

JOB DESCRIPTION

Job Title:	Community Services Manager		
Directorate:	People	Salary:	£59,197 - £61,334 plus £706 London Weighting
Section:	Adult Community Mental Health Team	Grade:	BG-C SCP 49-51
Location:	Church Hill House	Work Style:	Flexible

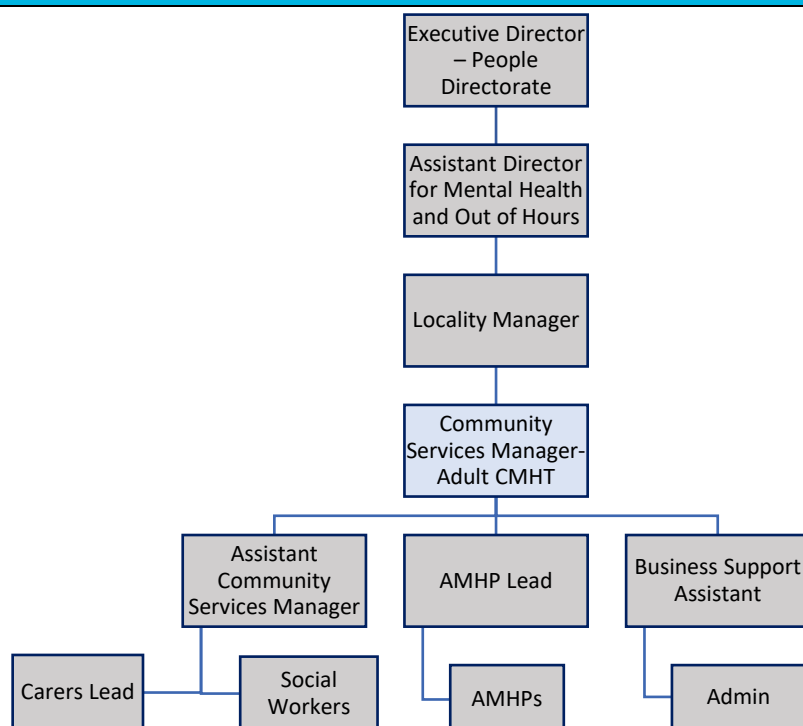
Key Objectives of the role

The role of Service Manager is to operationally manage the social care element of the Integrated Mental Health Service, ensuring the delivery of high-quality social care, working within budget and supporting change and innovation.

Our aim is to help people remain independent or regain independence following illness or a change in circumstances. Our focus is not only on those who are deemed eligible through the Care Act 2014, but also to support with Early Help and Prevention for both individuals and for carers.

- To provide leadership, management and professional guidance to a team of staff including, Assistant Community Support Managers, Senior Practitioners, Social Workers and Support Workers.
- To promote, lead and manage the development of excellence and confidence in practitioners.
- To ensure the delivery of a high quality, integrated care service within Bracknell Forest.

Designation of post and position within departmental structure



Daily and monthly responsibilities

- To collaborate with the CMHT Senior Management team and Clinical Leadership to provide guidance on the integration of social work and social care values, practices and statutory responsibilities in the delivery of integrated health and social care services for adults with mental health needs.
- To supervise the Social Work lead, AMHP Lead and social care staff, whilst establishing a workload management system to ensure caseloads and workloads align with seniority, experience and are regularly monitored based on local needs analysis.
- To lead and support delivery of statutory functions (Care Act, Mental Health Act, Mental Capacity Act and s117 MHA) using strengths-based and recovery models.
- To oversee social care budget and authorise payments in line with the Scheme of Delegation.
- To facilitate learning events, quality assurance and financial governance support for social care leads and practitioners in assessing service users' and carers' needs.
- To collaborate with Assistant Director and Head of Service to develop annual service and business plans for CMHT, ensuring the service is compliant with the aims and objectives expressed in the plan at all levels.
- To foster integrated service delivery between Bracknell Forest Council, Berkshire Healthcare Foundation Trust and the Third Sector.
- To identify and escalate shortfalls in social care services to Head of Service and Assistant Director.

