

Job Accountabilities

Job Title: Director of Adults, Health and Commissioning	Job number: WM0310 Date: October 2019
Directorate: Adults, Health and Commissioning	

JOB PURPOSE

To lead, as a member of the corporate leadership team, the local authority.

To lead, manage and develop the Council's adults, health and commissioning services to deliver high quality, resident-focused, efficient services that meet the council's objectives and secure continuous and sustained improvements in service delivery.

Take responsibility for public health, work on the delivery of the Integrated Care System and the Health and Wellbeing Board

Act as the Council's DASS and provide professional leadership and oversight of adult social services in line with all relevant legislation.

Lead the management team of the directorate, in collaboration with the wider Council Corporate Leadership Team, Elected Members, directorate employees, external partners, residents and service users to the successful achievement of the Council's vision and priorities.

SCOPE OF JOB

Budgets: Budget responsibility TBC

Management/supervision: Direct line management of up to six FTE and indirect management of up to 94 FTE. Functions include strategic commissioning for adults, children and health; strategic commissioning of place based services; strategic performance; public health; information, advice and support services; safeguarding partnership support; better care fund; business systems and transformation support; and; procurement. Partnership working with Achieving for Children and Optalis. Shared services – Adopt Thames Valley; Community Learning and Skills service; Berkshire Equipment Store and the shared public health team. Significant contracts e.g. Achieving for Children, Optalis, block beds, Domiciliary Care, Parkwood, Volkens, Urbaser, Tivoli, Serco.

Other resources: Operate in a complex multi-agency environment with skill and sensitivity, maximising effective partnership working to secure delivery of service and Council objectives.

Contacts: Internal and external contacts including Elected Members, all Council employees, local, regional and national partners including government departments and stakeholders, commissioned services, residents and service users, and professional associations.

Strategy/policies/procedures: Responsibility for developing, reviewing, maintaining and delivering against all related policies, procedures and guidance for the service, as designated by the Royal Borough, ensuring staff are aware of, and adhere to them.

Decision-making: This is a post with statutory responsibilities. Failure to deliver the service properly could result in residents and service users suffering from deprivation and in the worst scenario, death. The post holder will be expected to make and take decisions routinely which will have significant impact and implications without relying upon reference to Elected Members.

Mental demands: Required to manage a wide range of tasks under what will, at times, be stressful, complex and challenging circumstances.

Physical demands: High level of work related pressure in terms of deadlines, conflicting priorities, problem solving and team management roles.

Emotional demands: Required to deal with difficult and challenging issues relating to employees, residents and service users, which may, at times, present significant emotional pressures.

Location/working environment: This post is based in Town Hall, Maidenhead. The expectation is that the post holder will work in a range of locations throughout the borough adhering to 'Smarter' working practices.

Compliance: The post will:

- Take direct responsibility for maintaining the standards of the Royal Borough of Windsor and Maidenhead. Standards are assessed via outcomes achieved by residents and service users, and via external inspections. Failure to deliver a high standard of service could result in reputational damage to the Council.
- Safeguard and promote the welfare of all children/young people and vulnerable adults, including missing children/young people in line with the relevant Children Acts 1989 and 2004, Children and Families Act 2014, Working Together to Safeguard Children 2018 and the Care Act 2014.
- Manage and monitor Health and Safety within the Service including compliance with Health and Safety regulations and responding to new Health and Safety guidance as and when required.
- To demonstrate CREATE values; displaying a commitment to them in all aspects of work.
- Ensure personal compliance with the Council's data security policies and procedures.
- Maintain awareness of the Council's whistleblowing policy and procedures.
- Through personal example and action, ensure that staff and team operates within the Council's comprehensive equality policy.

JOB ACCOUNTABILITIES

Corporate management

Deliver the Council's vision, objectives and annual priorities in line with the constitution, financial regulations, contract rules, and all approved Council policies, procedures and guidance.

As part of the Council's Corporate Leadership team:

- Contribute to the leadership of the Council in a manner that builds ownership and commitment, connects strategies to action, provides clear accountability, manages performance and delivers results.

- Provide leadership and management of the entire council and the specified service, in collaboration with relevant parties, to ensure the Council's vision and annual priorities are realised.
- Actively pursue the engagement of residents and service users in service design, delivery, monitoring and evaluation.
- Use evidence based practice to transform services securing significant and sustained improvements for residents.
- Lead on joint arrangements with external agencies on strategic planning of joint initiatives.

Budget management

Manage financial, human and technology resources to secure cost effective and efficient service delivery. Ensuring a commercial focus and best value with high levels of output and outcomes.

Performance management

Hold responsibility and accountability for the functional aspects of the specified service, using the corporate performance framework. Role modelling collaborative working practices, a strong customer focus, efficient resource deployment, staff effectiveness, continuous service improvement and improved outcomes for residents.

