



DRAFT

JOB DESCRIPTION		
Post Title: Director of Adult Services	Post No:	Grade: CO
Directorate: Adult Services	Service: Adult Services	Section: Not Applicable
Responsible to: The Deputy to the Chief Executive, but will also have a direct relationship with the Chief Executive and as such will be a member of the Corporate Management Team		
Responsible for: Adult Services		
Purpose of the job:		
<ol style="list-style-type: none"> 1. To accelerate the rate of progress in Tower Hamlets by driving forward change, both inside and outside the Council, so that a culture of continuous and ambitious improvement becomes embedded and improves the quality of life for those living and working in Tower Hamlets. 2. To direct and co-ordinate the work of Adult Services and provide strategic direction and leadership on matters relating to Adult Services. 3. To be the responsible and accountable officer for development of policy and strategy on all matters relating to Adult Services. 		
Major duties and responsibilities		
<ol style="list-style-type: none"> 1. To lead, manage and take overall responsibility for the work of Adult Services functions by providing professional leadership that ensures the services provided are continuously monitored and reviewed so that they are of the highest quality and the overall role of Adult Services functions is consistently achieved 2. To develop and ensure the effective delivery of innovative strategies and policies in order to meet local needs and aspirations. 3. To be responsible for the delivery of social services functions listed under the Local Authority Social Services Act 1970 in respect of adults and ensure that adult social services comply with the requirements of the Carers Act 2004. 4. To ensure that clear protocols are in place to deal with adults identified as being at risk, that staff are aware of these and that the Adult Protection Committee operates effectively. 5. To promote the personalisation of services and the wellbeing of all adults with social care needs. 6. To work closely with the Director of Children's Services to support young people to make the transition to adult life. 7. To ensure high professional standards of practice and performance in all areas of the service. 8. To be responsible for the Adult Services budget, ensuring effective commissioning strategies are in place in the interests of effective service provision, achieving value for money within the best value framework. 9. To support, and perform at the highest levels, in the performance assessment process run by the Commission for Social Care Inspection. 10. To work closely with housing and other community service providers, primary care and mental health trusts to ensure that services are developed that meet the need to all adults with social care needs. 11. To ensure that service developments are properly planned and that delivery is facilitated through the public, private and community sectors through strong and effective partnerships. 12. To advise the Chief Executive on all issues relating to the quality and development of Adult Services in the borough and to give information and advice to members and support for the Council as required. 13. To maintain and develop communications and working relationships within Adult Services, the wider community and outside agencies, including central government, local public and voluntary sector partners. 14. To ensure the development of a culture of quality and equality. 		



Management

1. To manage a comprehensive Adults Services provision in accordance with statutory and corporate objectives such as compliance with the constitution and all corporate policies on employment, equalities, finance, health and safety.
2. To ensure senior managers within Adult Services take responsibility and are accountable for all operational and functional aspects of their service.
3. To agree with each Service Head under your direction, annual service plans which are in support of corporate and strategic priorities and embed the best value framework.
4. To monitor and assess the performance of senior managers against service plans and targets, providing advice, support and remedial action where necessary.
5. To conduct individual performance and development reviews with the Service Heads and establish individual performance plans.

Corporate

1. To work with senior officers to develop corporate strategy and direction based around an integrated approach to service delivery.
2. To provide leadership in the development and implementation of the Community and Strategic Plans.
3. To comply with the Council's Standing Orders and to act as principal advisor to the Council's Cabinet, Committees and senior officers on all aspects of Adult Services.
4. To implement organisational change at corporate and operational levels, ensuring appropriate systems of performance and development, communications, quality measures, monitoring and review are in place.
5. To undertake corporate projects as required.
6. To work with residents, the voluntary sector and the community to make Tower Hamlets a better place to live, work or visit.
7. To represent the Council at local and national level, attending and presenting at such conferences, seminars and working parties may be required in order to actively promote Tower Hamlets.
8. To actively oppose and where possible eradicate all forms of discrimination as an employer and service provider.

Additional

1. This is politically restricted statutory chief officer post under Section 2 of the Local Government and Housing Act 1989.
2. The post requires a satisfactory Criminal Records Bureau Enhanced Disclosure on appointment and at least once every three years thereafter.

