



# Service Manager – Adult Services Adults and Health Job Reference: SCC4853/FG

Inside this pack:

- [What You Will Be Good At](#)
- [What You Will Deliver](#)
- [What We Will Offer You in Return](#)

If you are interested in finding out more before applying, please get in touch with **Angela King** 07866 789390 [Angela.King@Somerset.gov.uk](mailto:Angela.King@Somerset.gov.uk) or **Kate Perring** 07855088019 [Katherine.Perring@Somerset.gov.uk](mailto:Katherine.Perring@Somerset.gov.uk).

If you have any questions about the benefits we offer, or our recruitment process, please contact our Recruitment Team on [recruitment@somerset.gov.uk](mailto:recruitment@somerset.gov.uk) or telephone on **01984 600211**.

We will notify you by email if you have been selected for interview or have been unsuccessful on this occasion. Please check that the automated email has not gone in your junk mail folder before contacting us.

When completing your application/CV please provide your full employment history and ensure that any gaps in employment are explained. Please start with your current or most recent employment.

## What You Will Be Good At

All of the knowledge, skills and experience specified below are essential criteria for the post holder

### Work Experience Knowledge & Skills

- Demonstrable post qualifying experience.
- Knowledge and understanding of the impact of frailty and chronic ill health and its effects on individuals/carers/family with people their families and carers.
- Experience of practice teaching/supervising/ coaching and/or managing staff.
- Experience of working in partnership with statutory/voluntary organisations to promote the independence of service users.
- Experience of managing within allocated resources.
- Knowledge of Performance Management in health and social care settings
- An understanding of the principles of citizen directed support.
- The postholder requires the ability to prioritise between conflicting demands.
- The ability to work as a member of a team and to build working relationships with colleagues in a wide range of partner agencies is vital.
- IT, report writing and communication skills.
- Knowledge and understanding of social care legislation.
- Demonstrable ability to Ability to speak fluent English as stated in Part 7 of the Immigration Act (2016)

### Qualifications

- Will hold a recognised SW professional qualification and be registered with the relevant professional council (Social Work England)
- Will have or be prepared to gain an appropriate management qualification and be able to demonstrate significant post-qualification personal development.

### Personal Attributes

- An ability to achieve the highest professional practice skills, through the ability to motivate, encourage, coach, and develop all team members.
- Effective interpersonal and people skills.

- Ability to prioritise and willingness to take responsibility for workload management and performance in a busy environment of changing priorities.
- To work to the code of practice for professional Social Work.
- Ability and commitment to working to the principles of the social model of disability and the requirements of the Equality Act.
- Willingness and ability to make sound professional judgements including high risk issues about services users their families and carers.
- Ability to manage and resolve conflict in a positive way.
- A demonstrable commitment to equalities and anti-discriminatory practice and ability to integrate equality policies into strategy and service delivery
- Access to / use of a vehicle is an essential requirement

All disabled applicants meeting the essential criteria will be interviewed.



# What You Will Deliver

## Key tasks and responsibilities:

The service manager plays an integral role you will be supporting individuals in the team with professional development, developing good practice and confidence in managing risk and informed, evidence-based decisions. Using a strengths-based approach, you will support and enable the team to collaborate with individuals, families/carers, and other professionals to complete assessments and to be creative in how we achieve good outcomes for our customers with a focus on enabling people to retain their independence and to prevent or delay the need for longer term support.

You will be working in collaboration with health, therapy and community partners and experience of collaborating with our partner agencies is essential.

As the service manager your responsibility is to ensure that the work of the team is undertaken in line with organisational requirements including any business/governance processes, and that the service response is delivered promptly, effectively organised and evidenced.

