

Profile Title:	Head of Service	 BARNSLEY Metropolitan Borough Council			
Reports to:	Service Director				
Employee Supervision:	60 employees 8 Managers 113 Employees	Grade:	16	Profile Ref:	71799

Purpose of the Post

To lead and manage the service and associated budgets within the statutory frameworks. Ensuring that services promote individualised options for care provision and support that maximises independence within available resources.

To safeguard vulnerable people ensuring that appropriate systems, quality assurance and processes are in place throughout the service. Manage and be accountable for high level risk, decision making and assessment in relation to vulnerable adults at risk of significant harm. Operate effectively in the context of the legislative framework, local and national policy/guidance/procedures, in the management of risk and service provision.

Responsibilities

- Ensure the protection of older people and vulnerable adults by managing risk and within safeguarding procedures. Influence the development, introduction and maintenance of effective systems, policies, practices and procedures for safeguarding and the protection of vulnerable adults.
- To be accountable for professional advice, guidance and instruction to managers and practitioners across service areas and localities, including social care, health, transitions and the third sector.
- To develop effective strategic and operational relationships with partner agencies, including working across senior and middle management levels.
- To contribute to and promote the agenda for integration, innovation and excellence, ensuring coherence with relevant policies and strategies.
- Develop multi agency panels to identify and coordinate appropriate support for the service group
- Participate in and inform all strategic and operational budget setting processes within the service in order to ensure that they take into account the funding, business development needs, staffing costs and purchasing requirements.
- Ensure that the Service operates within Personalisation principles and is underpinned by values, policies and procedures that maximise the independence of vulnerable adults; provide equality of opportunity; and promote social inclusion.
- Lead on recruitment, retention, training and professional support and development in order to ensure that the service has the appropriate numbers of staff, required skill mix, training and qualifications. Provide supervision, personal development and support for staff. Effectively manage the performance and compliance of people for whom the post holder is responsible for using appropriate policies and procedures.
- Responsible for co-ordination, development, introduction and maintenance of effective operational policies, procedures and systems in order to ensure the provision of high quality and effective assessment, care management and person-centred commissioning services that represents best practice and best value at all levels of the service.
- Lead and take responsibility for the development and production of a Service Delivery Plan (SDP) that reflects the vision and outcomes for the Directorate and the Council within local and nationally determined timescales.
- Ensure that robust systems are developed, introduced and maintained in order to allow the effective management of the services.

Education and Training	Measure	Rank
<ul style="list-style-type: none"> • Educated to degree level/post graduate qualification (or equivalent) level 7 OR Extensive Equivalent Experience* • Professional qualification in social work or equivalent health e.g. DiPSW, CSS, CQSW • Evidence of continuing professional development e.g. Safeguarding/ BIA/ AMHP • Management qualification and/or substantial management experience 	C	E
	C	E
	C	E
	A/C	E
Relevant Experience	Measure	Rank
<ul style="list-style-type: none"> • *Extensive experience of delivering and implementing at a strategic level new methods of working especially within a digital focus 	A/I	E
<ul style="list-style-type: none"> • *Extensive experience of delivering and implementing at a strategic level new methods of working especially within a digital focus 	A/I	E
<ul style="list-style-type: none"> • *Evidence of strategic leadership and development and implementation of formal policies 	A/I	E
<ul style="list-style-type: none"> • * Extensive experience of interpreting and implementing relevant legislation 	A/I	E
<ul style="list-style-type: none"> • Experience of managing combined services in health or social care setting 	A/I	E
<ul style="list-style-type: none"> • Extensive knowledge and experience of management of Safeguarding 	A/I	E
<ul style="list-style-type: none"> • Experience of working in a political environment 	A/I	E
<ul style="list-style-type: none"> • Experience of service evaluation and change management 	A/I	E
<ul style="list-style-type: none"> • Extensive Experience of financial / budget management 	A/I	E
<ul style="list-style-type: none"> • Experience of purchasing, commissioning and contracting 	A/I	E
General and Special Knowledge	Measure	Rank
<ul style="list-style-type: none"> • Understanding of strategic issues affecting all service user groups e.g. older people, Disabilities, vulnerable people and their carers 	A/I	E
<ul style="list-style-type: none"> • *Evidence of contributing and leading upon the strategic vision of the service 	A/I	E
<ul style="list-style-type: none"> • *Extensive strategic oversight and working knowledge of relevant legislation, policies and procedures relevant to the service area 	A/I	E
<ul style="list-style-type: none"> • *Evidence of implementing the strategic direction of service by leading the workforce effectively 	A/I	E
<ul style="list-style-type: none"> • Thorough understanding and knowledge of services for older and vulnerable people in health and social care services, including legislation, policy development and procedure in Health and Local Government 	A/I	E
<ul style="list-style-type: none"> • Knowledge and understanding of Community Care legislation and its application 	A/I	E
<ul style="list-style-type: none"> • Knowledge and understanding of the principles and practice of Personalisation 	A/I	E
<ul style="list-style-type: none"> • Knowledge of Safeguarding practice and procedure 	A/I	E
Skills and Abilities	Measure	Rank
<ul style="list-style-type: none"> • Ability to lead and motivate staff involved in multi-agency professional settings 	A/I	E
<ul style="list-style-type: none"> • Ability to work with external agencies and a wide range of people of mixed ability and behaviours 	A/I	E
<ul style="list-style-type: none"> • Ability to maintain progress towards long-term aims and vision even with organisation level problems and difficulties 	A/I	E
<ul style="list-style-type: none"> • Ability to lead by example, behaving in line with the values and competencies of the Council and encouraging others to do the same 	A/I	E
<ul style="list-style-type: none"> • Project management skills 	A/I	D
<ul style="list-style-type: none"> • Excellent verbal and written communication skills including negotiation, influencing and assertiveness 	A/I	E

<ul style="list-style-type: none"> • Ability to establish credibility with internal / external managers of all services • Ability to prioritise and delegate 	A/I	E
	A/I	E
Additional Requirements	Measure	Rank
<ul style="list-style-type: none"> • Willing to work flexibly in accordance with policies and procedures to meet the operational needs of the council 	A/I	E
<ul style="list-style-type: none"> • Willing to undertake training and continuous professional development in connection with the post 	A/I	E
<ul style="list-style-type: none"> • To be part of the Out of Hours 'On Call' Rota 	I	E
<ul style="list-style-type: none"> • Work in accordance with our values and behaviours, as part of an inclusive and high-performing council 	I	E
<ul style="list-style-type: none"> • Able to undertake any travel in connection with the post 	A/I	E

IMPORTANT NOTE

If you **do not** hold a level 7 qualification, then you must be able to demonstrate all criteria marked with an * to demonstrate comparative experience.

If you **do** hold a level 7 qualification, it is not necessary to demonstrate that you can meet the criteria marked with an *.