**DRAFT****PERSON SPECIFICATION**

Post Title: Director of Adult Services	Post No.	Grade: CO
Directorate: Adult Services	Service: Adult Services	Section: Not Applicable
Experience		
<ol style="list-style-type: none"> 1. A track record of achievement in leading and managing delivery of adult social care services. 2. Experience of strategic and senior management preferably within a local authority setting including multi-disciplinary teams. 3. A track record of developing a vision for the ongoing provision of high quality, effective and relevant services to a diverse community. 4. Experience of working in partnership with local residents, businesses and local communities to identify service needs and achieve required outcomes. 5. Proven experience of leading and managing major change, including cultural change, and service integration which has resulted in measurable service improvements. 6. Experience of strategic planning within a diverse organisation. 7. Experience of strategic financial management, including managing complex budgets in order to obtain value for money and achieve service and corporate objectives. 8. Commitment to, and experience of, corporate management within a local authority. 9. A track record of success and achievement in adopting a customer focused approach in service provision. 10. Significant and successful experience of working at a senior management level within adult social services or related relevant field. 		
Knowledge		
<ol style="list-style-type: none"> 1. A thorough knowledge of the service, advice planning and delivery issues facing a diverse inner city local authority. 2. A broad understanding of how social care services provided to adults operate and of how improvements can be effected by integrated planning. 3. A working knowledge of the legislation and statutory obligations relating to adult social care services. 4. An understanding of consultation methods and techniques appropriate to a diverse community. 5. An understanding of customer care principles, systems and methods. 6. An understanding of the needs of adult users of social care services, their welfare and safety issues in a diverse inner city area. 7. A clear understanding of the processes and practice of performance management, appraisal and professional development to ensure service outcomes are achieved. 8. An understanding of the role and function of local government and of current issues relating to the performance of public services. 		
Skills and Abilities		
<ol style="list-style-type: none"> 1. An ability to provide clear leadership and strategic direction for the service in a manner that secures commitment and ownership. 2. An ability to manage, empower and motivate a diverse range of professionals, to establish effective teams and to further development. 3. An ability to allocate resources strategically and to ensure effective monitoring and control. 4. Sound judgement and the ability to analyse a situation and convert this into effective service delivery. 5. A positive and enthusiastic approach to change and the ability to manage it with confidence to achieve continuous improvement. 6. A clear focus on outcomes and the ability to deliver required results. 		



7. An ability to establish and maintain effective partnerships to achieve required outcomes.
8. An ability to communicate clearly, convincingly and sensitively, both orally and in writing.
9. An understanding of how to achieve results in a political environment and an ability to do so.
10. An ability to relate to, work with and empathise with, the aspirations of people at all levels and from a variety of backgrounds.
11. An understanding of and commitment to the Council's vision and the ability to ensure this is translated into reality.
12. A demonstrable commitment to combating discrimination and disadvantage both in employment and service provision.

Attitude and Behaviour

1. Able to work closely and establish positive relationships with Members, Chief Officers, officers of the Council, external agencies, community groups and individuals.
2. Able to work across service boundaries to secure ownership for corporate initiatives.
3. Able to respond constructively to changing demands, meets tight deadlines and maintain quality services.
4. Work well under pressure.
5. Performance orientated – sets and achieves high standards for self and others.
6. Flexible and adaptable – responds positively to changing demands.
7. Professional demeanour which commands confidence.
8. Highest standards of personal integrity.
9. Political sensitivity.
10. Committed to the delivery of customer-focused services and continuous service improvement.
11. Team player.

Equalities

1. A proven and demonstrable commitment to the principles and practice of equality and diversity in employment and service delivery.
2. A proven and demonstrable commitment to and understanding and leadership of inclusive service planning and provision.

Education

1. Degree or equivalent.
2. Evidence of continuing professional development.

Other qualities

1. A personal and professional demeanour which engenders confidence within the council and externally
2. A champion of a high performance culture.
3. Drive and determination to raise aspirations and accelerate performance and progress.
4. The capacity to undertake a demanding job under pressure.
5. The willingness to undertake evening and weekend work.