled fund is carried out in timely manner and within appropriate LCC and NHS policies and procedures.

To ensure the Partnership Board is established and operating effectively including all sub groups of the Board.

To ensure delivery of reports including performance against service standards and financial position to Partnership Board

To ensure active and full participation of users carers and other citizens of Leeds in ALL including through the AT User and Carers Advisory Group

To ensure elected members are engaged and informed about ALL including new developments

To ensure that service delivery arrangements from the pooled budget are flexible and responsive to needs of individuals and to meet the changing needs and priorities of LCC and the NHS.

To ensure staffing levels to deliver all the elements within the pooled budget are appropriate to meet demands and that the workforce receives supervision, appraisal training and development in line with the requirements of each employing organisation.

To ensure services meet defined standards and that data collection reporting arrangements are in place to evidence this.

To ensure complaints and compliments are registered, responded to and reported and that mechanisms are in place for lessons learned.

Economic Conditions:

Annual Leave: 28 days per annum plus 8 statutory holidays (pro rata for part time employees). An additional 5 days leave is given after 5 years continuous service.

Hours: 37 hours per week - Normal office hours are 8:30am - 5:00pm Monday – Thursday and 8.30am - 4:30pm on a Friday. However, the seniority and nature of the post will necessitate the working of extra hours for which there will be no additional payment. The grading of the post takes account of the requirement to work outside of the normal working week.

Flexible Working: A range of flexible working options are available subject to approval of a business case

Conditions of Service: JNC Terms and Conditions apply. Some locally negotiated agreements may also be in place.

Equality & Diversity: Within the Council this is about making sure that everyone can fully join in the social, cultural, political and economic life of the city. The City Council is committed to its value of Treating People Fairly; this includes our staff and the people of Leeds. We will make sure that we do not discriminate against people because of their age, impairment, ethnic origin, nationality, religious belief, social class, gender, sexual orientation, gender reassignment, and marital status, responsibility for dependants, trade union activity or for any other unfair reason.

Health & Safety: The Council believes that ensuring the safety, health and well-being of employees, contractors, service users (including learners) and all others affected by our activities is essential to accomplishing our ambition and values. As a large employer we are committed to being an exemplar for good practice and contributing to the wider health agenda by ensuring that work doesn't contribute to poor health, using the workplace to improve health and well-being, and supporting our workforce to be "Happy, Healthy and Here". We expect all employees to contribute to their own individual safety and well being and to that of others who may be affected by their actions.

Promotion: Whilst no guarantee can be given to subsequent promotion, there are currently a number of higher graded posts within the Council which potentially provide the opportunity for career progression within the Council. Any subsequent vacancies will be filled in compliance with agreed Council procedures.

Training: The Council has a positive commitment to the training and development of employees in all areas of its activities. Similarly employees are also expected to adopt a positive attitude to any training provided and also to their own personal development. A formal pathway of training for Social Workers is in place and continuous professional development pathways are available. Adult Social Care recognises the importance of training for the professional and personal development of staff. There is a clear career development framework for Social Workers, developed in consultation with staff.

Qualifications:

Relevant professional qualification in health or social care field, or management qualification or degree level education.

Relationships The post holder will work as part of a team within a health and social care setting, maintaining effective relationships with other colleagues, Elected Members, service users, families, carers and other agencies.

Physical Conditions The post holder will be based at a central office, currently at Roundhay Road with plans to move to the Assisted Living Leeds building at Clarence Dock. The post holder may be required to visit other council buildings. The post holder may be required to be based at another location within the Leeds boundary. Leeds City Council operates a no smoking policy.

SPECIAL CONDITIONS

This post is subject to an Enhanced Level Check with the Disclosure and Barring Service (DBS).

In discharging its function under the Local Authority Social Services Act 1970, the Directorate is covered by the Rehabilitation of Offenders Act 1974 (Exceptions Order 1975) and any applicant is obliged to disclose ALL convictions and cautions, no matter how long ago they occurred and regardless of whether the offences were committed as an adult or a juvenile.

