



Role profile

Role title	Chief Social Worker
Directorate	Adult Social Care
Service	Adult Care & Support
Grade	P
Reports to (role title)	Service Director – Adult Social Care
Version	1
JE code	9323

Approving manager	Suzanne Wixey
Date	January 2020

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Role purpose

The Cornwall & Isles of Scilly (CIOS) Health & Care Partnership sets out an ambitious vision to:

- Work together to ensure that the people of Cornwall and the Isles of Scilly stay as healthy as possible for as long as possible
- Support people to help themselves and each other so they stay independent and well in their community
- Provide services that everyone can be proud of and that are value for money

This role is focused on delivering excellence in Adult Social Care Operations and this role will carry the designation of Lead Principal Social Worker. This will be achieved by driving continuous service improvement, culture change and learning and development. This will include Social Work, Occupational Therapy and AMPHs service ensuring: legal compliancy; professional standards, audit policy process and performance are monitored and embedded; MSP safeguarding practice and practice standards are adhered to and delivered through the locality working model; the development and maintenance of operational policies, process and performance. The role will also provide leadership of the learning and development team to support frontline operational team and develop a social care workforce strategy overall and the practice education team – developing and sustaining an ASC workforce for the future.

Working in partnership with relevant Council services and its Arms-Length companies, Health and the Community and Voluntary sector, the role will work jointly with senior management, partners and stakeholders to ensure the contribution Adult Social Care is recognised as a key part of the agenda for integrating services, strengthening cross-sector partnerships and acting as a catalyst for change.

The jobholder will act as the professional lead for Adult Social Work, drive service improvement across the locality teams and raise the status and expertise of the whole Adults workforce, as the basis for delivering improved and cost-effective outcomes for vulnerable adults. The jobholder will also ensure that Occupational Therapy practice and standards are adhered to. The Job holder is required to read the context for the work, create, embody and communicate the vision, and manage change. The role ensures the professional requirements and quality standards of multi-disciplinary teams and integrated services are met.

As a senior member of staff within the Service, the jobholder will contribute to the agreement of transformation and development priorities. The role will also contribute to Directorate transformation activities, and contribute to, and champion, the development of a strong and healthy culture within the Service and the Directorate.

Dimensions

Annual financial accountability
Accountability for management of budgets of c. £300k
Management accountability
<p>Nature of management</p> <ul style="list-style-type: none"> • Leadership of the Service Improvement, Professional leadership and Operational Policy Performance and practice functions, as well as the Statutory Assurance function • The role will be required to lead project teams, programme teams or working groups comprising multi-disciplinary/ multi-agency <p>Number of staff managed</p> <ul style="list-style-type: none"> • C.50, including the Practice Education Team, Operational Leads for Occupational Therapy and Social Work

Accountabilities

Cornwall Council is a dynamic organisation and the particular duties and accountabilities may vary from time to time without changing the general character of the role or the level of responsibility entailed. Individual objectives will be agreed via the PDS appraisal process

- Contribute to the effective development and delivery of a Modernisation Plan, which aligns with the NHS England Five Year Forward Plan, the Joint Strategic Needs Assessment, and the Council's Devolution Deal
- Contribute to the development of the Joint Strategic Needs Assessment. Directorate Service Plan and Service Improvement and Efficiency Plans, including delegated areas of need or provision
- Attend and represent Cornwall Health and Social Care Partnership at local and regional ADASS events and Principal Social Worker networks
- Act as the principal advisor in the Directorate for operational professional social work and occupational therapy standards, policy, process and practice and provision that meets national or local policy, legislation or statutory guidance
- Co-ordinate and contribute to the preparation for, and effective responses to, Peer Reviews and Inspections
- Lead the development of risk and governance processes, including management of the cross-sector operational localities Adults Safeguarding function
- Manage a cross-service team focussed on service improvement and Social Work, Occupational Therapy and Safeguarding policy, process and practice.
- Deliver specified elements of the service plan including a motivated workforce, value for money and independence outcomes for individuals.
- Respond to legal challenges including Judicial Review, about the delivery of statutory responsibilities, instructing solicitors as required
- Ensure the development of practices that empower and involve adults in the design and delivery of services which are aimed at protecting their right to self-determination and independence, and in deciding what care and support is best for them personally

- Ensure that learning from the experience of Serious Case Reviews and Independent Management Reviews are disseminated effectively and following up to check that the learning has been transferred into practice.
- Ensure Making Safeguarding Personal is embedded across the operational areas of the directorate working with the Area Directors and Locality Managers.
- Deputise for Service Director when required

Resident focus

- Develop collaborative relationships with internal and external partners to ensure optimal outcomes for residents
- Represent the interests of Cornwall to promote the county and enhance the Council's reputation and profile
- Develop or deliver customer feedback systems for the managed functions and ensure feedback is taken into account to improve outcomes for residents, service users or communities
- Promote the localism agenda and deliver a visible and meaningful presence with Cornwall's residents to build trust and legitimacy

Service delivery

- Deliver functional objectives and priorities that align with the Council and Directorate plans and other corporate strategies
- Provide functional expertise to the Corporate Leadership team, the Corporate Directorate Team and Members to inform wider corporate plans and strategies
- Work with colleagues and partners to develop or deliver cross-cutting corporate projects or priorities
- Ensure the development and maintenance of performance indicators for the managed functions that reflect the service plan and wider corporate strategies
- Monitor policy, legislation and best practice to ensure the most appropriate structures for delivering the managed functions and deliver continuous improvement

