

Post No. :	3741
Post Title:	Assistant Director of Adult Social Care (Operations)
Directorate:	Adult Services
Division:	Adult Social Care
Section:	Adult Services Management Team
Reports To:	Director of Adult Social Services (DASS)
Location:	Bickerstaffe House
DBS Status:	Enhanced check with an Adult Barred List check Enhanced check without a Children’s Barred List check
Grade:	Grade H8

Role Purpose
<p>To support the Director of Adult Social Services (DASS) in providing leadership and professional direction, with a focus on operational oversight, to ensure the Council fully discharges its statutory responsibilities under the Care Act 2014, promoting individual wellbeing, independence and choice for adults with care and support needs in Blackpool.</p> <p>To lead oversight of assessment and eligibility, care and support planning, safeguarding, market shaping, and the integration of services with health, housing, and community partners to achieve improved outcomes for vulnerable adults, their carers, and families.</p> <p>To support the DASS in providing overall leadership of the Adult Social Care Directorate, ensuring statutory compliance, quality assurance, financial sustainability, and risk management.</p> <p>To play a critical role in leading continuous improvement, responding to inspection and assurance activity, and ensuring that services uphold the Council’s legal responsibilities for safeguarding adults at risk, promoting wellbeing, reducing inequalities, and supporting people to live safe, independent, and fulfilling lives in their communities.</p>

Main Duties and Responsibilities
<ul style="list-style-type: none"> • To provide leadership, management and development of Adult Social Care Services. • To directly line manage Social Care Heads of Service. • To deputise for and also represent the DASS in key meetings within the Council and in multi-agency settings. • To provide a high standard of service to adults, carers and families according to statutory and best practise requirements through effective operational delivery. • To lead and drive improvement activity in order to achieve a Care Quality Commission (CQC) rating of ‘good/Outstanding’. • To support the Assistant Director of Transformation with inspection planning across the partnership and the interface with regulatory inspection bodies such as CQC. • To ensure all employees are supported and developed in line with Council Values and Adult Services Vision. • To manage workforce sustainability with particular attention to recruitment, retention, employee development and wellbeing. • To develop the Adult social care management teams, fostering a culture of high expectations, high challenge and high support. • To lead and manage delivery against the Adult Services improvement plan through motivation and empowerment, ensuring any identified weaknesses and gaps in performance in attaining objectives is managed. • To ensure business continuity in service performance and management. • To effectively manage budgets within the parameters of the agreed Medium Term Financial Plan.

- To develop positive and effective relationships with Elected Members, partner agencies and colleagues and work collaboratively to develop and deliver services.
- To maintain and actively promote good employee relations with relevant Trade Unions.
- To ensure employees and partners understand and comply with policies and procedures throughout Adult Services.
- To directly commission and respond to, investigations into complaints and representations as required as raised by political members, service users and other stakeholders.

Qualifications	Essential or Desirable ▶	E/D
• Professional social work qualification e.g. Degree social work, DipSW/CQSW/CSS.		E
• Professional registration with Social Work England.		E
• Post Graduate Qualification (e.g AMHP-Approved Mental Health Professional, BIA-Best Interest Assessor).		E
• Leadership and Management Qualification Level 5 (e.g ILM, Chartered Manager).		E

Knowledge, Skills and Experience	Essential or Desirable ▶	E/D
Knowledge		
• Significant knowledge of current legislation relevant to Adult social care.		E
• Significant knowledge of safeguarding procedures relevant to the protection of Adults.		E
• Significant knowledge of Adult Social Care, inspection frameworks and regulatory regimes.		E
• Significant knowledge of influencing, developing and implementing organisational culture change strategies within a diverse organisation.		E
• Significant knowledge of strategic planning and implementation.		E
• Significant knowledge of the major issues facing local government and the public sector and their potential implications.		E
• Significant knowledge of equality, diversity and inclusion, and how to embed practices which deliver equitable outcomes for service users.		E
• Substantial knowledge of professional development and continuous learning techniques.		E
Skills		
• Ability to engage and quickly build credibility with senior managers, partners and stakeholders at all levels, managing relationships and developing an understanding of the needs and priorities of different groups.		E
• Ability to successfully influence key decision makers at senior levels, both internal and external to the Council.		E
• Ability to utilise significant judgement to lead the design and delivery of operational business plans to resolve service issues or improve services; including creative and innovative thinking and risk assessment.		E
• Ability to effectively collaborate with other services for overall organisational effectiveness.		E
• Excellent leadership skills with the ability to lead people through change and the implementation of complex projects and plans.		E
• Well-developed analytical skills and an ability to think critically.		E
• Organisational and planning skills that which are adaptable to respond to risks, issues and dependencies.		E
• Excellent interpersonal and networking skills and have a proven ability to sustain successful internal and external stakeholder relationships.		E
• Ability to constructively challenge the practice, views and perceptions of others.		E
• Ability to deliver professional presentations and briefings to differing audiences.		E
• Excellent ICT, numeracy and literacy skills.		E
Experience		
• Significant experience of strategically and operationally leading services and supporting teams through significant transformational change.		E
• Significant experience in the use of safeguarding procedures relevant to the protection of Adults.		E

<ul style="list-style-type: none"> • Significant experience of working within an Adult Social Services environment. 	E
<ul style="list-style-type: none"> • Significant experience of strategic leadership, implementing new ways of working and delivery of agreed outcomes at a senior level. 	E
<ul style="list-style-type: none"> • Significant experience of collaborating across different services, including external stakeholders, to ensure delivery of project objectives. 	E
<ul style="list-style-type: none"> • Significant experience of operationally managing high levels of risk associated with service provision to complex vulnerable adults and/or children. 	E
<ul style="list-style-type: none"> • Substantial experience of working within a political environment and establishing relationships with elected members. 	E

<p>Vision and Values</p> <p>Blackpool Council's new Council Plan outlines what our vision and priorities will be during from 2024 to 2027.</p> <p>This plan continues to develop Blackpool into a more rounded place, proud of its status as the holiday choice of millions, but with many more strings to our bow than the tourism economy. By building on our strengths and nurturing emerging specialities, we are starting to see the development of a diverse, resilient economy, with a variety of opportunities to suit workers of all skill levels, which both attracts staff and provides further opportunity for them to stay locally as their career develops.</p> <p>This is the central purpose of our work. Supporting communities without providing opportunities for growth does them a disservice, and a diverse economy is crucial to strengthening our collective sense of place and worth. From large scale projects to small scale changes, intensive engagement to signposting options, this plan also aims to ensure that the council is aware enough of how it can make a tangible difference to people’s lives, and is in a strong enough position to deliver it.</p> <p><u>Our vision for Blackpool is that we will:</u></p> <p>Retain our position as the UK's number one family resort, with a thriving economy that supports a happy and healthy community who are proud of this unique town.</p> <p><u>Our Priorities</u></p> <p>We have two priorities:</p> <ul style="list-style-type: none"> • Priority one - Communities: Creating stronger communities and increasing resilience. • Priority two - The Economy: Maximising growth and opportunity across Blackpool. <p><u>Our Values</u></p> <p>We aim to:</p> <ul style="list-style-type: none"> • Deliver quality • Be fair • Be accountable • Be compassionate • Be trustworthy

<p>Equal Opportunities:</p> <p>We do our utmost to ensure that there is no unjustified discrimination in the recruitment, retention, training and development of staff on the basis of their age, sexuality, religion or belief, race, gender or disabilities.</p>
