



Candidate Information Pack

**Somerset
Council**

Head of Service – Quality Performance and Assurance (Adults)

Adult Social Care

Job Reference: SC05030/FG

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If you are interested in finding out more before applying, please get in touch with Niki Shaw via email at: niki.shaw@somerset.gov.uk

If you have any questions about the benefits we offer, or our recruitment process, please contact our Recruitment Team on recruitment@somerset.gov.uk or telephone on **01984 600211**.

We will notify you by email if you have been selected for interview or have been unsuccessful on this occasion. Please check that the automated email has not gone in your junk mail folder before contacting us.

When completing your application/CV please provide your full employment history and ensure that any gaps in employment are explained. Please start with your current or most recent employment.

What You Will Be Good At

Work Experience Knowledge & Skills

Essential

Experience

- Considerable operational and managerial experience (i.e. developing high performing teams, leading the delivery of tangible outcomes in Adult Social Care)
- Proven experience of partnership working, including ability to influence and lead multi-agency initiatives effectively.
- Considerable experience in stakeholder engagement, co-production, gathering insight and trends using data to inform change and improvement in the services we deliver.
- Experience in preparing committee reports, presentations, statutory returns, responses to audits and other documents to a high standard.

Knowledge

- Comprehensive knowledge of statutory regulations relating to service area and related functions.
- Able to act as the subject matter expert when advising/ Ability to persuade and influence senior management and elected members on complex/specialist issues related to their service areas.
- Demonstrable knowledge and understanding of the statutory, policy and strategic commissioning framework within which Adults services operate and their context within local government as a whole.
- Expert level knowledge of the national assurance and performance framework for Adults Services.
- Ability to speak fluent English as stated in Part 7 of the Immigration Act (2016)

Desirable

Qualifications

Essential

- Educated to degree level with a relevant professional qualification.
- Evidence of work related continuing professional development.

Desirable

All disabled applicants meeting the essential criteria will be interviewed.



What You Will Deliver

Key tasks and responsibilities

Role title	Head of Service: Adults Quality, Performance and Assurance	
Directorate	Adults and Health Services	
Reporting to	Paul Coles, Service Director – Adults Commissioning	
Grade	5	
Evaluation ref	NOM0338	
Role Purpose	<ul style="list-style-type: none"> To lead on the development of Adult Social Care strategy and policy for Somerset Council, responding to any local developments, statutory changes, external assurance requirements and national social care reform activity. To deliver the council's response to Care Quality Commission assurance and sector-led improvement activity To lead on effective risk management on behalf of the Adult Social Care service To ensure our quality standards and our performance are the best they can be to deliver good outcomes and safeguard the most vulnerable adults in our communities. 	
Key results area	<ul style="list-style-type: none"> ASC Strategy development 	Accountability Strategy and Transformation <ul style="list-style-type: none"> Oversee the development of the ASC Strategy, ensuring alignment to the Council's strategy and corporate plan and the Intergrated Care System (ICS) strategy for Somerset. Influence and contribute to the development of Somerset Integrated Care system strategy as it relates to Adult Social Services, ensuring alignment of priorities and transformation activity. Ensure joint delivery plan reflects ASC priorities. Establish a framework for monitoring delivery of the ASC strategy informed by transformation activity, service improvement plans, key performance indicators, and the ASC forward plan. Ensure ASC services are developed with continuous input from people with lived experience. Lead on business and service development plans for the functions under area of responsibility and ensure that these are developed and implemented via a framework of customer and staff involvement. Hold the service to account for the delivery of MTFP savings targets.

- Policy and guidance

- Adult Social Care Assurance
- Performance
- Statutory Returns
- Care Market Quality
- Safeguarding Adults Board

Policy and guidance

- To horizon scan to keep abreast of new developments and respond to changes in standards and legislation to ensure Somerset remains compliant through maintenance and development of its policies and public/service facing information.
- Ensure that Somerset is influencing key national policy by responding to consultations and volunteering for pilots and trials. Ensure Somerset is bidding for grant funding where this is relevant to our priority areas for development.
- To provide advice and guidance on the implementation of adult social care policy and practice in accordance with changes to national legislation and best practice.
- Provide advice and support to elected members ensuring clear communication and delivery of council, Executive and Scrutiny objectives.
- Ensure knowledge and application of policy is of a high standard across adults service workforce.
- Promote and ensure effective public-facing information relating to adult social care

Quality, Performance and Assurance

- Contribute to the design, development, implementation, evaluation of a strategic framework for performance management and quality assurance
- Ensure that practice and process is effectively challenged and where improvement is required, ensure that this is identified to Principal Practice Leads, Strategic Managers and Service Directors so that appropriate action can be taken. Hold to account and monitor the impact of the subsequent actions to ensure necessary improvements are then made.
- Create organisational and cultural conditions which foster excellent performance and innovation amongst employees, ensure learning from best practice elsewhere and develop a culture of continual learning to improve practice and performance.
- Oversee and direct the preparations and response to ASC Care Quality Commission (CQC) Assurance requirements.
- Maintain a robust self-assessment of Adult Services, highlighting areas where performance and outcomes do not reflect CQC Key Lines of Enquiry. Ensure plans are in place to mitigate these gaps
- Lead somerset's involvement in sector led improvement activity across the South West region