Please note that a criminal record will not necessarily be a bar to obtaining employment; this will depend on the circumstances and background to any offence.

Job Description Content Prepared / Reviewed by:

Name Elizabeth Ward

Name

Designation Head of Service

Designation

Date: 7 June 14

Date:

PERSONAL SPECIFICATION ESSENTIAL REQUIREMENTS: It is essential that the candidate should be able to demonstrate the following criteria for the post within the context of the specific role. Candidates will only be short listed for interview if they can demonstrate on the application form that they meet all the essential requirements. Progression through the grades will be linked to the appraisal process and subject to you performing your key tasks to a satisfactory level, and where appropriate successful completion of examinations.

Method Of Assessment (MOA) – A = Application Form T = Test I = Interview C = Certificate

Skills required	MOA
Ability to engage strategically with a wide range of stakeholders and to establish and maintain positive and productive relationships	A/I
Ability to provide leadership for service development and to lead and direct staff	A/I
Ability to ensure service performance is managed effectively across two statutory employers, workforce policies and procedures	A/I
Ability to manage resources including managing a large and complex budget	A/I
Ability to identify and take advantage of opportunities for innovation	A/I
Ability to lead and manage change and deliver continuous service improvement	A/I
Ability to make effective contributions to internal and external partnerships and achieve positive outcomes	A/I
Ability to promote a customer focus within the service and with partners	A/I
Ability to deal with conflict and negotiate resolutions	A/I
Ability to promote the service locally and nationally	A/I

Ability to identify and apply new emerging assistive technologies	A/I
Knowledge required	MOA
Of the application of Assistive Technology to support disabled people, those with long term conditions, older people and disabled children	A/I
Detailed knowledge of a wide range of assistive technologies including the application of emerging technologies	A/I
Of the range of services, statutory and non-statutory, to meet the needs of disabled people, those with long term conditions and older people	A/I
Of legislation, regulation and policies for the delivery of assistive technology as part of health and social care services for adults and children.	A/I
Understanding of the implications of working in local government and the related governance requirements including the role of elected members	A/I
Of the role of social care within local government and its relationship with key partners, in particular the NHS	A/I
Experience required	MOA
Of working with internal and external partners to deliver strategic goals	A/I
Of providing leadership to a service to ensure it develops to deliver organisational strategy and performance	A/I
Of leading and managing staff with a range of skills and knowledge	A/I
Of delivering significant change programmes	A/I
Of managing significant budgets and recognising and responding to changing demand on available resources	A/I
Of procurement of a range of goods and services	A/I
Of managing contracts	A/I
Of delivering service against performance standards	A/I
Of improving services to meet customer expectations	A/I
Behavioural & Other Related Characteristics required	MOA
Abide by the Council's Equality and Diversity Policy in the duties of the post, and as an employee of the Council.	A
Carry out all duties having regard to an employee's responsibility under the Council's Health and Safety and Safeguarding Adults policies and procedures.	A
Willingness to actively participate in training and development activities to ensure up to date knowledge and skills.	A/I
Knowledge of the problems of disadvantaged groups.	A/I

PERSONAL SPECIFICATION DESIRABLE REQUIREMENTS: It is desirable that the candidate should be able to demonstrate the following criteria for the post within the context of the specific role. Candidates are not required to meet all the Desirable requirements however these may be used to distinguish between acceptable candidates. Progression through the grades will be linked to the appraisal process and subject to you performing your key tasks to a satisfactory level, and where appropriate successful completion of examinations.

Method Of Assessment (MOA) – A = Application Form T = Test I = Interview C = Certificate

Skills required	MOA
Management qualification	A
Project management	A
Knowledge required	MOA
Of assessment and support planning for disabled people, those with long term conditions and/or older people	A
Experience required	MOA
Of leading and managing staff in an health or social care setting	A/I
Of working in a public sector organisation and the related governance requirements	A/I
Of direct service delivery to disabled adults or children, people with long term conditions or older people.	A
Of delivering change through Project Management methodology	A
Of working with Elected members	A
Of working and/or presenting innovation at a regional or national level	A
Behavioural & Other Related Characteristics required	MOA