Key Results	Accountability
<b>Operational Delivery</b>	<ul style="list-style-type: none"><li>• Manage and supervise a team of multi-disciplinary staff and ensure, through direct or delegated supervision and appraisal processes, that professional practice is maintained and developed within quality assurance standards and that all work is conducted within a legal framework. Ensure organisational and professional standards of conduct are upheld.</li><li>• Responsible for demand and flow management of assessments and reviews, raise the quality and consistency of practice, and improve outcomes for service users.</li><li>• Be fully aware of Somerset's Safeguarding Policy and guidelines and be responsible for making appropriate decisions on the required actions. Chair safeguarding/adult protection meetings and ensure that timely and thorough</li></ul>

	<p>investigations are conducted to protect a vulnerable person at risk.</p>
<b>Service Planning and delivery</b>	<ul style="list-style-type: none"> <li>• Contribute to policy development and service planning across the full range of services, by working with commissioning/information management colleagues to collate and analyse statistical data.</li> <li>• Deliver agreed improvements in line with targets set out in the Service Plans</li> </ul>
<b>Financial/Budget Management</b>	<ul style="list-style-type: none"> <li>• Manage and control a devolved budget within agreed financial parameters. Work with support services and other staff to maintain effective information and administrative systems that support and monitor the work of the team.</li> </ul>
<b>Performance Frameworks</b>	<ul style="list-style-type: none"> <li>• Operationalise the framework for Quality Assurance and Performance Management, using performance data to identify and address serious and persistent shortfalls.</li> <li>• To ensure own performance meets the agreed code of professional practice for social care.</li> </ul>
<b>Team Management</b>	<ul style="list-style-type: none"> <li>• To manage and lead the team to maintain up to date recording on the electronic files, and relevant documents as required by the Council to deliver high standards of practice, including the closure of cases.</li> </ul>
<b>Problem Solving</b>	<ul style="list-style-type: none"> <li>• Operationalise the framework for Quality Assurance and Performance Management, using performance data to identify and address serious and persistent shortfalls.</li> </ul>
<b>Stakeholder engagement</b>	<ul style="list-style-type: none"> <li>• Facilitate effective communication with senior managers and key stakeholders where there are significant policy implications or issues of sensitivity.</li> <li>• Facilitate and support the continuous development and improved working</li> </ul>

	relationships across our Neighbourhoods and collaboration with Health Colleagues as well as VCSE.
<b>Operational Management</b>	<ul style="list-style-type: none"> <li>• Manage the recruitment and induction of new staff, and review staff progress during the probationary period. Deploy staff appropriately taking account of attendance and experience levels. Provide references and undertake staff appraisals as required Implement disciplinary and grievance procedures where appropriate.</li> </ul>
<b>Resource Management</b>	<ul style="list-style-type: none"> <li>• Responsible for determining work priorities of the local service within organisational policy and procedures.</li> <li>• To manage and be responsible for the allocation of Council resources, as well as those to manage the care and support of people with eligible needs.</li> </ul>

#### Further information specific to this job

- Typically, a Service Manager will manage a team of between 15 - 27 staff including professionally qualified staff.
- An agreed purchasing budget in conjunction with other Service Managers and in support of Senior Managers of up to £8m.
- Delivery of services in a geographical area, with the local population.
- The successful candidate has a responsibility for promoting and safeguarding the welfare of the vulnerable people they are responsible for or come into contact with.
- Somerset Council is subject to Part 7 of the Immigration Act (2016) and therefore the ability to speak fluent English will be an essential requirement for customer-facing roles.
- This job requires a criminal background check (DBS) via the disclosure procedure.

## What We Will Offer You in Return

<b>Salary and grade:</b>	Grade 8, £46,464 per annum
<b>Contract type:</b>	Permanent
<b>Location:</b>	East and West Somerset
<b>Hours of work:</b>	37 hours per week. These will be in agreement with the line manager.
<b>Annual leave:</b>	<p>For this grade: <b>33 days</b>.</p> <p>This is inclusive of two statutory days. In addition, there are 8 bank holiday days.</p> <p>Please note, the amount stated will be pro-rata for part-time and fixed term contract posts.</p> <p>The annual leave year starts on 1<sup>st</sup> April.</p>
<b>Probationary period:</b>	<p>The appointment will be subject to a probationary period of 6 months. Internal applicants who have already completed their probationary period would not normally be expected to complete this again.</p> <p>The Council's contractual sick pay scheme will not apply for the first 3 months of a probationary period (except with discretion in exceptional circumstances e.g. sudden critical or chronic illness).</p>
<b>Notice period:</b>	Following completion of the probationary period, this post will be subject to a notice period of three calendar months on either side.





**Somerset**  
Council