<ul style="list-style-type: none"> • Governance • ASC risk management 	<ul style="list-style-type: none"> • Implement and continually improve evaluation of the quality monitoring systems for regulated and non-regulated services, eg care homes, domiciliary care, day care, regulated and non-regulated contracts etc, to include accountability for the delivery of PAMMS (Provider Assessment and Market Management Solution) in Somerset • Accountable for leading on care provider business failure / closure activity in line with Care Act statutory duties and ensure Care Provider QA Service maintains public-facing policies regarding their quality and risk monitoring approach. • Contribute to the multi-agency quarterly Commissioning and Quality Board ensuring robust decisions are taken in response to provider quality/safety risk in partnership • Attend Somerset ICB System Quality Group meetings on behalf of Adult Social Care • Lead the Adult Social Care work with the Safeguarding Adults Board (SAB); ensure the SAB is well serviced so that it fulfils its statutory functions effectively and holds the Council and all its partners to account, managing the SAB manager. • Chair the monthly Adult Social Care Workforce Board ensuring the effective delivery of a Strategy and delivery plan <p>Governance and Risk</p> <ul style="list-style-type: none"> • Manage the smooth operation of ASC governance arrangements and the ASC forward plan. • Ensure proactive management of ASC risks driving collective responsibility across ASC senior management via corporate risk management system
<p>Corporate Responsibilities</p>	<ul style="list-style-type: none"> • Provide clear leadership to deliver the Council's strategic priorities and meet the Council's financial targets. • Update and advise Elected Members in respect of operational and policy issues in relation to the Adults and Health Services teams. • Lead the Quality, Policy, Performance and Assurance teams with a clear identity in terms of flexible and responsive ways of working, inclusive and diverse culture, and high level of employee engagement and wellbeing. • Undertake representational and communication duties on behalf of the Council to promote and protect the

Council's interests in matters concerning their specialist areas.

- Function as an ambassador for the Council promoting, both internally and externally, the Council's vision, strategic aims, and values.
- Value the diversity of Somerset's communities ensuring equality of access and treatment in service delivery and employment.
- Function as a role model for Somerset's vision and values. Promotes a culture of continuous improvement that encourages creativity and innovation to ensure services are efficient and develop the potential and flexibility across the Council and its workforce including the motivation and development of employees within the Adults and Health Services service teams.
- Ensure that all services place a high value on customer responsiveness by demonstrating a commitment to meeting and involving the broadest range of direct and indirect service users, citizens, customer, and communities.
- Support the delivery of the Council's key strategic aims and objectives ensuring understanding and commitment from staff from across the Adults and Health service.
- Keep abreast of specific statutory or regulatory duties contained within the role to ensure any challenges and opportunities in the delivery of services are responsive, compliant, and well communicated to customers, communities, and business as appropriate.
- Support Corporate and Directorate specific transformational change programmes with the aim of maximising efficiency, modernising services, and achieving better outcomes and opportunities for service users and customers.
- Ensure flexibility in reacting to the needs of the Council, its' customers and partners supporting a culture of continuous improvement.
- Ensure compliance with all relevant legislation, the Council's standards of conduct, organisational policy, and professional codes of conduct to uphold standards of best practise.
- Accountable for compliance with all relevant health and safety legislation and Somerset Council H&S policies.



Dimensions of role**(Relevant facts and figures that relate to the key results areas and on which the role has an impact or influence e.g., budgets or staffing include a comment on planning horizon)**

- Support the management of a £186m budget across Adults Services and oversee both pay and non-pay expenditure for the Policy / Performance / Quality / Assurance / services and the Safeguarding Adults Board support staff.
- Responsible for strategic planning for Adults and Health Services on a 3-5 year timeframe whilst ensuring in-year service planning cycle is completed across services.
- Oversight and operational responsibility for the Safeguarding Adults Board
- Responsibility for completing statutory returns and responding to national consultations on policy development.
- Work with the CQC and Care provider organisations in the maintenance of high standards of quality in the provision of care services in Somerset

Notes

Competencies / attributes	
Working conditions:	
Working arrangements:	<i>Hybrid working arrangement with a mix of remote working and working across Somerset Council offices</i>

Further information specific to this job

The successful candidate has a responsibility for promoting and safeguarding the welfare of the children and young people they are responsible for or come into contact with.

Somerset Council is subject to Part 7 of the Immigration Act (2016) and therefore the ability to speak fluent English will be an essential requirement for customer-facing roles.

This job requires a criminal background check (DBS) via the disclosure procedure.

What We Will Offer You in Return

Salary and grade:	Grade 5 - £76,261 per annum
Contract type:	Permanent
Location:	Taunton (hybrid working)
Hours of work:	37 hours per week. These will be in agreement with the Line Manager.
Annual leave:	<p>For this grade:</p> <p>These will 33 days..</p> <p>This is inclusive of two statutory days. In addition, there are 8 bank holiday days.</p> <p>Please note, the amount stated will be pro-rata for part-time and fixed term contract posts.</p> <p>The annual leave year starts on 1st April.</p>
Probationary period:	The appointment will be subject to a probationary period of 6 months. Internal applicants who have already completed their probationary period would not normally be expected to complete this again.
Notice period:	Following completion of the probationary period, this post will be subject to a notice period of three calendar months on either side.



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