

Service Manager – Safeguarding and DoLS

JE Code: JE2040

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| **Values – We are dedicated, respectful, collaborative, we are Milton Keynes City Council** |
| **Service:** | Adult Service – Adult Social Care |
| **Reports to:** | Head of Service |
| **Job Family:** | Care and Welfare |
| **Grade:** | K |
| **Political restricted:** | N |
| **Date:** | March 2023 |

**Key Deliverables**

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| **1.** | Responsibility for the management of the Safeguarding Adults and DoLS Teams. Ensuring an excellent response at the front door of Safeguarding to the people of Milton Keynes. |
| **2.** | To manage the performance of the safeguarding and DoLS Teams. Ensure the timely allocation of work, assessment of needs, support planning and initial review and be accountable for risk management. |
| **3.** | Lead complex safeguarding investigations and provider concerns across the Milton Keynes partnership, working with all agencies and professionals in an inclusive way. |
| **4.** | Ensure that all service users have excellent case management and social work support. Make sure an appropriate supervision and audit framework is in place and there is a learning culture in the team. |
| **5.** | Ensure all relevant policies and procedures are followed by the staff team and be responsible for the development and implementation of new ways of working. |
| **6.** | Lead work streams for service improvement being fully accountable for outcomes and delivery. Deputise for the Head of Service as required. |

*Within reason these key deliverables may evolve to meet service need and it is expected that you will be flexible and adaptable in your delivery to meet both service and council wide needs*

**Essential Requirements (key skills & qualifications)**

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| **1.** | A recognised management qualification or equivalent. |
| **2.** | Safeguarding experience and relevant qualification or equivalent relevant social care or health professional qualification or equivalent. |
| **3.** | A solid understanding of the relevant legal, commercial, political, operational, and social community aspects of a similar diverse and complex environment. |
| **4.** | Detailed understanding of the legislative frameworks and statutory requirements relating to adult social care services and the technical knowledge of the requirements of the health service. |
| **5.** | Practical evidence of developing and maintaining good working relationships with a wide range of customers/stakeholders, developing a positive personal and organisational profile, and building partnerships. |
| **6.** | Experience of strategic planning and service delivery within local or central government, with demonstrable and proven record of achievement in same. |
| **7.** | Experience of developing and implementing planning, commissioning, and performance frameworks in a multi-disciplinary and partnership environment. |
| **8.** | Ability to think critically and analytically to draw sound conclusions on the basis of complex data.  |
| **9.** | High level written and oral communication skills. |
| **10.** | Demonstrable commitment to equality and diversity issues in both service provision and employment practices. |
| **11.** | Ability to manage and deal effectively with conflict. |



Job Family

Care & Welfare

Grade K

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| **Colleagues expectations*** Be professional at all times
* Work together for the good of the team, council and local people
* Promote a supportive culture
* Challenge assumptions
* Take ownership
* Be willing to change and do things differently
* Always work in a safe manner
 | **Managers expectations*** Be a role model by displaying positive behaviours at all times
* Make well-considered decisions
* Support, coach and communicate with my team
* Be accountable for my team’s performance
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# Care and Welfare family jobs have as their primary responsibility, the vulnerable members of our community who depend upon the Council for direct advice, guidance, and practical assistance. They may personally carry out caring related tasks, or manage those that do, but it is personal interactions with those in our care that are at the centre of these roles.

### Role characteristics

At this level roles are team managers whose deep knowledge of their Social Work or Public Health specialism sees them dealing with a combination of highly complex strategic and operational issues. Expected to deliver innovation and service development, these jobs make an important contribution to shaping the Council’s response to the demands made upon it related to the care and welfare of vulnerable members of our community.

### The knowledge and skills required

The expertise that underpins job holders’ decisions and authoritative recommendations is grounded in either an advanced level of theoretical understanding of a very wide range of social work issues and/or associated disciplines with an equivalent level of very lengthy practitioner level experience.

Most roles will require specific qualifications in order to comply with the legislative and regulatory requirements of their job.

Roles at this level will engage with others in assisting with physical tasks requiring some modest manual dexterity. Computer use is also a day to day feature of these roles.

### Thinking, planning and communication

Problems at this level will include fast-paced operational decision making where juggling resource priorities, client needs, and procedural or regulatory limitations will combine to add considerable complexity to the process. But in addition to this, job holders must take a long-term view of their team’s targets and performance and will be expected to drive improvement through innovation and policy development.

With highly developed communication skills usually within the social work/public health arena at practitioner level, these roles will add to this the need to influence others at a corporate level in order to achieve team aims. They will also be dealing regularly with complex and contentious information which will require potentially difficult interactions both inside the Council and with external partner organisations and other stakeholders.

**Decision making and innovation**

Roles are constrained only by very high-level management oversight. Job holders are expected to shape their team’s operational priorities and methods in line not only with Council policy guidelines but according to national standards. Job holders will be required to use discretion and their initiative over a broad area of social work/public health activity.

### Areas of responsibility

Job holders will have a major and critical responsibility for assessing the complex needs of large groups of vulnerable individuals and shaping the Council’s response to these needs, devising entire programmes of care and welfare. Their decisions and actions will impact directly on individuals and groups and have potentially long-term consequences.

Job holders will have formal management responsibility within their team or centre or be the lead in their field.

Job holders will have discretionary budget responsibility and may also contribute to budget setting by assessing financial need in relation to delivery of team aims.

Job holders will create and maintain work records, both written and electronic. There will, in addition, be sole or shared responsibility for the safe use and basic maintenance of a range of equipment, premises and/or vehicles.

### Impacts and demands

The requirement for greater than normal physical effort is modest, although there will always be a need for limited standing, walking and the lifting/carrying of equipment and other items. Awareness of the actions of children, vulnerable adults and others will call for long periods of sensory attention, while tasks such as report writing and attending case meetings will call for lengthy periods of concentrated mental attention.

Given the range of case work involved, job holders will also experience high level pressures of deadlines and conflicting demands. The nature of these roles is such that most of the client relationships job holders are required to develop and maintain may need them to exert greater than normal emotional resilience, with particularly challenging service users.

Working directly with vulnerable service users will result in some exposure to disagreeable, unpleasant or hazardous environmental working conditions. This may extend to dealing with odours, intimate care and bodily fluids, and will also see job holders exposed to unpleasant or even threatening people related behaviour from time to time.