

## Job and Person Profile (JPP)

Job details	
<b>Job title</b>	Assistant Director for Adult Social Care (North Locality)
<b>Job Reference</b>	15280
<b>Grade and Salary</b>	Assistant Director - £83,404 - £99,949 per annum (pro rata if part time) This role includes performance related pay progression
<b>Service and Team</b>	Adult Social Care (ASC) – North Locality
<b>Location</b>	Riverside, 4 Canning Road, Lowestoft, NR33 0EQ - Hybrid
<b>Hours per week</b>	37 (Notional)
<b>Status</b>	<b>Permanent</b>
This role may offer the following flexible working options	<ul style="list-style-type: none"> <li>• <i>Working part time hours (eg different hours/days to those advertised)</i></li> <li>• <i>Job sharing</i></li> <li>• <i>Working compressed hours (eg a nine-day fortnight)</i></li> <li>• <i>Term time working (including partial term-time working)</i></li> <li>• <i>Use of flexitime / time off in lieu</i></li> <li>• <i>Hybrid working options, including some home working</i></li> <li>• <i>Working from different Council buildings</i></li> <li>• <i>Working adjusted core hours (eg starting later and finishing later or other patterns)</i></li> </ul>

### About us

As a modern and effective council, we understand the importance of being flexible and well-connected in the ways we work. We focus our ambitions on doing what's right for people, our partners and our communities - both now and for the future.

That's why, as one of the largest employers in Suffolk, we believe in empowering everyone. Through career variety and collaborative working, accessible career paths and professional development.

The support and care we offer encourages and enables you to be the best you can be. To make a meaningful impact on the world around you. To achieve a unique sense of pride in what you do, why you do it and where. **Reimagine the possibilities.**

## Main purpose of the job

This is a key role within the organisation, the Suffolk and Norfolk and Waveney systems. The main purpose of the role is to contribute to the effective and visionary leadership of the Adult Social Care service (ASC), driving effective integration between health and social care through collaboration with stakeholders and partners across the system to deliver better outcomes for the people of Suffolk.

System leadership will be an essential part of the role, as integration with health, voluntary sector and sector partners are key components of transforming service delivery, ensuring health and social care systems are joined up for service users. We work across two Integrated Care Systems (ICS) and a key aspect of this role is to ensure that Suffolk residents are not disadvantaged by the ICS footprint.

The transformation challenge for the ASC directorate is significant. You will lead our Contact and Assessments services, developing and implementing a programme of transformation across our early intervention and advisory teams, working with our strategic partners to ensure we are in the best position to provide the best information, advice and guidance to older people, disabled people and their carers. You will be responsible for supporting Directorate Management Team (DMT) colleagues in transforming your services to manage demand in adult care by creating an early intervention culture where your teams deliver the highest standards of customer service, providing best and earliest access to social care information, digital care and therapeutic services in Suffolk to support people to live more independent lives. You will drive ongoing improvement of our financial assessment approaches, developing the most efficient and effective processes for managing income from customer charging (circa £50m a year) and managing aged debt.

As a leader, you will be expected to promote the county council's vision, objectives and priorities effectively to staff, partners and the public and always inspire others by role modelling our organisational values. You will promote a culture of fostering innovation, value for money and outcome-based customer focus.

You will also work closely with County Councillors, the Corporate Leadership Team (CLT) and Health Leadership to develop and deliver the council's political and strategic agendas and to assume both individual responsibility for specific projects and programmes within these. You will work collaboratively with the ASC Management Team to ensure services are delivered or commissioned flexibly for the benefit of adults with social care needs and family carers.

## About the team

Now is a great time to look at joining Suffolk. We have an ambitious corporate strategy with health and wellbeing as a core objective; and we have just launched our exciting new 'People at the Heart of Care' strategy that will deliver four key outcomes: Independence, Quality, Sustainability, and People's Voices at the Core.

We have a commitment to continually develop our exciting programme of social care and health integration to best respond to the changing population needs in the county. We are working in new ways with colleagues, partners and communities to develop new models of

care provision, further embed person-centred, asset-based practice, and to use technology and innovative digital solutions to deliver improved health and wellbeing outcomes.

