



LONDON BOROUGH OF MERTON

COMMUNITY & HOUSING DEPARTMENT

JOB DESCRIPTION

POST TITLE: Head of Service Provision

Grade: MG2

DIVISION/SECTION: Community and Housing

Location: Civic Centre

Responsible to: Director, Community and Housing

Responsible for: Manager: All Saints; Manager: Eastway; Manager: Riverside Drive; Manager: High Path; Manager: JMC; Manager: Supported Living; Manager: MASCOT; Manager: MILES

Budget £5.7 million

Post number:

Date: October 2014

1. MAIN PURPOSE

- Lead a range of service delivery functions in supported living, day opportunities, residential care, telecare, re-ablement and hospital discharge.
- Take overall responsibility for the care pathway and design of a support package within financial limits, in certain areas
- Lead on certain cross cutting functions across the senior team: assisted travel, hospital discharge

2. MAIN DUTIES AND RESPONSIBILITIES

- Leadership and Management of the supported living service - including potentially providing strategic leadership for the completion of reviews and

designing support plans alongside the brokerage function

- Leadership and management of the Residential care services; ensuring high quality services and managing the SLA for the provision of these services.
- Leadership and management of day opportunities for adults with Learning Disabilities. This should include strategic leadership of the completion of reviews, allocating overall day care resources and designing support plans alongside the brokerage function.
- Leadership and management of the telecare service, both providing service and also leading on placing this as a preferred option in support plans for social care and increasingly health care
- Leadership and management of the re-ablement service including determining response at point of hospital discharge, passing straight on to brokerage where appropriate, doing first assessments, setting goals for recovery, reviewing against these goals, providing the re-ablement service
- Service within hospitals designed to engage with patients and their supporters (family, relatives, etc) with a view to hospital process taking a recovery re-ablement approach throughout, timely information and advice to people, multi-disciplinary assessments including continuing care being done promptly and accurately.
- Leadership and management of the department's approach to assisted travel including the management of the overall policy, best value solutions for customers, and flexibility.
- Provide leadership and management across Adult Social Care for a variety of transformation and redesign projects and programmes
- Be a DOLS signatory
- To deputise for the Director when required.
- Any other duties commensurate with the post.



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Knowledge

- Understanding of the principles of Self-Directed Support
- Knowledge of the legislative frameworks and statutory requirements relating to the adult social care sector.
- A good understanding of the needs and aspirations of Community Care customers and carers
- Understanding of operating services within a competitive market environment
- Understanding of the statutory drivers and responsibilities of social services and Clinical Commissioning Groups (CCGs)
- A clear understanding of the principles of Value for Money (VfM)
- An understanding of the importance of learning and development in service delivery

Skills

- Successful strategic leadership with the ability to lead, manage, mentor and motivate staff
- Able to work effectively with service users and their families
- Ability to work successfully across professional organisations and with a multitude of stakeholders, including well developed negotiating, facilitating and influencing skills
- Strong customer focus
- Able to critically analyse and interpret service data and synthesise information from different sources.
- Excellent verbal communication skills including briefing senior managers and board members
- Excellent written communication skills and the ability to translate complex information into formats that support decision making by operational managers
- Self-motivated, proactive and innovative
- Able to lead diverse / interagency teams
- Ability to make a wider corporate contribution to the Local Authority and CCGs strategy and decision making, operating comfortably at a senior level within organisations including with politicians and board members.
- Commitment to equality and diversity issues in both service provision and employment practices
- Able to define and lead the changes required to get services in a position to be purchased by individuals

Experience

- Previous successful experience at a senior management level
- Track record of leading transformational change in a complex environment.
- Extensive experience of strategic planning and service delivery within local or central government, with demonstrable and proven record of achievement
- Experience of successful collaborative working with other agencies
- Management of a range of professional staff
- High level budget management skills
- Advising, influencing and persuading corporate management / elected members on major strategic issues relating to the post