

Post No. :	New JET1015 v3
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

- 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.
- 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.
- To support the DASS in providing overall leadership of the Adult Social Care Directorate, ensuring statutory compliance, quality assurance, financial sustainability, and risk management.
- 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.

Main Duties and Responsibilities

- To provide leadership, management and development of Adult Social Care Services.
- To directly line manage Social Care Heads of Service.
- To deputise for and 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 Adult Services – 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, 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
• Significant experience of working within an Adult Social Services environment.		E
• Significant experience of strategic leadership, implementing new ways of working and delivery of agreed outcomes at a senior level.		E
• Significant experience of collaborating across different services, including external stakeholders, to ensure delivery of project objectives.		E

Significant experience of operationally managing high levels of risk associated with service provision to complex vulnerable adults and/or children.	E
Substantial experience of working within a political environment and establishing relationships with elected Members.	E

Initiative and Independence

The post holder requires a high level of initiative and has autonomy in organising and planning their own workload and the work of social care. This will require them to deal with serious problems, major decisions and unanticipated problems on a daily basis.

The post holder will deputise for the Statutory DASS and as such will have autonomy to make relevant decisions delegated to them, commensurate to Delegated Chief Officer status.

The post holder will work to professional standards and guidelines within health and-social care following statutory timescales and legislation relevant to regulatory bodies e.g. CQC.

Relationships/Nature of contacts

Internal

- Provide advice and guidance to elected Members, managers and colleagues in Adult Services and across the Council in areas, relevant to expertise and knowledge.
- Liaise collaboratively and effectively with Commissioners and Care Management Teams in performance management, blockages and service delivery issues, and service change and development.
- Provide 'expert' function and act as 'point of contact' to the Council for matters relating to adults regulated care.

External

- Provide advice and information, influence decision making in working parties and multi-agency forums, representing the Service, Division or Council.
- Work collaboratively with external stakeholders, Commissioners and formal bodies, including Health, Police, Probation, Voluntary Sector, CQC (Care Quality Commission), Department of Health and Social Care (DHSC), Safeguarding Adult Board Represent the Council at Regulated Provider Forums.

Responsibility for Resources (Financial, Physical, Capital, Information)

Financial Resources

- Full financial responsibility for Operations within Adult Services, gross budget approximately £20million per annum, including the Operational staffing budget of approximately £3m per annum.
- Oversee the Commissioning budget approximately £60m per annum reporting to the DASS on spending.

Physical Resources

- Laptop and mobile phone.

Capital Resources

- None.

Information Resources

- Responsible for manual and computerised data requiring high levels of confidentiality due to the safeguarding nature of the records.

Responsibility for People (including supervision/training of staff or clients)

Line manage five Heads of Service undertaking all HR functions and IPAs:

- Head of Adult Social Care
- Head of Mental Health
- Head of Learning Disability and Autism

- Head of Transformation, Governance and Assurance
- Principal Social Worker and Head of Safeguarding Assurance and Practice Development

The post holder will be a member of the Adult Services Senior Management team and will operate in a political and multi-agency environment working at a very senior level.

The operational plans which the post holder is accountable for developing and delivering will have a significant impact on outcomes for people who access Adult Social Care and their carers/families in the future.

Mental and Emotional Demands

Mental Demands

- The post holder will be working in a very complex multi-agency environment and within a statutory framework where there are significant amounts of very complex, sensitive information to analyse, in order to determine strategic priorities and operational impacts of actions.

Emotional Demands

- The post holder will have some direct contact with vulnerable adults, their carers and families. The post holder will encounter information that will be potentially distressing in nature.
- In addition, through leadership of the Social Care Service, the post holder will make decisions involving highly sensitive safeguarding situations which will have significant impacts on vulnerable adults.

Planning Requirements

- Produce complex long term financial and non- financial plans and strategies which may exceed a time span of between three to five years.
- Lead on and plan departmental savings targets to deliver overall financial recovery and ongoing financial controls on expenditure.
- Produce complex plans and strategies which will deliver sustainable improvements and transformation of the adult services department.

Key Facts and Figures

Working Conditions (This information is used to carry out any pre-employment medical questionnaires and to evaluate the Job Evaluation Working Conditions factor)

Manager Assessment of Working Conditions (percentage of time involved)

Manual Handling – Heavy Loads (over 25KG)	0%	Manual Handling – Light to Moderate (under 25KG)	0%	Vibrating plant/ tools/ equipment	0%
Noise	0%	Repetitive work activity/ operations	0%	Prolonged standing/ walking	0%
Prolonged sitting in a constrained position	0%	Confined spaces	0%	Extremes of temperature (e.g. very hot / cold)	0%
Adverse weather conditions (e.g. frost, rain, etc.)	0%	Working at Height	0%	Driving HGV/ LGV/ PCV/ Minibus	0%
Fumes, dusts, gases, etc.	0%	Solvents, oils, paints, de-greasers, etc.	0%	Pesticides, herbicides, insecticides	0%
Detergent or other cleaning chemicals	0%	Biological hazards (e.g. vomit, urine, blood, sharps)	0%	Display screen equipment	80%
The job involves working with (percentage of time involved)					
Plant and/or machinery	0%	Vehicles (including driving)	0%	Electricity	0%
Welding	0%	Food Handling	0%	Animals	0%

Job Outline

Working alone	0%	Working with vulnerable people	5%	Working with people with additional needs	5%
Working with members of the public	5%	Other (please state):			
Frequency of Risks that may apply whilst working in a people related environment					
Risk of Abuse	Monthly	Risk of Aggression	Monthly	Risk of Injury	None

Vision and Values

Blackpool Council's new Council Plan outlines what our vision and priorities will be during from 2024 to 2027.

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.

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.

Our vision for Blackpool is that we will:

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.

Our Priorities

We have two priorities:

- Priority one - Communities: Creating stronger communities and increasing resilience.
- Priority two - The Economy: Maximising growth and opportunity across Blackpool.

Our Values

We aim to:

- Deliver **quality**
- Be **fair**
- Be **accountable**
- Be **compassionate**
- Be **trustworthy**

Equal Opportunities:

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.