

## **Manchester Local Care Organisation Role Profile**

### **Strategic Lead – Integrated Neighbourhood Social Work Teams and City-Wide Services - SS1 Reports to: Assistant Director**

#### **Manchester Local Care Organisation**

Manchester Local Care Organisation (MLCO) has been established by the partners (Manchester City Council, Manchester University NHS Foundation Trust, Greater Manchester Mental Health Service NHS Trust and Manchester Primary Care Partnership) to integrate, plan and manage community health and social care across the City. By working better together, we are bringing community health and social care services together in our 12 neighbourhoods to form integrated Neighbourhoods Teams (INTs). Our INTs will drive our collaborative approach, developing partnerships and building on existing community assets to facilitate improved delivery specific to each neighbourhood. We will be able to provide improved care closer to home and to support the people of Manchester to live healthier, more independent and fulfilling lives and be part of a thriving and supportive community. Your role is deployed into MLCO by your employer: Manchester City Council.

#### **Key Role Descriptors**

The Strategic Lead is responsible for strategically leading INT localities and City-Wide Care Homes, Review, Carers and Manchester Case Management Services, supporting the delivery of excellent social work/care and safeguarding services. This role collectively drives forwards continuous improvements and standards to keep our most vulnerable, well cared for and safe/protected.

Takes corporate accountability for the delivery of shared corporate responsibilities relevant to Corporate Objectives, Risk Register and Assurance Framework. Oversees the tracking of progress against statutory functions, national standards and schedules, ensuring appropriate processes are in place to flag issues, risks and concerns with the relevant stakeholders.

Ensures that MCC/MLCO develops a culture that promotes equality and values diversity and that the services provided meet the needs of all service users. This may involve the development and monitoring of policies and procedures to ensure that services are inclusive to all.

The Strategic Lead will lead the provision of an efficient, effective, high-quality professional and well-co-ordinated set of services capable of meeting all statutory requirements with a multi-agency approach to social work and safeguarding and develop and implement qualitative and quantitative measures to determine performance against the organisational strategy, whilst clearly identifying links to national, regional, and local priorities and policy objectives.

The role holder will lead and drive the design, development and implementation of evidenced strategies and will commission, oversee, analyse and interpret complex information and deliver high quality projects, reports and presentations in relation to the organisation's requirements.

The role holder will ensure that quality improvement and assurance is embedded into models of service delivery and commissioning arrangements. They will work closely with the MCC/MLCO departmental management team, so that there is a consistent and strategic approach to social work/care and safeguarding practice.

The role holder will be responsible for the provision of clinical/professional leadership to inform the strategic direction of social work/care in Manchester and have a significant role within the multiagency partnership arrangements across the city and GM.

Provide managerial and leadership of service delivery through direct line management responsibilities or through an agreed pattern of matrix management as part of partnership arrangements.

### **Key Role Accountabilities:**

Required to provide and receive highly complex, sensitive, and contentious information, negotiate with senior stakeholders on difficult and controversial issues, and present highly complex and sensitive information to large and influential groups. It is expected the type of information would range across professional/clinical boundaries and covering all types of complex case management.

Inform operational developments, financial information to support budget management as well as negotiations and commissioning of new services and responding to both hard and soft intelligence to ensure safe and quality services are delivered.

Work to secure continuous improvement in standards of care, whilst actively promoting the relationships with key stakeholders to ensure high quality of services and safety with reference to lived experience remains at the forefront, working alongside colleagues within Manchester and the Greater Manchester ICS as part of effective, person-centred collaboration.

Ensure best practice is developed and delivered at organisational and departmental levels. Challenge ways of working and persuade, motivate and influence other senior managers to realign their practice where necessary, including the presentation of complex information on all aspects of the function in a clear, understandable, and audience-appropriate manner to senior management and board level groups.

Be responsible for quality and service improvement that complies with all requirements of clinical, professional, and corporate governance supporting ASC to contribute fully to the delivery of safe, effective, and efficient citizen focused services

Manage employees and budgets successfully ensuring service needs and resource levels are identified and met, and develop, manage and update systems, policies and procedures ensuring the adoption of best practice methodology, rules, standards and thresholds.

Provide credible, effective, and visible social work leadership, working as part of a dynamic team, to deliver an effective service supporting managers and staff across ASC/MLCO to deliver safe sustainable services for its public.

Lead on the development of the system wide ASC improvements in line with CQC standards ensure compliance and excellent ratings and provide a specialist consultancy role for all partners whilst developing and implementing policies, procedures and guidance which reflects local standards of practice, standards.

Be responsible for devising, developing, and leading the implementation of appropriate information sharing systems to facilitate effective working practices and evaluation methods for the end-to-end processes and ensure accurate analysis of management information to inform short-, medium- and long-term strategies.

Ensure that benefits from research and development and from innovation are realised by MCC/MLCO & stakeholder organisations

## Behaviours, skills, and technical requirements

### Our Manchester Behaviours

- We are proud and passionate about Manchester
- We take time to listen and understand
- We 'own it' and we're not afraid to try new things
- We work together and trust each other

### General Skills

- **Communication Skills:** Ability to effectively transfer key and complex information to all levels of staff, adapting the style of communication as necessary and ensuring that this information is understood. Ability to motivate others through building effective relationships and gaining their full support for achieving outcomes.
- **Analytical Skills:** Demonstrates the ability to apply analytical and logical thinking to gathering and analysing information, designing and testing solutions to problems, and formulating plans.
- **Planning and Organising:** Ability to turn strategic ideas and objectives into practical, well organised plans. Ability to manage a complex range of functions and manage multiple priorities with confidence.
- **Problem Solving and Decision-Making:** Ability to react to immediate solutions of a highly complex nature with associated risk factors and deliver pragmatic solutions. Key to success includes being able to maintain focus and objectivity under various conditions and skill in managing and maintaining a multi-priority workload, progressing various strategies and plans over the long term concurrently with an ability to maintain sound judgement under competing priorities and pressure.
- **Strategic Thinking:** Demonstrates a high level of political awareness and links strategies for continuous improvement with the drive to achieve national, corporate and departmental standards and goals
- **Creative Skills:** Think creatively to plan and examine potential business processes and operating models and to develop a range of creative and original solutions that meet the strategic needs of the business.
- **Financial Management:** Strategic awareness of the financial structure of the Council and the implications of decisions on the delivery of value for money for taxpayers.
- **People Management:** Effective development, management and motivation of staff within service area, providing leadership and planning for the work of a service based function or Council wide team. Establishes clear targets and monitors progress to ensure continuous improvement in service delivery.

## **Technical Requirements (Role Specific)**

- Qualified Social Worker and be registered with Social Work England.
- Experience at a senior manager level and can manage a complex range of service areas within a large and significant department and multiple priorities with confidence.
- Knowledge of integrated health and social care systems, and knowledge of how Social Work teams operate within Neighbourhoods and the challenges of working across the system, representing Adult Social Care at a strategic level.
- Knowledge and experience of working with other social care services to achieve positive outcomes for Manchester citizens in line with Our Manchester values.
- Willing to participate in the Duty Principal Manager rota