**LONDON BOROUGH OF LEWISHAM**

**JOB DESCRIPTION**

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| Designation: | Lead Operational ManagerTransitions  | Grade: | PO8 |
| Reports to (Designation): | Service Manager for area | Grade:  | SMG |
| Directorate:*Update 18.5.19* | Community Services | Section: | Adult Social Care,  |

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| **MAIN PURPOSE OF THE JOB** - there are a number of Lead Operational Management posts in adult social care, some with a slightly different focus and so there are different portfolios.Lead Operational Managers will operate within Adult Social Care. They will take a lead role in implementing integrated working arrangements with childrens services, community health, Gp’s and other key stakeholders, including safeguarding. They will coordinate the day to day work of the teams alongside Service Manager and senior colleagues, but will have a leadership role in ensuring strategic change is implemented. The lead OM will represent OM colleagues at specific management meetings as required by the service manager, they will also hold a strategic portfolio of projects and service improvements. The expectation is that the lead OM will cover for and represent the service manager when the service manager is off siteLead Operational Managers will manage and co-ordinate the work of a multi-disciplinary team in Integrated Neighbourhoods/Safeguarding areas to ensure the provision of high quality, effective service delivery. Responsible for developing, delivering and improving services within Transitions area, taking into account the contribution of health and community partners. Ensure that the principles of prevention, choice and control for service users and carers utilising a strength based approach to assessment are embedded in the work of the team. Ensure that all risks are appropriately managed, and to act immediately to reduce risk and address safeguarding concerns. Monitor the performance of the team against targets to ensure performance measures are achieved. Monitor and work within allocated resources. The Lead Operational Manager will ensure that a whole system approach to deliver person centred care and improve the provision of services to young adults aged 14-25 who are on a Transitions pathway. |
| **SUMMARY OF RESPONSIBILITY AND PERSONAL DUTIES:**1. Ensure multi agency staffing resources are deployed effectively so that professional performance standards and statutory time scales are met and maintained.
2. To lead and advise staff on complex case work including preparation of court documentation. Where necessary personally manage complex cases.
3. To lead a portfolio of work including, but not exclusive of:- Engage with families where children are aged 14+, and provide a high quality of transitions/support/practice to children with disabilities and their families;- Ensuring that a clear understanding of the transitions service is communicated across the partnership;- Lead the operations of the programme, working directly with the service manager and others to help scope improvement projects;- In partnership with key officers maintain influence to share the services in partnership with the SEND strategy and ensure that the work in this areas is connected.
4. To ensure multi agency teams delivery care and support in an integrated and seamless way to Service Users and Carers.
5. To hold as portfolio and lead on service improvement projects and special interest subjects as identified and agreed with Service Manager and Head of Service.
6. Promote key working and case management.
7. To work with Council, Health and other partners to develop integrated pathways.
8. Continually monitor performance against key performance indicators and take appropriate action as necessary to meet and improve performance.
9. Ensure effective and regular supervision and appraisal (PES) takes place, as set out in the Adult Social Care Supervision Policy. Set and review targets; monitor individual performance; provide guidance and direction; take appropriate management action to ensure the effective performance of all staff. Ensure risk is being effectively assessed and responded to.
10. Audit and review case files on a regular basis to ensure practice standards are met/exceeded. Record management actions. Take remedial action as necessary.
11. Review and monitor case recommendations made by assessment staff. Make effective decisions in authorising any such recommendations, taking personal responsibility for any decisions made.
12. To make checks that a strong ethos exists in all interventions of ‘help people help themselves or one another through initiatives to facilitate and support increased individual and community capacity, social inclusion and community networks, reciprocal support and sustainable caring roles’.

 1. Initiate, develop, monitor and maintain standards of service as defined by the directorate, taking a proactive role in implementing changes.
2. Ensure effective systems are in place to meet the expectations on the service. Ensure staff maintain IAS and other systems.
3. Develop and use expertise in specific activity area to initiate, establish and monitor service change. Use monitoring information, including service user feedback, to effect continuous service improvement.
4. Prepare reports, correspondence, procedures etc. and contribute to the development of an annual business Service Plan.
5. Respond as required to complaints regarding the service.
6. Work closely and flexibly with other Operational Managers both within the unit and across the division to build inter-team and unit relationships. Work in units across the division as required to provide effective management of Adult’s services.
7. Operate financial and other resource management systems to ensure budgets are effectively and rigorously managed in accordance with Council Financial Regulations. Ensure financial decisions are in the best interests of both the client and the council to ensure best value and tight budget management.
8. Ensure effective management of staff within the team including recruitment; development and training’ appraisal; performance management; absence management; resolution of conflict; implementation of change. Take action as appropriate in accordance with council employment procedures and policies e.g. disciplinary, capability etc.
9. To ensure that the health and safety of staff is given significant priority and that leadership is provided in ensuring that staff take responsibility for their own and others safety. To alert the Service Manager to any situations of high risk which may attract negative public attention to the department.
10. Ensure adherence to legislation, guidance, procedure and policy – both in relation to safeguarding vulnerable adults and children, and as a manager of the council. Ensure services are delivered in accordance with the Council’s Equal Opportunities and Environmental Policies.
11. Represent the unit/division as required. To work closely with internal and external partners at an operational level to promote coordinated, integrated and compatible methods of service delivery.
12. Undertake any other duties commensurate with the level of the post. Maintain and update own technical knowledge and continuous professional development e.g. take a lead for specific area of practice across services.
13. To provide management cover across the professional service as required.
14. To manage any duty systems in the services with other managers, as required.
15. Social Work and Occupational Therapy Operations Managers may be required to work in any Adult Social Care Service Area. This Job Description reflects duties whilst in this service.
16. To reinforce the service model of helping people help themselves or one another through initiatives to facilitate and support increased individual and community capacity, social inclusion and community networks, reciprocal support and sustainable caring roles by taking a strength based approach to case work.
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| **DECISION MAKING*** Allocation prioritisation and mix of resources
* Expenditure for service provision within budgetary authority
* Placement decisions within budgetary and other delegated authority
* Authorisation of assessment staff recommendations/case decision making
* Recruitment
* Performance management issues e.g. disciplinary/capability
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| PERFORMANCE/INDICATORS* KPI’S for unit/team
* Targets set through PES and feedback through PES
* CPD – includes reflection and learning from experience
* Professional capability of team
* Budget position and effective control
* Complaints – number and outcome
* Service user feedback
* Absence levels within the team/number accidents
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The above mentioned duties are neither exclusive nor exhaustive and the post holder may be called upon to carry out such other appropriate duties as may be required by the Line Manager within the grading level of the post and the competence of the post holder