Political and staff management

Support and advise Elected Members on all aspects relating to the strategic development of the service.

Represent the service and Council, as appropriate, at local, regional and national events to promote, present and protect the Council's interests.

Ensure that the Council, through its workforce, is a learning organisation, with services evolving in response to lessons learned from local and national activity. Working with employees to enhance their personal and professional development, achieving high retention rates, effective succession planning, high levels of staff motivation and good employee relations. Promote work life balance and flexible working.

Job specific service delivery

- Lead in the development and implementation of joint and integrated commissioning and procurement strategies for adult, children, health and place based services, to secure good quality services that are responsive to need, reflect usage and provide good value for money.
- Ensure that there is robust contract management in place, balancing quality and delivery, for all commissioned services, holding providers appropriately to account and reporting to the Managing Director and Lead Members on outcomes and achievements.
- Act as the statutory Director of Adult Services.
- Ensure the development and delivery of the high quality, cost effective adult services that meet statutory requirements, national standards, local needs, local and national targets and the council's long term vision.
- Facilitate the ongoing integration of social care and health services.
- Lead the delivery of the Council's public health responsibilities, ensuring that public health is integrated into all council activities and working with the Berkshire-wide shared public health team to ensure that there is a consistent approach across the county.
- Lead the communications and marketing function for the council, ensuring that there is consistent, quality communications promoting the council's activities, the brand is maintained and the reputation of the council is protected.
- Lead the development and delivery of the corporate policy development service in line with statutory requirements, national standards, local and national targets.

- Lead the development and implementation of the corporate performance management framework and a comprehensive performance tracking and recording system for all services that enables current performance and trends to be understood and used to drive service improvements.
- Lead digital transformation across the council, including customer relationship management, website, systems integration and technology enabled care including managing and developing business systems for the directorate and commissioned services, including schools, in order to ensure appropriate support systems are in place to facilitate service delivery.
- Provide strategic leadership and management, securing a strong sense of purpose for the service, ensuring all functions operate within the statutory framework and relevant legislation and are resident focused.
- Provide clear, balanced and accurate advice and guidance to lead members on the strategic issues facing the service.
- Contribute, as part Corporate Leadership Team to the successful achievement of the Council's vision and priorities in conjunction with Elected Members, directorate employees, external partners, residents and service users.

Personal objectives will be determined annually.

Emergency Planning and Business Continuity

To maintain up to date emergency plans and procedures for the directorate ensuring staff are fully aware of the content and the role they play.

To operate as Senior Duty Officer when rostered in the event of an emergency, be on call during this time and undertake the responsibilities.

POSITION WITHIN STRUCTURE

Refer to structure chart.

Person Specification

Key criteria	Essential	Desirable	How assessed
Qualifications and training	<p>Relevant professional qualification</p> <p>Evidence of CPD</p> <p>Management qualification or equivalent by experience</p>	<p>Degree</p> <p>Evidence of CPD</p> <p>Management qualification</p>	Application/ references
Job Competence summary (knowledge, skills, abilities, experience)	<p>Experience of strategic & senior management and planning</p> <p>A track record of developing a vision of high quality, effective & improving services</p> <p>Able to demonstrate a proven track record of leading best practice organisational development</p> <p>Experience of successful partnership working</p> <p>Experience of leading and managing change, resulting in measurable service improvements</p> <p>A track record of success & achievement adopting a customer focused approach to service provision</p> <p>A thorough understanding of consultation methods/techniques, customer care principles, systems and methods</p> <p>Experience of the process/practices of performance management, appraisal & professional development to ensure service outcomes achieved</p> <p>Able to provide clear leadership & strategic direction in a manner that secures commitment and ownership</p> <p>Able to manage, motivate & empower staff</p> <p>Able to communicate clearly, convincingly & sensitively, orally and in writing</p>	Experience of establishing partnerships	Application / Interview / References

Key criteria	Essential	Desirable	How assessed
	<p>Understanding of how to achieve results in a political environment and an ability to do so</p> <p>Demonstrable commitment to the principles and practice of equal opportunities in employment & service provision</p> <p>A track record of collaborative and team working</p>		
Other requirements (eg unsocial hours working, driving licence, fit to drive Council vehicle etc)	<p>Ability to apply creative and innovative thinking to complex service challenges</p> <p>Personal and professional demeanour which engenders confidence internally and externally</p> <p>A champion of high performance culture</p> <p>Drive and determination to continually raise performance standards</p> <p>Capacity to perform a demanding job under pressure</p> <p>Flexible approach to hours</p> <p>Ability to achieve work life balance</p> <p>IT literate</p> <p>Thorough understanding of budget/resources planning/management processes</p> <p>Enhanced DBS check</p>		

Post holder's signature			
Name		Date	

Manager's signature			
Name		Date	

Effective date:

