

LONDON BOROUGH OF TOWER HAMLETS

JOB DESCRIPTION		
Post Title: Director Adults Services	Post No.	Grade: Key Chief Officer
Directorate: Adults Services		
Responsible to: Head of Paid Service Responsible for : Director Public Health, Service Head Adults Social Care, Service Head Commissioning and Health, jointly responsible with the Corporate Director Children's Services for the Service Head Children's and Adults Resources and also responsible for the temporary post of		

JOB PURPOSE

To lead and manage the Council's Directorate of Adults Services.

To accelerate the rate of progress in Tower Hamlets by leading change, both inside and outside the Adults Services Directorate, so that a culture of continuous and ambitious improvement becomes embedded and leads to a transformation in the quality of life of local people

To be the responsible and accountable officer for development of policy and strategy on all matters relating to Adults Services, working closely with the Cabinet where necessary and advising the Head of Paid Service, Members and others

To be responsible, with the Head of Paid Service and the other Corporate Directors, for the strategic and corporate management of the authority

To be responsible for the delivery of duties under the Care Act 2014 .

To be responsible for ensuring that there are robust arrangements for supervising contracts, where services have been outsourced, and in monitoring those services in respect of quality standards and timely delivery

To be responsible for ensuring that there is a clear organisational focus on safeguarding adults in vulnerable situations and that clear protocols are in place for dealing with adults identified as being at risk and that all staff are aware of these protocols.

To ensure that all people with social care needs are assessed by the local authority, that all people who meet eligibility criteria are provided with suitable services, that targeted case-finding takes place to identify people at risk from social exclusion.

KEY RESULT AREAS

1. To lead, manage and take overall responsibility for the work of the Adults Services functions, ensuring that the services provided are continuously monitored and reviewed so that they are of the highest quality, provide value for money and the overall role of the directorate is consistently met.
2. To commission the development of and ensure the effective delivery of innovative strategies and policies in order to meet Tower Hamlets' needs and aspirations for the services provided through the Adults Services Directorate.
3. To lead the development of the integration of health and social care in the borough in order to improve the health, remove inequalities in health and modernise health services for local people and promote social inclusion and wellbeing.
4. To lead the continuous improvement of the councils services to older people and adults with mental health problems and learning disabilities, ensuring independence, choice and control
5. To consult with and actively engage all sections of the community with regard to systematic and targeted service development, including local access and ownership, particularly through the framework of the Tower Hamlets Partnership, our Local Strategic Partnership, and partner organisations to deliver a programme of change for Adults Services.
6. To ensure the effective operation of the Health and Wellbeing Board and also the Local Safeguarding Adults Board.

FINANCE AND STAFFING DIMENSIONS

Gross Revenue Budget: tbc
Staff : tbc

AREAS OF RESPONSIBILITY

- Public Health, Adults Social Care, Commissioning and Adults Resources

LEADERSHIP AND MANAGEMENT

1. To work actively with all Corporate Directors and the Head of Paid Service to ensure services are integrated at the point of delivery and play a leading role in

the development of the Community and Strategic Plans ensuring they are embedded both in the operational and strategic framework of the Council.

2. To contribute to corporate and borough wide working by leading multi-disciplinary teams to work across functional and professional boundaries and encourage the concept of both internal and external partnership working.
3. To oversee the development of Corporate, Directorate and Partnership performance improvement programmes, and the delivery of the Partnership's Community Plan priorities.
4. To ensure promotion of equal opportunities and the Council's core values with external providers and within the Borough and where possible eradicate all forms of discrimination. To take active steps to achieve the Council's objective of a 'Workforce to Reflect the Community'
5. To ensure Service Heads take responsibility and are accountable for all operational and functional aspects of their service.
6. To agree with each Service Head, annual service plans which are in support of corporate and strategic priorities and embed the best value framework and to monitor and assess the performance of Service Heads against service plans and targets, providing advice, support and remedial action where necessary.
7. To conduct individual performance and development reviews with the Service Heads and establish individual development plans.
8. To ensure that budgets are properly managed in line with council policies and priorities, obtaining value for money and the optimisation of income where applicable.
9. To provide managerial leadership to Adults Services and, where appropriate, other relevant partner agencies.

MAIN RESPONSIBILITIES

1. To advise the Head of Paid Service on all issues relating to the quality and development of Adults Social Care, to give information and advice to Members and support for the Council as required
2. To ensure that the Local Safeguarding Adults Board operates effectively
3. To ensure the provision of high quality customer care services by identifying and meeting needs, ensuring consistency and monitoring effectiveness.
4. To have overall accountability for the expenditure of the directorate budget and to ensure that the resources are deployed in the interests of effective service provision and within the best value regime.

5. 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.
6. To ensure that forward service planning takes full account of current service take up and demographic trends and that resources are targeted at needs.
7. To ensure that the range of services provided and commissioned by the directorate, and the Tower Hamlets Partnership, are accessible to the whole community.
8. To work with key stakeholders, local residents and the voluntary sector in improving service delivery and promoting creative and innovative ways of tackling local problems ensuring services are developed which meet the needs of our ethnically diverse community and are accessible to all users.
9. To ensure that the requirements and implications of legislation affecting Adults Social Care are identified, interpreted, disseminated and met.
10. To maintain and develop communication and working relationships within the directorate, Public Health, the wider community and outside agencies, including central government, CQC, the voluntary and health sectors and the GLA.
11. To implement organisational change at corporate and directorate level, ensuring appropriate systems of performance and development, communications, quality measures, monitoring and review are in place.
12. To ensure the development of a culture of quality and equality
13. To maintain and develop the effectiveness and efficiency of the Adults Services Directorate by ensuring service plans are produced that specify outcomes, resources allocated for their achievement and the performance measures and standards to be achieved and to underpin these plans with a performance management system involving all staff.
14. To drive the implementation and development of a programme of change for Adults Services throughout the borough.
15. To maintain and improve services for local people in the borough, including those who are in need, vulnerable and at risk.
16. To manage the Council's investment in Adults Services.
17. To be responsible for the delivery of high quality and CQC compliant social services in respect of adults, including functions delivered by other organisations on our behalf.

18. To work with local residents, businesses and the community to make Tower Hamlets a better place to live, work and visit.
19. To represent the Council at local and national level, attending and presenting at such conferences, seminars and working parties as may be required in order to actively promote Tower Hamlets.
20. To comply with the council's standing orders and to act as principal adviser to the council's Cabinet, committees and senior officers on all aspects of the Directorates Services and to the Tower Hamlets Partnership.
21. As directed by the Head of Paid Service, Mayor or Council where appropriate to undertake such reasonable additional duties and responsibilities that may arise from time to time.

DIRECTOR OF ADULTS SERVICES

PERSON SPECIFICATION

Experience

- A track record of achievement in leading and managing significant people focused services such as Adults Services and/or Education.
- Experience of strategic and senior management preferably within a local authority setting, including multi-disciplinary teams.
- A track record of developing a vision for the ongoing provision of high quality, effective and relevant services to a diverse community
- Experience of working in partnership with local residents, businesses and local communities to identify service needs and achieve required outcomes.
- Proven experience of leading and managing major change, including cultural change, and service integration which has resulted in measurable service improvements.
- Experience of strategic planning within a diverse organisation.
- Experience of strategic financial management, including managing complex budgets in order to obtain value for money and achieve service and corporate objectives.
- Commitment to and experience of corporate management within a local authority.
- A track record of success and achievement adopting a customer focused approach in service provision.
- Significant and successful experience of working at a senior management level within Adults Social Services or related relevant field.

Knowledge

- A thorough knowledge of the service and advice planning and delivery issues facing a diverse inner city local authority.
- A broad understanding of how services focused on people operate and of how improvements can be affected by integrated planning.
- A working knowledge of the legislation and statutory obligations relating to the safeguarding and wellbeing of vulnerable adults.

- An understanding of consultation methods and techniques appropriate to a diverse community.
- An understanding of customer care principles, systems and methods.
- An understanding of the Vulnerable adults welfare and safety issues in a diverse inner city area

Aptitude and Skills

- An ability to provide clear leadership and strategic direction for the service in a manner that secures commitment and ownership
- An ability to manage, empower and motivate a diverse range of professionals, to establish effective teams and to further development
- An ability to allocate resources strategically and to ensure effective monitoring and control
- Sound judgement and the ability to analyse a situation and convert this into effective service delivery
- A positive and enthusiastic approach to change and the ability to manage it with confidence to achieve continuous improvement
- A clear focus on outcomes and the ability to deliver required results
- An ability to establish and maintain effective partnerships to achieve required outcomes
- An ability to communicate clearly, convincingly and sensitively, both orally and in writing
- An understanding of how to achieve results in a political environment and an ability to do so
- An ability to relate to, work with and empathise with, the aspirations of people at all levels and from a variety of backgrounds
- An understanding of and commitment to the Council's vision and the ability to ensure this is translated into reality
- A demonstrable commitment to combating discrimination and disadvantage both in employment and service provision

Equalities

- A proven and demonstrable commitment to the principles and practice of equal opportunities in employment and service delivery
- A proven and demonstrable understanding of and commitment to, and leadership of, inclusive service planning and provision

Other Qualities

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