



**LONDON BOROUGH OF MERTON**  
**COMMUNITY CARE AND HOUSING DEPARTMENT**  
**JOB DESCRIPTION**

**POST TITLE:** Head of ASC Operations

**Grade:** MG2

**DIVISION/SECTION:** Access and Assessment

**Location:** Civic Centre

**Responsible to:** Assistant Director of Adult Social Care

**Responsible for:** Managers and other employees of the Older People and Disabilities Team and a budget of approximately £40M

**Post number:**

**Date:** October 2019

**PURPOSE OF ROLE:**

- To provide the strategic leadership, guidance and direction for staff in delivering high quality adult social care, safeguarding and effective prevention.
- To ensure the service is fit for purpose for delivering within the context of the legislation such as the Care Act.
- To contribute proactively to the Commissioning Strategy for vulnerable adults in order to provide personalised support to vulnerable residents.
- To ensure Statutory Responsibilities, Service Plans and Performance Targets are met and delivered taking into account Local and National priorities in line with the Council's Corporate Plan and continuous service improvement priorities.
- To have senior management oversight and to ensure high standards of practice across the service.
- To work collaboratively with all partners, including service users and carers to ensure that there is an accessible and personalised service.

- To undertake the lead strategic role for safeguarding adults, ensuring that effective arrangements are in place through strategic forums and operational services.
- To develop and promote close working relationships with health and other key partners to deliver integrated models of service delivery.
- To ensure that adult social care, including Approved Mental Health Practitioners and services provided through integrated health and social care teams, is appropriately managed within Section 75 agreements and statutory requirements.
- To deputise as required for the Assistant Director of Adult Social Care

## **MAIN PURPOSE**

- Provide high quality advice, support and assistance to the Assistant Director of Community and Housing, Departmental Management Team (DMT), Officers and Members of the Council on relevant Adult Social Care strategies, policies and projects.
- Play an active role in the Adult Safeguarding, Social Care and Health Departmental Management Team (DMT) and manage staff and resources allocated to the job, in accordance with the Council's Vision, policies and governance arrangements and Values; and to demonstrate behaviours that promote and develop positive corporate working within the Council.
- To act for the AD of Adult Social Care and represent them on safeguarding, social work and care management matters in their absence or as delegated.
- To implement appropriate prevention and reablement strategies to promote health and wellbeing.
- To develop, recommend and ensure the implementation and review of appropriate adult social care policies, practices and procedures.
- To lead on the management and development of mental health services in Merton (formally managed by South West London & St Georges Mental Health Trust).
- To work in close partnership with the Heads of Direct Provision, Learning Disability and Commissioning to ensure the effective planning, delivery and monitoring of high quality and cost effective services for adults.
- Realise the benefits of Merton diversity by promoting the needs and aspirations of Merton communities.
- Realise the benefits of a flexible approach to work in undertaking the duties and responsibilities of this post and participating in multidisciplinary, cross directorate and cross organisational groups and team tasks.
- Be a role model for effective and positive leadership behaviour that is outcome focused, future and transformation orientated.
- Demonstrate and ensure high standards of probity and compliance with Council Policy, Standing Orders and the Law.

- Act as an ambassador for the Borough, promoting and developing the Council's image and championing the interests of Merton community, stakeholders and partners.
- Form robust strategic alliances and develop effective working arrangements with partners, other related organisations, government departments, user groups, business and voluntary sector groups.
- Work as part of multidisciplinary project teams to enable the one team approach and delivery of transformational projects.
- Participate in the Council's Emergency Planning and responses to emergency situations.
- To support organisational change ensuring the appropriate systems of performance and quality, communications, equality impact assessment, monitoring and review are in place.
- To promote a philosophy of putting customer needs first at every opportunity and to put in place management arrangements to action this.
- To work with key stakeholders, local residents and the voluntary sector in improving service delivery and promoting creative and innovative ways of tackling local problems ensuring services are developed which meet the needs of our ethnically diverse community and are accessible to all users.
- To oppose and where possible eradicate all forms of discrimination, making a positive contribution to managing diversity, both as an employer and service provider.
- To raise performance by contributing to a culture of continuous improvement and efficiency.
- To provide professional advice to Councillors and other officers on relevant areas of service delivery, ensuring compliance with the Council's Standing Orders.

