



JOB DESCRIPTION

Job Title	Service Manager - Safeguarding		
Directorate	Adults Services - Operations		
Reporting to	Principal Social Worker/Strategic Manager – Safeguarding and DoLS		
Grade			
Evaluation ref:	NOM0345	Job ref:	Family
Role purpose			
Purpose			
<ol style="list-style-type: none">1. Provide expertise and strong management to drive performance and to commission and/or deliver the Council's priorities and meet service targets, as a member of the Council's Senior Management Group.2. Provide clarity, management and motivation in delivering the New Operating Model, the County Plan and other Council transformation programmes as required.3. Ensure the effective understanding and operation of any specific statutory or regulatory duty contained within the role.4. Advise Members and Directors in respect of operational planning and commissioning, policy matters and service delivery issues and engage with partners in the promotion, communication and delivery of services.			
Responsibilities			
Key Accountabilities			
<ul style="list-style-type: none">• Create, agree and deliver service plans and prioritise activities and projects.• Identify and deliver opportunities for service change and improvement and scope, plan and manage change in corporate and professional activities. Develop audit and review performance outcomes and customer feedback in order to meet customer requirements and to increase operational efficiency and effectiveness.• Develop and maintain effective customer relations and feedback channels and work to improve levels of customer service and satisfaction.• Resolve complex operational and service-based problems and conflicts raised through the service escalation process and ensure positive outcomes.• Responsible for service budget and optimising the use of financial and other resources (including commissioning frameworks, income streams etc.) to locally commission and deliver services on time, to budget and to the quality standards required.• Recruit, review the performance of and ensure the development of individual professional and other team members.• Operate information and communication systems to provide business and management information used to support and informs operational decision making.			

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- Develop and maintain effective personal networks with partner agencies, suppliers and contractors etc. in order to maintain continuity and quality of service.
- Communicate clearly and succinctly and use influence and persuasion to negotiate and achieve service objectives.
- Adhere to the Somerset Code of Conduct.

Duties and Responsibilities

- Review, develop and implement systems for managing safeguarding and whole service concerns, delivering sustained improvements to ensure excellent professional standards and safe practices are maintained ensuring a person-centred social work approach which achieves the outcomes that people want. Develop and implement continuous improvement plan to embed lessons learned.
- Co-ordinate and chair where appropriate safeguarding/adult protection meetings and ensure that timely and thorough enquiries are carried out to protect a vulnerable person at risk. Lead and support practitioners making sure they focus on what the adult wants, which accounts for the possibility that individuals can change their mind on what outcomes they want through the course of the intervention.
- Develop an effective working relationship with the MASH. Identify and escalate significant individual and family at risk, recognises the key role of carers in relation to safeguarding, directly or through the Strategic Manager Mental Health & Safeguarding.
- Develop an effective working relationship with and contribute to the work of the Somerset Safeguarding Adults Board. Take responsibility for leading on initiatives related to safeguarding and relevant whole service concerns that come out of the Board's work programme.
- Lead on the overall delivery of safeguarding services across the system to ensure the consistent and timely application of threshold decisions are made and actions taken under Section 42 of the Care Act and feedback on outcomes to relevant stakeholders.
- Contribute to the development of the Somerset Safeguarding Adult's Board's Strategic Plan.
- Develop and implement a performance framework and systems that feeds into the Safeguarding Adults Collection (national data return) and uses the benchmarking data to continually improve practice and performance.
- Establish and develop feedback models to gather intelligence from service users, operational staff and service providers. Ensure Somerset Safeguarding policies and guidelines are embedded effectively with an emphasis on a sensible individual risk appraisal, which takes into account individuals' preferences, histories, circumstances and lifestyles to achieve a proportionate tolerance of acceptable risks.
- Contribute to the development of a risk-based model of quality assurance leading and shaping safeguarding elements in conjunction the NHS and the Police.

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- Drive up quality of provision across regulated and non-regulated commissioned services through the development of early intervention strategies by providing timely support, critique and challenge to providers to avoid issues escalating to safeguarding issues. Ensure all policies and procedures reflect excellent professional standards.
- Contribute to Strategic Commissioning and Adult Social Care policy development and service planning across the full range of services, by working with commissioning/information management colleagues to collate and analyse statistical data.
- Ensure that both qualitative and quantitative information from individual service users and their carers are central to the safeguarding quality assurance process development.
- Manage the response to complaints, compliments and feedback in line with organisational policy and procedure. This may include undertaking complaint investigations on behalf of the service.
- Ensure that health and safety policies are implemented and that appropriate action is taken where necessary.
- In consultation with Line Manager, identify own learning needs and take responsibility for promoting their own continuing professional development. This will include the maintenance and updating of a self-held training and development record as is required by their professional registration. Share expertise and developments in professional knowledge base, such as in relation to evidence-based research findings, professional practice methods, professional values and legislation.

Leadership and management

- Manage and supervise the performance and development of a team of multi-disciplinary staff and ensure, through direct or delegated supervision and appraisal processes, that professional practice is maintained and developed within safeguarding and quality assurance standards and that all work is carried out within a legal framework. Ensure organisational and professional standards of conduct are upheld and implement disciplinary and grievance procedures and sickness management where appropriate to proactively manage performance.
- Build a high performing team, deploying staff according to service requirements taking account of skills, experience, professional qualifications and development opportunities. Ensure consistency in deployment approach across the Adults & Health Operating Model through working closely with peers. Manage the recruitment and induction of new staff, and review staff progress during the probationary period.
- Accountable for the service budget; actively addresses financial pressures through service innovation and effective decision making to deliver an efficient and high-quality service. Promote opportunities to staff to increase efficiency and reduce costs Work with support services and other staff to maintain effective information and administrative systems that support and monitor the work of the team.