### **What you will be expected to deliver in the role**

As part of the ASC leadership team, you will be leading the Waveney area, which is aligned with the Norfolk and Waveney Integrated Care Board (ICB) and has a strong partnership presence with local alliances working together to help deliver something different for Lowestoft and Waveney's most deprived areas.

Within this specific area, you will be leading on strategic planning and delivery of health and social care integration to meet the ASC, Suffolk County Council and Health priorities as defined.

You will be responsible for key services areas including social work, occupational therapy professionals, reablement services, commissioning and contracting functions, front line and local support services across your local area, with a gross budget of approximately £40 million.

You will work within a county wide framework that supports quality of practice standards, sound market management and utilises the infrastructure services that will ensure appropriate consistency.

#### **Day to day tasks may include:**

- The creation of a high-performance culture within the ASC directorate that is flexible, innovative, responsive to changing priorities and empowers people to deliver excellence, best value and continuous improvement for the people of Suffolk.
- A clear focus on customer, families and community needs ensuring preventative and long-term sustainable solutions, to enable people to live long and fulfilling lives, by maximising their independence.
- Leadership locally on delivering our strategy, People at the Heart of Care and all the transformation that supports delivery of our strategy such as digital, demand management and quality improvement.
- The development of a highly effective, collaborative and inspirational Management Team, demonstrating strong leadership for our staff and partners.
- Excellent leadership ensuring effective operations in planning, programme development, human resources and staff development, business development, and financial oversight.
- Effective system leadership, building trust and developing shared priorities with partners and stakeholders, including tackling areas of conflict and creating solutions to ensure the delivery of user-focussed, integrated, locality-based services for vulnerable adults and their families.
- Communicate agreed actions into service operations ensuring accountable leaders are clear on outcomes.
- Leadership of appropriate networks, boards and individual stakeholder relationships across the local system to influence increased integration and collaborative working.
- Joint working with Children and Young People Services (CYP), Public Health and Communities (PH&C) to convert agreed ambitions into delivery plans, ensuring controls and governance are in place to deliver outcomes.

- Collaborative, integrated outcome-based service planning that takes account of national performance standards, statutory and local performance plans and ensures the personalisation of social care services for adults is achieved as outlined in our strategy 'People at the Heart of Care.' Ensuring that all statutory services and operational obligations (e.g. Care Act, Mental Health Act and Mental Capacity Act) are fulfilled and delivered to agreed standards and quality frameworks.
- Effective communication strategies for sharing the vision and plans with staff, partners and the public to ensure there is clear understanding.
- The monitoring and continuous review of directorate, strategies, local service delivery plans and priorities, to ensure delivery and that risks are managed and escalated appropriately.
  - A partnership approach to commissioning and contracting functions within your area. Ensuring robust and comprehensive functions are delivered, working to new standards and reducing cost while maintaining good delivery of services and any services provided by voluntary, independent and private sector organisations represent value for money and are appropriately monitored against required service delivery standards to ensure they are fit for purpose.
  - Financial management of the area budget (multi million pound) ensuring robust budget management is place throughout the teams with appropriate controls in place to ensure spending profiles are met whilst saving challenges are delivered.
  - Lead the savings plan, ensuring that plans are in place across your ASC area with lead accountable budget owners established. Ensure appropriate controls and governance are in place to track financial performance, delivering agreed out-turn targets.
  - Leadership of staff engagement for your service area.
  - An environment which supports staff to embrace and role model organisational WE ASPIRE values.
  - Strategic steer on programme management within your function to ensure all work is system led, affordable, effective and in line with ASC priorities.
  - Cover for the Director of ASC with full accountability.
  - The Council's statutory responsibilities under the Care Act for a diverse and sustainable adult social care market, encompassing the whole market, not just those services specifically funded and commissioned by the County Council, through working collaboratively with providers, and other workforce, business and economic development teams, NHS commissioners and District/ borough councils and promoting innovative approaches to meeting social care needs.
  - A co-productive approach to market and service development that engages effectively with citizens, customers, family carers and their representatives through a range of methods and approaches, including making appropriate use of digital communication.
  - Leadership on a range of countywide ASC priorities relating to policy and practice.

Although this list provides examples of what you will be doing it's not intended to be exhaustive, and you will have personal objectives linked to our People Plans and Strategies that will be discussed and agreed with your line manager when you start.

## Person Profile – what you will bring to the team

## **Qualifications and Professional memberships**

1. Master's Degree and/or equivalent experience
2. Evidence of continued professional development
3. Qualification/and or experience

## **Specialist knowledge skills and experience**

4. Demonstrable evidence of high performance and achievement at a senior level within a local authority and/or large, multifunctional organisation with comparable scope, size and complexity
5. In-depth knowledge and understanding of the major issues and specific challenges facing public sector
6. Ability to inspire staff to deliver services with an emphasis on responsibility, accountability, community and health relationships.
7. Demonstrable evidence of having successfully delivered service redesign / improvements, driving associated cultural change to embed the improvements whilst delivering savings
8. A track record of developing and interpretation of high level strategies to tangible action and success on the ground
9. Evidence of harnessing the strengths and talents of people at all levels, in order to support them to realise their full potential and achieve common goals.
10. A record of successful resource management, budget formulation, monitoring and control of the performance of human, financial and physical resources in a complex / political organisation
11. Evidence of successful multi-partner and/or commercial negotiations which have had a positive impact on communities and other stakeholders including staff
12. Evidence of providing sound professional advice to elected Members and building effective and productive political working relationships that enhance the delivery of the service
13. Evidence of having the self-confidence and perspective to facilitate open and honest relationships with the leadership team, staff and the wider public community in order to discuss and remove barriers to the effective delivery of services.
14. Comprehensive knowledge and understanding of all relevant social care specific legislation
15. Experience of system process improvement, implemented to create effective and better ways of working, aligned to customer purpose
16. Demonstrable evidence of effective engagement with a range of partners and stakeholders (including the media), to ensure the ongoing development of networks that foster personal and organisational credibility

17. Evidence of demonstrating resilience under pressure.
18. Evidence of demonstrating a strong commitment to the promotion of equal opportunities.
19. Evidence of demonstrating a high degree of integrity.

### **Values and Personal Qualities**

20. A passion for improving the lives of people who access our services
21. Excellent leadership skills with the ability to create a vision and inspire people in working together to deliver against the vision
22. Passion for delivering services with an emphasis on responsibility, community and health relationships, quality, professional growth for staff and growth for the people we support
23. Evidence of harnessing the strengths and talents of team members in order to support them to realise their full potential and achieve area goals
24. Commitment to the safeguarding and wellbeing of service users
25. Resilient under pressure and ability to remain positive when challenged
26. Self-confidence and perspective to facilitate open and honest relationships with the leadership team and staff in order to discuss and remove barriers to the effective delivery of services
27. High levels of achievement as an individual, a team manager and a team player.
28. The role will demonstrate the Council's [WE ASPIRE](#) values

### **Additional requirements**

29. Frequent travel throughout Suffolk and the wider region is required.

If you think you have what it takes to be successful in this role, even if you don't meet all the criteria, please apply. We'd appreciate the opportunity to consider your application.

### **Travel requirements**

- **Infrequent Travel** - On occasions, there may be a requirement for you to travel using reasonable and suitable means available to you.

### **Our values – WE ASPIRE**



At Suffolk County Council our WE ASPIRE values set out the behaviours we expect from everyone in the organisation regardless of who they are, what their role or grade is or where they work.

The values have been developed through feedback and input from employees at the council and underpin how we go about our everyday work. They define us and help us to be the best we can be.

Visit our [careers pages](#) for more information on our WE ASPIRE values.

## Our Customer Commitment



In addition to our WE ASPIRE values, we also have a **Customer Commitment** which sets out a number of strong principles that help support high standards of customer service and care that we can all endeavour to consistently demonstrate.

For more information, view our [Customer Commitment poster](#).

## More information for recruitment applicants

We offer a fantastic working environment including diverse and active staff networks, great flexible working options and many benefits, as well as the opportunity to improve the lives of Suffolk residents.

Visit the [Suffolk County Council career website](#) to learn more, including information about adjustments to recruitment processes, our interview schemes and other commitments to equality, diversity and inclusion.