

# Job Profile

## Integrated Social Care Manager (ISCM)

Grade: RB2

Updated: July 2021

### About the Job

Providing inspirational and credible leadership, this strategic post is responsible for managing an adult social care team and where appropriate affiliated services. This includes direct management of social care leaders and, through them, the wider workforce. The ISCM is responsible for key decisions in relation to the deployment of resources, in particular, the locality external care budget, but also in regards to change management and performance.

### This is what we need you to do...

- Be accountable to the Head of Integrated Social Care for managing an adult social care team and where appropriate affiliated services; continuously driving improvements in performance and outcomes for individuals, their families, carers and communities
- Manage social care leaders, completing supervisions and appraisals
- Manage an external care budget and ensure that assessment and support planning processes contribute to managing services within the available funding, particularly in respect of high cost individual packages
- Create and sustain a work environment that promotes health, safety and wellbeing and self-care; continuously improving working conditions for good practice including improving workload management
- Take responsibility to ensure that organisational procedures are relevant, reflect effective practice and contribute to better outcomes
- Create and maintain a culture where concerns about practice, quality and service user experience are effectively dealt with, undertaking investigations in relation to professional
- Be responsible for team workforce management, ensuring the appropriate staffing levels for the service; contributing to and embedding recruitment and retention initiatives
- Provide professional leadership to social care in the locality, ensuring that good supervision is provided and that practice is evidence-based, focusing on strengths-based and personalised approaches and positive risk taking
- Lead a culture of talent identification and development; modelling, promoting and developing professional leadership and identifying future potential in the workforce
- Develop and maintain a strategic plan to oversee performance management themes that arise, supporting positive resolutions and taking action with HR/the regulator where necessary
- Take responsibility for continuously developing your own strategic leadership and, influence and impact on local and wider systems
- Maintain a high level of expertise, informed by knowledge in both established and emergent areas
- Undertake a County-wide role in relation an area of policy or practice, providing specialist advice and support to the whole service
- Maintain awareness of own professional limitations, knowledge

- misconduct, complaints and serious incident reviews and reporting to the regulator as appropriate
- Take strategic responsibility for ensuring that the service is compliant with the law, and secure the provision of expert advice, making judicious use of such advice
- Take strategic responsibility for the development, maintenance and review of a system of critical analysis and reflective professional supervision at all levels within the organisation, ensuring this is appropriately resourced, in line with the Standards for Employers
- Be responsible for ensuring that the value of social work professional knowledge and opinion influences good practice, service delivery and organisational strategy
- Initiate, facilitate and lead liaison across agencies at a local, regional and national level, and maintain a collaborative working approach, resolving intractable dilemmas where necessary

- gap and conflicts of interest and actively seek to address issues for self and others
- Take ownership of and responsibility for delivering against team and individual performance targets
- Take responsibility for obtaining regular and effective supervision and appraisal from a professional supervisor/manager, to discuss effective practice, reflection, continuing professional development and career opportunities
- Contribute to the development of the team and service by communicating new ideas, through means such as briefings, completion of council surveys, and team meetings.

### **Special Conditions**

- This position is subject to a DBS check (Disclosure and Barring Service check).
- The nature of this post requires flexibility to meet urgent work needs as they arise. This will inevitably entail work outside of normal working hours.
- The post holder must hold a clear and valid driving licence (exceptions under the Equality Act may apply) or have the ability to travel around the County.

### **The ideal candidate will have...**

#### **Experience**

- Substantial experience of working with adults in a statutory health or social care setting
- Undertaking line management duties, including appraisal and formal performance management of staff,
- Supervising/mentoring/coaching/training staff, preferably within a health and social care setting
- Financial decision making in the context of managing allocated team budgets

#### **Behavioural attributes**

- Provides inspirational and credible leadership, prompting the questions to help shape/re-invent the future
- Build and own strong relationships politically, externally and internally.
- Inspire staff and value their efforts and resilience
- Have a shared collective ownership
- Set boundaries, non negotiables, and hold each other, staff and partners to account whilst encouraging autonomy and conscientious, positive risk taking

- Change management and service development
- Identifying and managing risk, and planning appropriate interventions
- Providing effective leadership, support and modelling engagement in the most challenging of circumstances, including with partner agencies, stakeholders and other professionals
- Creating a learning culture and environment, where professional and personal development is valued and promoted

## **Knowledge, Skills and Understanding**

- Knowledgeable about strategic management and leadership within the public sector, including critical awareness of current issues and new evidence-informed practice research
- Leadership skills relevant for delivering quality in complex service and social systems, including an understanding of personnel/human resource management issues, e.g. recruitment and retention, performance and absence management.
- Significant knowledge of relevant legislation, including the Care Act 2014 and related law, guidance and procedures
- Significant knowledge and skills relating to safeguarding adults procedures and managing complex, high risk situations
- A critical knowledge of the range of theories and models for social work intervention
- The ability to work with and contain the anxiety of other people in complex and highly charged situations, ensuring that there is a proportionate and legally sound response, taking account of self – determination, perceived risk and protection from harm.
- The ability to use computerised case recording systems, with good keyboard skills and the ability to use various ICT packages.
- The ability to use initiative and work within timescales, to

- Be accountable for running the business effectively balancing performance and cost
- Removes barriers to effective partnership working, achieving corporate objectives by building on performance and team strengths, through strong relationships both inside and outside the organisation
- Actively asks for and considers other people's views and opinions
- Is available and approachable and takes time to consult and communicate
- Acknowledges, respects and responds to individual differences and diversity requirements; recognises discriminatory practices and inequality and is able to appropriately challenge others
- Works well under pressure
- Identifies and takes up opportunities for self development
- Acts with integrity, honesty and impartiality
- Contributes to the development of the service
- Ability to operate in a climate of change and to embrace new ways of thinking and working; sustaining and developing own imagination, creativity and curiosity in practice, exploring options to solve dilemmas and problems. Involving people who use services in reflections and creativity wherever possible.
- Be highly organised with a solution focused, logical and innovative approach to challenges.

## **Education & Qualifications**

### **Essential**

- Level 6 Leadership / Management qualification or willingness to work towards
- Educated to degree level in health and social care related field, or equivalent experience (as outlined in the job description)
- Evidence of continuous professional development

organise own workload and the workload of your team effectively; whilst dealing with competing priorities and fluctuating workloads.

- Able to demonstrate a sound understanding of multi-disciplinary service delivery for adults and older people, including health, social care and the voluntary sector.
- Able to demonstrate a sound knowledge of quality assurance / performance management methods.
- Able to demonstrate knowledge and commitment to principles of strengths-based practice, personalisation and positive risk taking.

#### **Monitoring and ongoing development of outcomes**

As part of the annual appraisal, outcome based targets will be developed in conjunction with the post holder and will supplement this job profile. The job profile will be subject to regular review and the council reserves its right to amend or add to the accountabilities listed above.