- **MAIN DUTIES AND RESPONSIBILITIES**

- To be responsible for ensuring the assessment and meeting eligible needs through a personalised approach for all vulnerable residents which respects individual's dignity, keeps them safe, helps them realise their potential, offers them choice and control and is focussed on prevention.
- Lead and manage the Older People and Reablement Services for adults and ensure these are efficiently and effectively delivered.
- To provide support and guidance to Managers and other direct reports in the operational delivery and change management of their service, ensuring all resources are allocated and optimised to meet the needs of vulnerable residents.
- To promote a strong partnership working culture across locality teams ensuring the delivery of good standards of assessment, care and personalised support and to work with health colleagues to develop an integrated approach to the care and support of vulnerable residents.
- To take a proactive approach to ensure vulnerable residents likely to be eligible for social care services do not fall between services and to

ensure close working with colleagues in Housing, corporate departments and key partners.

- To maintain an overview of all Court and Legal proceedings relating to vulnerable adults, ensuring that planning for any hearings is high quality, timely and adheres to judicial protocol and that ensures the Council is well regarded by the Courts.
- To be responsible for the management and supervision of staff within Older People and Reablement Services ensuring supervision, Appraisals, performance management and absence management are effectively managed.
- To implement a Workforce Development Plan and ensure quality recruitment and retention of high calibre staff and that staff develop the appropriate skills and knowledge to effectively fulfil their duties and responsibilities.
- To be responsible for the effective financial management of the service and ensure that financial and governance risks are discharged effectively.
- To chair and attend appropriate multiagency strategic groups to plan and develop improved practice and provision.
- Delivery of services within your management span and to report, with an Action Plan, to the responsible officer on any necessary improvements to be compliant to National Regulatory Standards and the Council Standards.
- Effective delivery of workforce planning and sustainable changes to ways of working to deliver on efficiency and savings projects.
- To ensure that targets under the Council's Performance Management Framework are achieved, contributing to the overall performance assessment outcomes.
- Delivery of casework and other projects in line with agreed timescales.
- Reduction in sickness levels through timely and proactive monitoring and policy advice.

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**PERSON SPECIFICATION**

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**Knowledge**

- Understanding of the principles, practices and delivery of care planning.
- Understanding of delivering person centred care for customers with disabilities, including knowledge of external partners especially in health.
- Knowledge of national public sector health and social care issues and challenges
- Understanding of the statutory drivers and responsibilities of Social Services and Disability services.
- A clear understanding of the principles of value for money
- An understanding of the importance of learning and development in service delivery
- Understanding of the relevant legislation in respect of Disability and Adult Services including the Care Act 2014.

**Experience**

- Experience working in a local authority, voluntary or health-related setting, including experience at managerial level.
- Experience of achievement in specific areas, including:
  - Working in a customer facing organisation
  - Working with NHS organisations, in particular Disability at an operational and senior level

- Delivering person centred care planning.
- Provision of Advice and Information, including working with voluntary sector providers
- Safeguarding and Deprivation of Liberty.
- successful negotiation of contracts for improved outcomes
- using/sharing data and evidence to support sound decision making
- demonstrable competence in leading and managing projects, including complex projects
- Management of a range of professional staff
- Budget management skills, including skills to deliver greater efficiency
- Advising, influencing and persuading senior management on major strategic issues relating to the post

## **Skills**

Must demonstrate evidence of:

- Strong successful leadership, with the ability to lead, manage, mentor and motivate staff
- Ability to work successfully across professional organisations and with a multitude of stakeholders, including well developed negotiating, facilitating and influencing skills
- Strong customer focus
- Excellent verbal communication skills including briefing senior managers
- Excellent written communication skills as demonstrated in production of major policy briefs or reports aimed at senior audiences; to include the ability to translate complex information into formats that support decision-making by operational managers
- Strong numeracy skills, and the ability to interpret statistical data
- Self motivated, proactive and innovative
- A demonstrable commitment to the Council's vision, aims and core values.
- Educated to degree or demonstrably equivalent level
- Professional social work, nursing or allied health professional qualification is desirable. Must show relevant demonstrable current experience and working knowledge of current and future legislation and key practice issues in social care. LB of Merton reserves the right to review qualification requirements for this post.
- A demonstrable commitment to undertaking training and qualifications to meet skill and knowledge gaps.
- A demonstrable commitment to the Council's vision, aims and core values.