Internal Contacts: These include

Service Users and Parents/Carers

Service Directors

All clinical and non-clinical staff within the Division

Service General Managers (LBL, LHT, CCG)

Heads of Departments (LBL, LHT, CCG)

Heads of Professions

Trust Board, Executive and Management Team

Finance, HR & Training Staff

External Contacts: This will include:

All Commissioning bodies

NHS London (Strategic Health Authority)

General Practitioners

Lead for District Nursing, Clinical Leads, NHS Staff

Other Local Trusts/Providers

Educational Bodies

Voluntary Bodies

Other Relevant External Agencies

To carry out the duties of the post with due regard to the Council’s Dignity at Work Policy and core values.

All employees are required to participate in the Performance Evaluation Scheme (PES) and to undertake appropriate training and development identified to enhance their work.

All employees are required to comply with the Council's Health & Safety policies and procedures at all times, taking due care for themselves, colleagues and members of the public.

Assist in carrying out the Council's environmental policy within the day to day activities of the post.

Undertake other duties, commensurate with the grade, as may reasonably be required.

Consideration will be given to making reasonable adjustments for a disabled post holder

**THIS JOB DESCRIPTION MAY NEED TO BE AMENDED BY THE DIRECTORATE TO MEET THE CHANGING NEEDS OF THE SERVICE**

LONDON BOROUGH OF LEWISHAM

**SOCIAL CARE & HEALTH**

**PERSON SPECIFICATION**

**JOB TITLE:** Lead Operational Manager **POST NO:**

* + - Transitions

**DIVISION:** Adult’s Division **GRADE:** PO8

**The Person Specification is a picture of skills, knowledge and experience needed to carry out the job. It has been used to draw up the advert and will also be used in the short-listing and interview process for this post.**

Those categories marked ‘S’ will be used especially for the purposes of short-listing. Only those applicants who meet these requirements will be short-listed. You should therefore address them fully in your application form.

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| **CATEGORY** | **ESSENTIAL****REQUIREMENT****S** |
| **JOB RELATED KNOWLEDGE, EXPERIENCE AND COMPETENCIES** |  |
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| **Knowledge:** Of current legislation, guidance and research in relation to all aspects of Adult and Children Social Care. Of current policy and practice issues in respect of services to vulnerable older/younger people and their parents/carers**** Of issues faced by adults and young people from minority ethnic communities, or other minority groups. Of financial systems and controls* Understanding of the issues faced by disabled young people and their families and the particular issues faced by young people with severe and profound learning and physical disabilities, sensory impairment, social and communication disorders including Autistic Spectrum, chronic ill health and mental health difficulties

  | **S****S****S****S** |
| **Experience:*** Previous experience and success within Transitions and Learning Disabilities
* Experience of working with complex families and networks

 Of financial management t Of audit and performance management  Of using Information Technology Of managing all aspects of adult and children social care, including the leadership, management, and supervision of professional and support staff and resources Of working within an interagency context.**Competencies** The ability to assist in building strong working relationships in a team, and with other parts of the Adult’s and Childrens Divisions, Council, Health, Voluntary Sector and service users with the aim of collectively achieving service objectives. The ability to take decisive action, based on the options that are available, so that service objectives are successfully achieved The ability to generate viable action plans, putting them into operation, and then monitoring progress to ensure objectives are achieved. The ability to seek ways of improving services or working practices, and to respond enthusiastically to implement changes that are introduced by others  The ability to focus on objectives and delivering outcomes that meet or exceed service expectations.* The ability to prepare and present complex written reports for a variety of audiences
* To be self-motivated and have strong problem solving skills
* Demonstrate a high level of competence in social work practice with families
* Think creatively about improving services and delivery to young people in transitions and their families
* Act as a key advisor and decision maker on transitions issues promoting excellent practice and performance to colleagues across adult and childrens social work teams.

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| **General Education:**  DipSw or Degree level* Registration with HCPC
* Evidence of continuing professional development
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| **Personal Qualities:** Flexible, self-motivated, excellent communication skills1. Ability to work weekends and evenings as necessary
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| **Physical:** Generally must meet LBL requirements for the post. | **S** |
| **Equal** **Opportunities:** Commitment to implement the Council’s Equal Opportunities policy. Demonstrable understanding of Equal Opportunities issues in relation to staffing and service provision | **S** |
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If you are a disabled person, but you are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria you will be shortlisted and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet the requirements.