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- Ensure that the service is able to provide a timely response to emergency or crises situations. Be available for consultation and respond to the emergency duty team and senior management outside of normal office hours.
- Facilitate effective communication with senior managers and key stakeholders where there are significant policy implications or issues of particular sensitivity.
- Ensure and raise professional and practice standards for frontline staff.
- Ensure organisation, professional and practice standards and objectives are adhered to and implemented within the statutory framework as set out in legislation.
- Take the lead on raising the profile of the service internally and externally.
- Be the representative/voice of adult social care in Somerset on various joint decision-making bodies as required, eg CHC, Complex Care Panels etc.
- Ensure effective reporting to senior managers and key stakeholders to demonstrate service performance and improvement.
- Identifying and mitigating risk as related to provision issues.
- Build and maintain effective relationships with providers.
- Work with partners to ensure a coherent approach and alignment of processes with external partners, eg CQC

Impact

Resources

- Overall management of a range of professional, specialist and support staff
- The postholder will manage a team with a minimum of 4 direct reports comprising 3 Safeguarding Advanced Practitioners and a Practice Development Advanced Practitioner.
- Responsible for the Service Budget of approximately £1m

Relationships

- Build effective working relationships with the Director of Adults Social Services, Safeguarding Adults Board Manager, Adults and Health Operations Director and Strategic Managers across Adults & Health regarding effective Safeguarding practice.
- Work closely with the Service Manager – Quality Assurance to ensure safeguarding is effectively embedded in quality assurance and contract management processes.
- Proactively manage relationships with national professional bodies and help raise Somerset's professional profile.
- Build effective relationships with frontline staff, senior managers, peers, health professionals and other Council staff as required.
- Proactively liaise with other partner agencies regarding safeguarding and related service developments, highlight and work to resolve any issues as required to ensure the effective delivery of safeguarding services to service users. Key contacts will include liaison with Councillors, Housing Officers, the Police, DWP, solicitors and, general practitioners.



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- Work with voluntary and independent providers, develop and maintain relationships to ensure sustainable and effective service provision.
- Act as an adviser/organisational representative, giving talks or presentations to staff both within and outside the organisation, as well as service users, carers and members of the public to promote the development of excellent service delivery.

Knowledge / Experience / Skills

	Essential	Desirable	
Knowledge			
Significant knowledge and experience of the development, agreement and delivery of service plans.	X		
Experience			
Substantial managerial experience and skills gained at a senior level, including making a contribution to the corporate management of an organisation where required.	X		
Demonstrable experience of partnership working including the ability to influence and, where appropriate, lead multi-agency groups and projects to deliver services and initiatives.	X		
Sound understanding and practice of multi-disciplinary working.	X		
Demonstrable experience of engagement with communities and customer feedback channels to shape and inform improved customer services.	X		
Demonstrable experience of operating equality and diversity measures in the local commissioning and delivery of services.	X		
Track record of the flexible use of financial and other resources (including the service commissioning framework and opportunities for income streams) in the delivery of services on time and within budget.	X		
Demonstrable experience of the effective deployment, continuing development and supervision of professional and other staff resources.	x		
Sound understanding and experience of the use of information and communication systems to inform operational decision making and recommendations/actions concerning service improvement.	X		



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Significant experience of the operation and achievement of performance management and quality assurance models.	X		
Change management experience.	X		
Qualifications / Registrations / Certifications			
Relevant professional qualification.	X		
Evidence of work-related continuing management development.	X		
Social Work England/HCPD registered or equivalent.	X		
Skills			
Promotes the need for change and acts as a role model for change.	X		
Positive, committed, adaptable, thorough and confident approach.	X		
Ability to work to deadlines and to motivate others to work effectively and demonstrate a duty of care.	X		
Committed to diversity in service delivery and employment.	X		
Innovative and creative approach to service development and value.	X		
Customer and Communities- focussed.	X		
Personal integrity.	X		
Drive and self-motivation – “can do” attitude.	X		
Sound analysis and decision-making in dealing with complex service delivery and/or policy development matters.	X		
Working Conditions			
<p>Regular travelling and able to travel countywide, including travel outside standard work hours and to areas that are not currently serviced by public transport. This role involves working within a dynamic and supportive local authority environment. Candidates should be prepared for the following conditions:</p> <ul style="list-style-type: none"> • Work Hours: Standard working hours are 37, with occasional requirements for evening or weekend work to meet project deadlines or attend community events. • Location: The primary work location is County Hall, with opportunities for remote work as per organisational policies. • Travel: Some travel within the local area may be required for meetings, site visits, and community engagement activities. • Work Environment: The role involves working both independently and as part of a team, with access to modern office facilities and resources. 			

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- **Health and Safety:** Adherence to all health and safety regulations is mandatory, ensuring a safe working environment for all employees.

Working Arrangements

Somerset Council's dynamic Working Strategy will be applied to this position.

Corporate Responsibilities

- Ensure compliance with all relevant legislation, organisational policy, and professional codes of conduct to uphold standards of best practise.
- Deliver the aims of the council's equality, diversity and inclusion policies; health, safety and wellbeing of self and others; and Organisational values in everything you do, ensuring team members are also aware of their responsibilities and maintaining their understanding that Equality and Diversity practice covers both interaction with staff, service users and communities and includes challenging discrimination and promoting equality of opportunity for all.

Date: