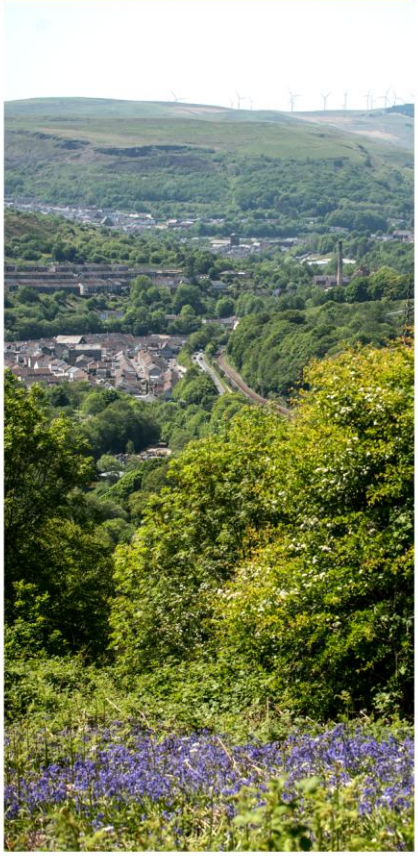
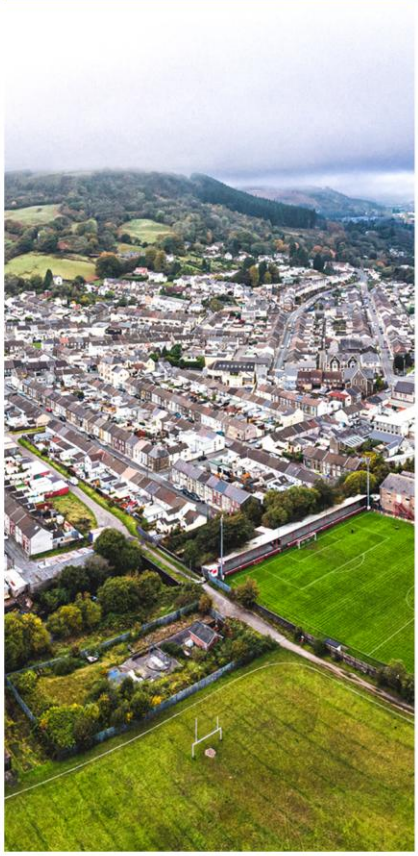
SWYDDI CYNGOR
RHONDDA CYNON TAF
COUNCIL JOBS

RHONDDA CYNON TAF







Pecyn Gwybodaeth i Ymgeiswyr

Candidate Information Pack

Mae'r ddogfen hon ar gael yn Gymraeg / This document is also available in Welsh

JOB DESCRIPTION

Head of Safeguarding, Care and Support

Post Reference Number:
Date of Job Description: November 2023

Grade	Head of Service – Level 1
Location	TY ELAI, WILLIAMSTOWN, TONYPANDY
Group	Community and Children's Services
Division	Adult Services
Department/Section	Senior Management Team
Team/Sub Section	Safeguarding, Care and Support
Responsible to	Director of Adult Services
Posts reporting to this post	Relevant Service Managers, subject to review.
DBS Required	Enhanced

Why work for Rhondda Cynon Taf Council?

Rhondda Cynon Taf Council is one of the largest Local Authorities in Wales. Our vision is for a Rhondda Cynon Taf where "All people, communities, and businesses can grow and live in a healthy, green, safe, vibrant, and inclusive County Borough where they can achieve their full potential in all aspects of their lives and work, both now and in the future"

If you work for us, your work contributes to making a positive difference in our communities. We are committed to creating a rewarding and inclusive working environment that reflects our values and priorities.
We provide excellent induction, training, and development programmes to help you grow within your role and career. You'll be challenged and supported through new opportunities to build new and transferable skills whilst making an impact.

Wellbeing and Work-Life Balance
In our comprehensive Workforce Wellbeing Strategy, which recognises the many elements influencing overall wellbeing. We offer a wide range of benefits and support services to help you thrive in the workplace.

You will have access to a range of wellbeing initiatives including discounted **Leisure for life** membership**, 'Vivup Card'** for discounts on hundreds of products and services and a **Cycle to Work** scheme.

We commission an **Employee Assistance Programme** (EAP) which gives access to 24/7 wellbeing support as well as a wealth of online resources including self-help workbooks, podcasts and health assessments.

Our **pension scheme** offers competitive benefits, with additional financial savings to be had with discounts on hundreds of products and technology and car purchase schemes providing additional ways to manage personal finance, all available through the **staff benefits** platform. There are further opportunities to boost financial wellbeing by learning more via the **Salary Finance** workshops.

In addition, we support work-life balance through flexible, family friendly policies and a generous annual leave entitlement of 26 days (pro rata, increasing to 31 upon 5 years of completed service), plus 8 public holidays and the option to purchase additional annual leave (up to 10 days pro rata). Our inclusive workplace also celebrates diversity with staff networks for employees including the Allies Network, Disability and Carers network, Perthyn (LGBTQ+ Network) and Spotlight (open to Black, Asian, and minority ethnic staff).

Please see our career pages to find out more about working for us.

Purpose of the post:

The post holder will:

- Be responsible for the operation of the Care and Support Service Area; ensuring high quality of practice and care and support provision to encourage individuals to develop personal growth, competence and experience. This will require the identification of opportunities for driving up and exceeding standards to meet statutory demands and policy requirements.

- Be responsible for the adult safeguarding and DoLS service. Ensuring high levels of rigour in applying the Legislative, Statutory Guidance and Practice requirements to keep people at risk of abuse safe and protect people's best interests.

- Be responsible for ensuring Carers rights and entitlements are upheld and work with others to ensure an effective range of respite, information, advice and assistance is available.

- Be responsible for ensuring that adult services support people's rights for advocacy is understood and upheld

- Work with the Director of Adult Services to set the strategic development of Service. This will involve leading on current and future service and organisational changes to transform the Service and secure opportunities for integration across the health and social care system.

What you will deliver:

Strategic Management

- As a member of the Management Team, to embed the vision and principles of the Service in all teams.

- To take responsibility for the delivery of the Adult Services' strategic plans and policies, via cultural change and organisational development, and actively promoting a shared purpose across the organisation

- To lead the implementation of major change within the Service Area, including assessment of options and appropriate consultation and outcome review.

- To promote innovative and creative solutions to positive outcome delivery, within limited resources.

What you will deliver:

- As a member of the Management Team, to work with colleagues to ensure compliance with all policies, standards, procedures and the regulatory framework.

- To be accountable for and ensure the delivery of activity to ensure effective safeguarding arrangements in line with the approach agreed through the Safeguarding Adults Board.

- To ensure that the services provided are non-discriminatory in respect of race, sex, age, marital status, sexuality, disability, religion and nationality.

- To deputise for the Director of Adult Director as required.

Service Management

- To act as the Council's expert for the service area and to provide high-quality advice on development and operation.

- To pro-actively work with partners to shape the future approach of services, including the establishment of effective integration to deliver varied opportunities which meet changing levels of need.

- To ensure services are delivered in line with legal and policy frameworks by utilising substantial and comprehensive experience in social care management to deliver effective performance.

- To promote an innovative and creative approach to achieving positive and ambitious outcomes.

- To provide clear direction and purpose for staff at all levels, by translating political decisions into achievable but ambitious service delivery targets.

- To actively manage and enhance the performance of Service Managers and Team managers, in terms of delivering outcomes, contributing to service development and collaboration. and ensuring delivery of management accountabilities through appropriate delegation.

- To ensure that all corporate policies, objectives, and processes are implemented and complied with, and are communicated to staff in a timely and effective way.

- To place all individuals at the heart of everything you do and listen to their voice and views when planning, delivering and improving services.

- To promote the development of a learning culture and to develop an evidence based' approach to Practice underpinned by research and data, consultation

What you will deliver:

and coproduction with adults and older people and their families.

Service Quality and Performance Management

- To identify clear objectives for the service area, overseeing development and performance management of action plans and ensuring identification and response to major risks.

- To develop a culture of continuous and sustained improvement through effective performance management, including ensuring supervision is of high calibre that promotes a joint responsibility for excellent service provision and performance in line with service and corporate plans.

- To ensure that quality assurance processes are monitored, reviewed and redesigned to improve outcomes through constructively and effectively challenging practice and ensuring the optimal efficiency and effectiveness of the service area.

- To think creatively and imaginatively about project and programme development and implementation, to ensure that the best outcomes are delivered in the most efficient way.

- To ensure that services are planned and delivered in a co-ordinated way, whilst promoting innovative approaches to securing the delivery of agreed outcomes.

- To develop, implement, monitor, and evaluate Delivery Plans (including PIs) for the Service Area; identifying, analysing, and responding to changing trends, patterns of demand, and performance issues, as necessary.

- To put in place effective arrangements for agreeing personal targets for Service Managers and Team Managers, and for regularly appraising and reporting on their performance.

- To be accountable for personal performance, through meeting agreed personal targets and undertaking planned programmes of professional development.

Resource Management

- To regularly review and evaluate the resource requirements of the service, in terms of both maintaining service delivery and securing improvements and developments.

- To ensure the efficient and imaginative management of all the service's resources, (people, finance, property and information), in support of the Council's agreed targets for service delivery and improvement.

What you will deliver:

- To be entrepreneurial in identifying additional sources of funding or other resources, ensuring that any special approval, accounting or evaluation requirements involved are complied with.

Partnership Working and Communication

- To develop and maintain the wider networks and partnerships the Council needs to deliver its priorities.
- To actively foster and develop positive and productive relationships with agencies and partners, including business and the voluntary sector, as well as with other bodies at regional and national levels, including Welsh Government.
- To develop and implement effective arrangements for formal consultation with agencies and partners, and with the public, on service planning and delivery issues, and for ensuring that comments received feed into policy and decision making, as appropriate.
- To develop positive and productive collaboration where it serves to deliver the Council's priorities and delivers improved services and/or efficiencies.

To undertake such other duties and responsibilities commensurate with the grade, as may be reasonably required by the Service Director, or as a mutually agreed development opportunity.

To comply with the Council's Health and Safety Policies and procedures and undertake any relevant health and safety duties in accordance with local arrangements.

To support the Council to play its part in tackling Climate Change and meeting its Carbon Reduction targets across the services it delivers and also in the goods and services it buys or commissions from other organisations.

All staff have a valuable and vital role in keeping people safe. Any person with concerns regarding the safety of a child or adult at risk, OR the behaviour of a colleague towards a child or adult at risk, has a responsibility to report this immediately. This should be done via the person's Line Manager, Designated Safeguarding Lead or contact the Cwm Taf Multi Agency Safeguarding Hub.

THE CONTENTS OF THE DOCUMENT WILL BE SUBJECT TO REVIEW FROM TIME TO TIME IN CONSULTATION WITH THE POST HOLDER. JOB DESCRIPTIONS MAY BE AMENDED TO REFLECT AND RECORD SUCH CHANGES.

PERSON SPECIFICATION

This Person Specification sets out the knowledge and/or qualifications, past experience and personal competencies that would be ideal for this particular post.

The **Knowledge/Qualifications** and Experience sections describe what is required in terms of the technical ability that is needed to do this job successfully.

The **Competencies** section describes the kinds of non-technical skills, abilities and personal characteristics that the ideal person for this particular role would have. The competencies describe how that person would ideally work with other people and how they would approach their responsibilities.

The **Special Conditions and Professional Requirements** section describes any other qualities appropriate to the particular circumstances associated with this role.

Knowledge / Education:

Essential	Desirable
Educated to degree level or vocational equivalent.	Social Work qualification approved by Social Care Wales
Recognised professional qualification in Social Work or Health	MSC OM5 (Operational Management)
Extensive knowledge and understanding of the policy and legislative context of adult social care services in Wales	MSC SM5 (Strategic Management)
Understanding of issues relating to the delivery of contemporary adult social care services	

Experience:

Essential	Desirable
Substantial experience of managing adult social services assessment and care management at a senior level, including staff and budgets	Management experience in relation to the specific service area
Substantial experience of developing and delivery adult social care services	Experience of working closely with Elected Members or the ability to demonstrate that such political sensitivity could be acquired quickly

Experience of strong and effective partnership working between adult social care, Health and other partners, including with service users	
Experience of interpreting and implementing new guidance / legislation	
Experience and understanding of successfully managing organisation change.	

Welsh language skills:

Essential	Desirable
Welsh Language Level 1 ☒ *All employees will be required to undertake a basic Welsh Language induction to reach this level* Welsh Language Level 2 ☐ Welsh Language Level 3 ☐ Welsh Language Level 3-5 ☐ Welsh Language Level 4 ☐ Welsh Language Level 5 ☐	Welsh Language Level 2 ☒ Welsh Language Level 3 ☒ Welsh Language Level 3-5 ☒ Welsh Language Level 4 ☒ Welsh Language Level 5 ☒
For details about the levels please refer to 'The Welsh Language Skills Guidance' online: www.rctcbc.gov.uk/WelshSkills	

What skills you will use in the workplace:

Competency	**Strategic Management Competency Framework**
Competency Areas	**Competency behaviours and values**
Developing and Motivating People	Develops people for both the immediate and the longer term, and promotes a culture of continuous learning (Workforce Planning) Is able to deliver difficult messages sensitively

Working in Partnerships and Teams	Creates an environment where a free and open exchange of ideas and appropriate challenge is accepted and valued Always strives to understand and work through differences in agendas, needs and points of view
Communicating Effectively	Tailors their style and language to different groups of people e.g. customers, Councillors, staff Actively creates regular opportunities for open discussion
Leading Change	Understands and embraces the need for change and responds positively to a modernising agenda Understands others' barriers to change and supports people through change
Working Strategically	**Drives strategic priorities based on real need, grounded on well-informed evaluation of data** **Has clear knowledge of the connections between services and wider corporate issues**
Managing Resources	Successfully manages budgets, understands, uses and analyses numerically presented information Is positive about what can be achieved with existing resources (Workforce Planning)
Political Knowledge & Awareness	Take opportunities to build stronger relationships with politicians and share information Makes clear, well - justified recommendations
Focusing on Service Users	Has well developed policies and processes for engaging Service Users Actively seeks and utilises information from front-line staff to improve services

Special Conditions and Professional Requirements

