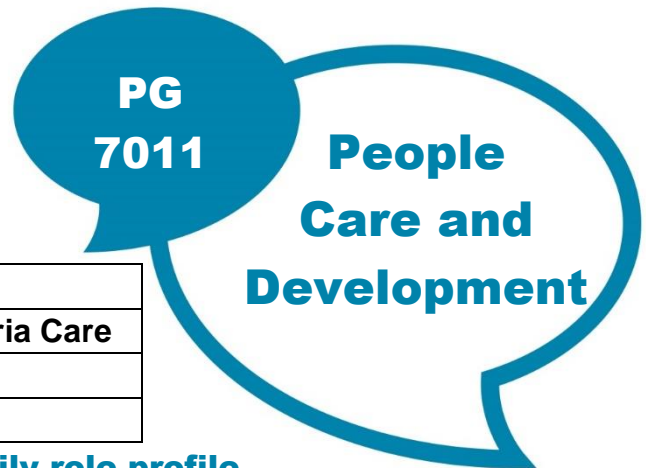


Post Specification



Date	July 2021
Post Title	Senior Manager – Cumbria Care
Role Profile	PCD19
Final Grade	Grade 19

To be read in conjunction with the job family role profile

<p>Service Area</p> <p>Cumbria Care is the in house provider service with Cumbria County Council. The service areas consist of Residential services for older adults, Disability and Mental Health services consisting of a range of supported living schemes and day opportunity and residential provision. There are also Reablement, 24 hour support at home and Community Equipment services – all of which are delivered across Cumbria.</p>
<p>Purpose of this post</p> <p>This senior post is designed to ensure that the Directorate adopts a high quality, consistent and coordinated approach to both development and delivery of all services. The post holder will actively promote the Council in Cumbria internally and externally and will deliver modern competitive services to the residents of Cumbria that demonstrate continuous improvement and and quality outcomes for the citizens of Cumbria.</p> <ul style="list-style-type: none"> • Plan and lead the implementation of transformational change both within and outside their area of responsibility to deliver service priorities and operational responsibilities. • Provide leadership and management insight to deliver corporate aims and objectives across the Adults Services Directorate and external partner organisations and communities. • Develop and build effective partnership and collaborative working with stakeholders' organisations and communities and ensure services are integrated to deliver both national and local priorities. • Lead the management and service delivery for the service, ensuring services are integrated and delivered effectively and efficiently and in a way that works to ensure consistent outcomes across the whole of Cumbria, including those specific areas for which the post holder is not directly responsible.
<p>Key job specific accountabilities</p> <ol style="list-style-type: none"> 1. To develop and ensure implementation of a strategies for the delivery of services by managing and monitoring the performance meet required standards. Meeting requirements from CQC, Council Delivery Plan, Cabinet, Scrutiny committees and other elected Members. Ensure statutory responsibilities, quality standards and national targets are all met. 2. To lead the service's contributions to service development plans of partner agencies operating within the County Council boundaries, particularly but not exclusively those which impact upon services to a defined group of citizens for which the post holder has a lead role, so that person centred, responsive and cost effective services are available within a mixed economy of care to meet the needs of people in Cumbria. To develop and maintain multi-agency procedures, protocols and agreements in order to comply with legislation. To develop and maintain service

- partnerships, including integrated management, with other key agencies such as housing, health and independent sector providers.
3. To lead the implementation of the Council’s strategy for the protection of vulnerable people within service areas by the establishment and maintenance of procedures against abuse and the validation and monitoring of external services, to ensure the personal protection and safety of citizens.
 4. Promote the active engagement of service users and carers in the improvements and development of services.
 5. To appoint, motivate and develop staff throughout all services to ensure optimum service performance and encourage personal achievement and development.
 6. As a member of Provider Services management team share in the collective development of corporate strategy and of operational management standards and to contribute to the development and promotion of new provision of services to ensure maximum effective use of all resources available to meet identified needs and priorities.
 7. To manage and monitor the operation of the Council’s Health & Safety and Equality Policy within services to maintain a safe working environment free from discrimination.
 8. To contribute to the formulation and implementation of policies and strategies, and support the Assistant Director in the corporate activities of the County Council, identifying as required, policy issues requiring review or development.
 9. To represent the Assistant Director and/or the Authority as required, and ensure the provision of professional advice on service issues to the Authority and other agencies, particularly those that are within the areas for which the post holder has specific responsibility.
 - 10.

Please note annual targets will be discussed during the appraisal process

Key facts and figures of the post

Budget responsibilities	<ul style="list-style-type: none"> • Budget responsibility of up to 15 million • Staffing resource of up to 1200 • To direct and monitor activity and services in order to ensure achievement of budgetary, quality and other targets, and effective service delivery and to work within the Scheme of Delegation in relation to budgetary responsibilities.
Staff management responsibilities	<ul style="list-style-type: none"> • To be responsible for overall management of all staff in their defined working areas
Other	<ul style="list-style-type: none"> •

Essential Criteria - Qualifications, knowledge, experience and expertise

- Accredited Professional qualification in Health, Social Care or related area or Honours Degree level qualification in a related field or Substantial, recent and related experience at Senior Management level within Health or Social Care field with demonstrable experience of managing multi-disciplinary or complex groups of people
- Experience of leading, inspiring and delivering a performance culture and achieving significant change programmes in a social care environment.
- Significant experience of developing and maintaining strategic partnerships and working alliances to deliver key programmes and outcomes.
- Substantial knowledge of local authority, adult social care and/or wider public sector strategies and initiatives and understanding of the legislation around Health and Adult Social Care.
- Demonstrate extensive experience of the ability to coordinate, lead and manage organisation-wide development projects.
- Evidence of formulating, leading and implementing strategies, which cross service or professional boundaries. Including evidence of delivering outcomes in collaboration with others.
- Experience of leading cultural and behavioural change in support of new ways of working, to improve the experience or outcomes for the customer.

- Substantial experience of effective resource management of large and complex budgets
- Substantial and recent management experience including experience of staffing issues such as capability, disciplinary and other issues as well as experience of managing a wide, diverse and geographically spread workforce.
- Substantial experience of effective partnership and community working with demonstrable ability to build and maintain relationships across a range of organizations
- Substantial experience of improving/sustaining high performance in services
- Ability to look beyond immediate priorities to maintain the broader strategic perspective
- Ability to withstand challenging work pressures
- Understanding of the political relationships and sensitivities within and beyond the Council.
- Understand how decisions are made and the influence of external organisations and community groups
- Highly developed communication, challenge and negotiating skills with the ability to engage with a wide range of audiences. Clear commitment to excellent customer service.
- Well-developed analytical and problem solving skills to deliver fact not opinion, including the ability to coach others in these in order to get to the root cause of a problem.
- Have a high level of self-awareness and are happy to receive and act on feedback

Disclosure and Barring Service – DBS Checks

This post requires a DBS check. The level of check required is: DBS Enhanced - Adults

Job working circumstances

Emotional demands	<ul style="list-style-type: none"> • Significant projects will require strong personal and emotional resilience when dealing with affected staff groups, service users and partners, particularly when implementing significant change.
Physical demands	<ul style="list-style-type: none"> • Normal requirement for county wide travel and carry laptop and small pieces of equipment
Working conditions	<ul style="list-style-type: none"> • Flexible and adaptable working required.

Other Factors

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