Leadership & management

- Provide operational leadership and management of the service, role modelling behaviours, motivating staff and holding them to account for performance
- In conjunction with colleagues, implement communication, recognition, talent development and succession planning strategies that maximise levels of staff engagement
- Ensure the effective governance, delivery and embedding of change programmes, empowering staff to play an active role in delivering and realising the benefits
- Ensure the functions operate within all regulatory, legislative and best practice requirements and that the service is suitably positioned to adapt to and address forthcoming requirements

Finance

- Contribute to the budget setting process for the wider service
- Ensure adherence to the Council's financial regulations, that spend is within agreed budgets, and savings are delivered in line with the service plans

- Identify and realise opportunities for the service to secure funding and establish sustainable income streams

Corporate accountabilities

- Information security and governance: Manage information in line with the Council's policies, procedures and guidance on subjects such as Data Protection, Freedom of Information, confidentiality, information security and sharing, the information lifecycle and data quality, to ensure compliance and efficient and effective information governance
- Safeguarding: Maintain awareness of Council policies and practices regarding the safeguarding of children, young people and/ or adults who may be at risk. Report concerns/ allegations in accordance with corporate guidance and procedures
- Equality & Diversity: Work to eliminate unlawful discrimination, harassment and victimisation and report incidents as they occur. Treat everyone with dignity and respect and ensure individual's needs are met. Challenge inappropriate behaviour and language constructively, advising on alternatives so the opportunity for change can be considered
- Customer Experience: strive to continually improve customer satisfaction and maintain a clear and consistent focus on delivering outstanding customer experience
- Health, Safety and Wellbeing: proactively manage health and safety risks and lead on the creation of a positive health and safety culture to safeguard the health, safety and wellbeing of yourself and others. Understand your health and safety responsibilities and lead on compliance with council policy and procedures

Competencies and other requirements

We use the following criteria below to assess your suitability for the role; please refer to the recruitment & selection column to establish at which stage the criteria are assessed. Requirements assessed at the 'Application' stage represent the minimum essential requirement for shortlisting purposes

Behaviours	Recruitment and selection
<p>Working together</p> <p>You understand and focus on customer satisfaction and work well with colleagues and partners.</p> <ul style="list-style-type: none"> • You deliver exceptional customer service – you understand and are attentive to the needs of your customers • You listen to the views of others and seek them out • You support and show consideration for others • You work well with colleagues and partners and acknowledge the different ideas, perspectives and backgrounds of others • You are committed to the protection and safeguarding of children, young people and vulnerable adults • You share information and expertise with others • You are honest, you respect and you build relationships of trust • You share your achievements and acknowledge the achievements of others 	
<p>Resourceful</p> <p>You apply expertise, solve problems and make improvements to deliver the best possible customer outcomes.</p> <ul style="list-style-type: none"> • You plan and organise your work and manage your time effectively • You gather relevant information, analyse it and make timely informed decisions in the course of your work • You are flexible and adaptable • You respond constructively to change • You demonstrate financial awareness relevant to the job you do • You use your initiative and are creative in problem solving • You deliver results and demonstrate commitment to serving customers 	
<p>Personal responsibility</p> <p>You take responsibility for your work, your environment and your development.</p> <ul style="list-style-type: none"> • You are trustworthy and reliable • You pay attention to your own health, safety and wellbeing and that of others 	

<ul style="list-style-type: none"> • You acknowledge errors, report them as appropriate and play your part in addressing them • You appropriately challenge unhelpful behaviour • You seek feedback and review your own contribution • You are open to change and improvement • You take responsibility for your development • You are enthusiastic about and take pride in your work • You act as an ambassador for the Council to our customers 	
<p>Engaging leadership</p> <p>You create a healthy and engaging working environment by building trusting and supportive relationships, encouraging development, recognising achievement and tackling underperformance.</p> <ul style="list-style-type: none"> • You give clear direction, you delegate appropriately and you provide a supportive environment in which team members can learn, grow and take responsibility • You take opportunities to influence and contribute to strategic planning and development • You help your team to understand how their work contributes to delivering the Customer Service Promise and what the Council is trying to achieve • You create opportunities to interact personally with all members of your team, you actively encourage team members to share their views and concerns and you give feedback on the outcome • You take time to understand the strengths of your team and you encourage and support their development • You coach your team to fulfil their potential and recognise individual and team achievements • You identify and effectively address your responsibilities for customers, people, finance, performance and change management 	

Knowledge, skills & experience	Recruitment and selection
Relevant degree level qualification or equivalent, and a relevant professional qualification in social work or health and social care, and registration with the relevant professional body/council, where applicable.	
Significant experience of leadership within a local authority or other organisation of comparable scope and complexity	
Ability to articulate a clear vision for improving and maintaining professional standards in accordance with the principles of Integrated Care, and how to improve and transform outcomes	

A proven record of successful change management, delivering new working policies and practices alongside cultural and structural change	
Experience of successful budget management within tight financial limits in a complex organisation	
Demonstrates an up to date knowledge and understanding of the law, government policy, legislative and inspection frameworks and best practice at a senior management level	
Exceptional improvement skills, including process analysis, performance management and risk management in order to ensure the development and application of appropriate business improvement solutions and efficiencies	
Experience of giving advice to, building relationships and working effectively with senior management, elected members and/or Board members, partners to achieve improved outcomes	
Successful track record of achieving equality of opportunity in both employment and service delivery	

Other requirements	Recruitment and selection
This position is subject to a criminal records disclosure check	Enhanced
This is a politically restricted position	Yes
Willingness to participate in an out-of-hours rota	
The role-holder must exercise satisfactory travel mobility in order to fulfil the obligations of the role. For those journeys where an alternative form of transport is unavailable or impracticable the role holder will be required to provide a suitable vehicle	