



Job description	
Job Title	Service Manager Adult Provider Services
Grade	PMG 2
Directorate	Adult Social Care
Section/team	Adult Provider Services
Accountable to	Head of Service
Responsible for	Senior Operations Manager

### Purpose of the job

1. To be responsible for and manage, the delivery of operational services across Adult Provider Services (APS) including Supported Living, Respite, Day Services and Shared Lives.
2. To take a key role in developing and delivering agreed strategic objectives for APS and support the operational management team to deliver these.
3. To ensure those services which are regulated by the Care Quality Commission (CQC), continually evidence compliance with all required national standards.
4. To ensure that safe systems of practice are in place to deliver high quality, regulatory compliant care across APS.
5. To provide leadership and direction to the operational management team and actively work with them and others to develop and transform services in accordance with relevant plans.
6. To be responsible for, understand, develop, and manage the performance of all services, ensuring these deliver against agreed targets and oversee any areas of improvement and/or development.
7. To develop and maintain key relationships internally and externally, providing any necessary links into the services within APS.
8. To work flexibly in the role across APS and as a senior manager within Adult Social Care (ASC) and wider Council.



## **Duties and responsibilities**

This is not a comprehensive list of all the tasks which may be required of the post holder. It is illustrative of the general nature and level of responsibility of the work to be undertaken.

## **Resource Management**

1. Ensure that the human resources of APS are consistently managed in line with current operational, financial, legal, and regulatory requirements and departmental policies and procedures; demonstrating a flexibility of approach so that workforce demands can be actively managed and shared across all services.
2. Ensure that the longer term and strategic needs of the service, are met in accordance with agreed plans, in a systematic and planned way, and that resulting changes are embedded within the operational management teams and the functioning of all services within APS.
3. Ensure efficient and effective use of all resources across APS including workforce, buildings, transport, and information technology, working with others to ensure these continue to be developed so that services remain fit for purpose in the future.

## **Financial Management**

1. Ensure effective oversight of all the systems in place to manage financial resources across APS and that these are compliant with all relevant policies, are consistently applied, and working.
2. Working with the Senior Operations Manager and operational management teams, oversee the implementation any agreed changes and improvements across APS.
3. Ensure that relevant data is maintained and available when required, highlighting gaps in information, and working to close these.
4. Deliver against agreed savings plans and ensure that services are managed efficiently to make the best use of financial resources.

## **Performance Management**

1. Supervise and monitor the Senior Operations manager and enable/support their role across APS, including their professional development.



2. Ensure that operational performance management targets are developed, agreed, and met across APS.
3. Ensure that there are effective systems in place to demonstrate that all legal, regulatory, financial, human resource, and policy requirements are met across APS and highlight gaps, working with the Senior Operations Manager and operational management teams and others, to develop solutions to these, implement and monitor impact.
4. Ensure that systems are in place to understand and manage the quality of all services across APS, addressing any concerns promptly and efficiently.
5. Produce evidence based, data informed reports, regularly, when required and in a timely and organised fashion.
6. Work with relevant colleagues in the Human Resource and Training Sections and other departments, to develop and agree workforce planning objectives for APS and the ongoing development of training plans across all services.
7. Take a lead role in supporting the development of systems, which allow the collection and analysis of statistical/ management information in connection with the quality standards and performance indicators that apply to the service. This includes supporting the service to embed digital systems for its core business.
8. Ensure systems are in place to identify and make plans to meet the development needs of managers and their staff.
9. Ensure managers and staff monitor and evaluate their own practice against agreed quality standards in collaboration with users and carers
10. Undertake investigations and reviews as required and plan changes in practice and services accordingly.
11. Participate in the relevant out of hours on call rota as directed and required.

### **Service Development**

1. Take a proactive and central role in leading, developing and implementing transformation and change plans across APS and guiding services and managers through this process.
2. Take a lead role in the production of annual service plans and lead the implementation of these across APS over the short, medium, and long term and contribute to the development of the division's business plan.



3. Maintain full oversight of agreed development areas/plans and provide required reports to the Head of Service and wider ASC in an organised and timely fashion, when required/requested.
4. Understand, plan, and manage the demand for the service, and with others, develop systems to support planning and ensure that agreed pathways into the service are effectively implemented.
5. Take a lead role in championing and building effective working relationships with operational and strategic colleagues across the Council and in relevant external organisations.

### **Communication/Working in Partnership**

1. Promote the values and principles of the Council and actively seek to involve services users, carers, advocates, and staff in the establishment of quality assured and person centred services.
2. Ensure the implementation of departmental and corporate strategies to improve communication with staff and work with management teams across APS to embed practice.
3. Promote a culture of partnership by providing opportunities for service users, carers, and staff at all levels to take part in and contribute via consultation, meetings, project working and development opportunities.
4. Demonstrate developed inter-personal skills to convey information that is complex and contentious to all key stakeholders, both verbally and in writing.
5. Produce reports as required which are relevant to operational service delivery and development.

### **Corporate Management**

1. Deputise in the absence of the Head of Service.
2. Contribute to the Corporate Management of the Division, Department and Council through meetings, committees, working groups/workstreams and by presenting reports/papers as required.



## **Health and safety**

1. To establish/develop and maintain compliant and consistent working practices across the services, ensuring that arrangements meet with the Council's Health and Safety policies and procedures and act where there is evidence that there are gaps or none-compliance, working alongside Health and Safety colleagues.
2. To ensure that the systems to monitor and manage risk across APS, are effective and consistently implemented.

## **Data Protection and Information Security**

1. Implement and act in accordance with the Information Security Acceptable Use policy and Data Protection Policy.
2. Protect the council's information assets from unauthorised access, disclosure, modification, destruction, or interference.
3. Report actual or potential security incidents.
4. Maintain full oversight of all record systems for APS, ensuring that the management of these meets with all required Data Protection and Information Security requirements.

## **Knowsley Better Together – Staff Qualities**

The following qualities have been adopted by the Council and apply to all employees. You are expected to embrace and display these qualities. Your line manager will discuss this with you, during your My Time and My Time Extra meetings.

- **Integrity.** You are required to be open and honest, maintain high standards of personal behaviour and display strong moral principles.
- **Accountability.** You must take personal responsibility for your actions and decisions and understand the consequences of your behaviour.
- **Communication.** You must listen and talk to others, taking account of other people's points of view. You should share information and strive to work together.
- **Respect.** You must treat people with care and dignity, observing the rights of other people, and helping and supporting others where you can.

**May 2023**