

Job title: Chief Officer Social Work

Date:20.06.18

Ref:

Job Purpose

The purpose of the role is to provide leadership and management to the specified service areas and to play a full part in the work of the service and senior management teams. A key element of this role is to ensure that high quality services are delivered and statutory and regulated standards are met/exceeded. The role must demonstrate a comprehensive and effective approach to ensure safeguarding expectations of key stakeholders are met.

The role requires the post holder to identify improvement needs and lead and support transformation programmes in the Children and Families Directorate. Specifically, in the Social Work, Early Help and Child Health and Disability Services, to secure high quality, robust, effective and efficiently delivered services. As a member of the senior management, the post holder will contribute and be jointly responsible for the development and delivery of an agenda of service improvement and the ongoing development with partners of locality based, fully integrated provider services across the city.

Key Requirements

The post holder will be accountable to the Deputy Director for: -

The leadership and management of high quality service delivery that clearly demonstrates designated standards and regulatory requirements are being consistently met and exceed.

Managing Heads of Service in their roles in Social Work and Early Help, providing assurance that Safeguarding expectations and standards for the service area are fully met.

The effective management of resources in accordance with statute, the rules and regulations of the Council and the Directorate, maintaining a robust management framework to ensure the ongoing effective management of the service and resources employed jointly with the senior leadership team deliver service improvement.

Securing fair and equal treatment for all customers and employees.

Developing strong and dynamic relationships with key stakeholders, particularly external agencies, to enhance the profile and reputation of the Social Care service in Leeds.

Having lead responsibility for the Social Care service for ensuring high quality service delivery, meeting full compliance with statutory, regulatory and Leeds City Council standards.

Managing the effective and efficient delivery and development of high quality Social Work and care services including those for children with complex needs and within early help arrangements.

Providing strategic direction for the planning and development of the Social Work and Care services to meet the needs of the service's users, to provide a responsive service to meet the specific needs of the localities in the City.

As part of the Children and Families Leadership Team, identify and implement ways of raising and extending the quality of services to children and families.

Providing advice and guidance on a range of complex issues whilst leading day to day service delivery and the continuous development and improvement of provider services in accordance with agreed targets and objectives included in council and service plans.

To have lead responsibility for the Social Care service to ensure full compliance with safeguarding policies and procedures relating to service delivery and employment practices.

Ensure that all aspects of service delivery, community engagement and staffing, focus on equality of outcomes and secure equal and fair treatment and access for all.

Achieve a full understanding of service responsibilities and organisation, ensuring that all service costs are clearly documented and that asset management is effectively addressed.

Develop and implement robust performance management processes to ensure that the service and staff deliver to agreed standards.

Actively and directly manage performance of both staff and the service through appropriate appraisal and supervision, ensuring early intervention where performance falls below, or threatens to fall below, required standards.

Implement regular, formal quality assurance and performance monitoring and reporting and ensure that management information systems are developed, utilised and maintained in support of this.

Ensure that client information is comprehensive, regularly updated and that data protection standards and information sharing protocols are in place and are fully complied with.

Ensure that commissioned outcomes are understood by all staff and that service delivery is flexible and responsive, to enable it to meet changing priorities and needs.

Ensure that workforce development and skills mix are a key component in any service delivery redesign.

Actively and directly manage and establish controls for a large and complex budget.

LCC Values

Working as a Team for Leeds	<ul style="list-style-type: none"> • Work collaboratively by developing and maintaining good working relationships with internal and external customers, other stakeholders and partners across the City and Region to achieve excellent outcomes for the citizens of Leeds
Being Open, Honest & Trusted	<ul style="list-style-type: none"> • Anticipate, plan and communicate strategic and service change and their impact on teams and partners/stakeholders • Develop trust with an engaging, collaborative and inclusive way of working. You communicate effectively, using straight forward language and adapt your style to enable a high level of engagement, taking ownership of informed decisions and outcomes.
Working with Communities	<ul style="list-style-type: none"> • Consult with customers, staff and stakeholders to continually improve, promote and deliver services that meet the needs and represent the Leeds community
Treating People Fairly	<ul style="list-style-type: none"> • Provide visible and supportive leadership, which empowers, enables and develops staff to achieve their potential and drives a high performing culture whereby everyone 'feels they count' and diversity is valued.
Spending Money Wisely	<ul style="list-style-type: none"> • Delivery of income targets and cost effective service solutions and strategies that contribute to the effective management of a substantial service budget

Working Context

- The role is primarily office based but post holders may be expected to work flexibly both at home and at various locations across the City and region.

The role profile and specification are an outline only and may vary from time to time without changing the character of the job or level of responsibility