- To lead on safeguarding efforts within mental health services, working together with clinical management teams ensuring high-quality practices, conducting audits of performance and reporting on data when required.
- To lead and advise on social care policy to ensure services are delivered safely within statutory and legal frameworks.
- To lead and contribute to the development and implementation of organisational policies for Adult Social Care in partnership with Berkshire Healthcare Foundation Trust.
- To take overall responsibility for the team, supporting the recruitment, supervision and development of social care staff, including apprentices, students and trainees.
- To take overall responsibility for managing appraisals, ensuring consistent performance reviews and meetings that address service area priorities and individual development needs.
- To lead on professional standards in disciplinary processes affecting social work staff.
- To provide professional advice regarding the service user/patient records for both Bracknell Forest Council (LAS) and Berkshire Healthcare Foundation Trust (RiO).
- To conduct audits, analyse feedback, SARs and complaints to identify patterns for learning and service improvement.
- To be the CMHT Lead in the Adult Cell Group, BFSB, Approaching Adulthood and CMHT Transition, and Care Governance Board, advising the People Directorate and staff on social care governance and BFSB standards.
- To monitor and ensure quality of social care assessments, funding applications and support plans from CMHT staff in preparation of Bracknell Forest Council funding approval panel. To be a key decision maker in the oversight and approval of complex care packages with significant financial responsibility.
- To collaborate with Quality and Performance Management to measure and report social care outcomes and undertake audits and inspection of social care professional practice.
- To support the commissioning arrangements with specialist mental health provider services.
- To maintain a focus on the interface with Prospect Park Hospital in-patient wards, the Locality Access Point, ICB and care homes to ensure bed occupancy is closely monitored and hospital admissions/delayed transfer of care avoided.
- To develop services in line with Berkshire Healthcare Foundation Trust and Bracknell Forest Council Transformation Agenda, reflecting current national guidelines including the NHS Long Term Plan 2019, Care Act 2014, Mental Health Act 1983, Mental Capacity Act 2005 and standards specified by Care Quality Commission.
- To deputise for the Head of Mental Health Services as required in operational and strategic forums for both Bracknell Forest Council and Berkshire Healthcare Foundation Trust.

Scope of role

To ensure that appropriate levels of approval are obtained for any expenditure within the team.

To provide information to enable the department to monitor and manage the budget and to take any remedial actions as required by senior managers. This will include identification of resource deficits in a timely manner.

Overall budget - in excess of £1,000,000.00.

Failure to ensure appropriate arrangements are in place would place vulnerable adults at risk of harm and the Council at risk of reputational damage and of litigation.

Commitment to the Council's Equal Opportunities policy at all times

Commitment to working within the bounds of the Data Protection Act and GDPR legislation at all times

Such other duties as may from time to time be necessary, compatible with the nature of the post. It should be noted that the above list of main duties and responsibilities is not necessarily a complete statement of the final duties of the post. It is intended to give an overall view of the position and should be taken as guidance only

PERSON SPECIFICATION

KEY CRITERIA	ESSENTIAL	DESIRABLE
Skills and qualifications	<p>Social Work England registration.</p> <p>AMHP qualification.</p> <p>Degree in Social Work, Dip SW, CQSW, or equivalent.</p>	<p>Safeguarding Level 3 training</p> <p>Accredited management Qualification</p> <p>Should be able to act as or train to be a DOL's authoriser.</p>
Competence Summary (Knowledge, abilities, skills, experience)	<p>Significant experience in social care</p> <p>Thorough knowledge of relevant legislation and national policies.</p> <p>Demonstrable management experience.</p> <p>Ability to communicate effectively with a wide range of people in a wide range of circumstances.</p> <p>Empathic and respectful of diversity.</p> <p>Leadership and motivational skills and ability to manage change.</p> <p>Organisational skills, including delegation and project management.</p> <p>IT skills: Social Care Record, Word, Excel, email.</p> <p>Good report writing skills.</p> <p>Understanding of responsibilities of a wide range of disciplines.</p> <p>Understanding of and commitment to the requirements of safeguarding children, young people, vulnerable adults and promoting their welfare.</p>	<p>Knowledge of the local social care and healthcare environment.</p> <p>Management training or qualification.</p>
Work-related Personal Requirements	<p>The post holder must hold a full UK driving licence (or valid equivalent). Non-UK licences must be converted to UK licences in the first six months of employment.</p> <p>Flexibility.</p> <p>Ability to take responsibility and</p>	

	accept accountability at appropriate level.
	Motivated and person-centred values.
Other Work Requirements	<p>Ability to travel as required for the role.</p> <p>A satisfactory enhanced Disclosure and Barring Service check.</p> <p>This role has been identified as public facing in accordance with Part 7 of the Immigration Act 2016; the requirement to fulfil all spoken aspects of the role with confidence in English applies</p> <p>This post is exempt from the Rehabilitation of Offenders Act 1974. You are therefore not entitled to withhold information about convictions which for any other purposes are 'spent' under the provisions of the Act and any failure to disclose such convictions could result in dismissal or disciplinary action by the Authority. Any information given will be completely confidential and will be considered only in relation to the positions to which the Order applies.</p>
Role models and demonstrates the Council's values and behaviours	<p>Our values define who we are. They outline what is important to us. They influence the way we work with each other – and the way we serve our residents and engage with our communities.</p> <p>We make our values real by demonstrating them in how we behave every day.</p>

All staff should hold a duty and commitment to observing the Council's Equality & Dignity at Work policy at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and Council policies/procedures.

