

Job and Person Profile (JPP)

Job details	
Job title	Assistant Director – Adult Safeguarding and Quality Assurance
Job Reference	15497
Grade and Salary	Assistant Director - £83,404 - £99,949 per annum (pro rata for part time) This role includes performance related pay progression
Service and Team	Adult and Community Services – Adult Safeguarding
Location	Endeavour House, 8 Russell Road, Ipswich, IP1 2BX - Hybrid
Hours per week	37 (notional)
Status	Permanent
This role may offer the following flexible working options	<ul style="list-style-type: none"> • <i>Working part time hours (eg different hours/days to those advertised)</i> • <i>Job sharing</i> • <i>Working compressed hours (eg a nine-day fortnight)</i> • <i>Term time working (including partial term-time working)</i> • <i>Use of flexitime / time off in lieu</i> • <i>Hybrid working options, including some home working</i> • <i>Working from different Council buildings</i> • <i>Working adjusted core hours (eg starting later and finishing later or other patterns)</i>

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.**

Role context

Suffolk is a county which has embarked on an exciting programme of social care and health integration and improvements for its residents. This is partly as a response to the increasing population needs within Suffolk including:

- a growing older population cohort that require services that can keep them independent within their chosen communities.
- a growing and more complex set of needs for those in our community with learning, physical and mental health disability and their families.

Beyond our internal focus, the 'Suffolk System' is committed to an exciting programme of social care and health integration and improvements for its residents. The social care and health system is complex. We work in partnership with two Integrated Care Boards (Suffolk and North East Essex and Norfolk and Waveney), 5 District and Borough Councils, 3 Acute Hospitals and 1 Mental Health trust all combining into 2 Integrated Care Systems. We are one of the few Councils in the country who are not co-terminus with health.

The transformation challenge for the Adult Social Care (ASC) Directorate is significant. The role is responsible for ensuring continued social work practice development, working closely with the Integrated Care Academy, to ensure best outcomes for older people in Suffolk and within the Liberty Protection Safeguard changes and new CQC inspection framework. Creating high performance in these areas will then enable our area social work teams to best focus practitioner capacity where it is most needed.

This is a key role within the organisation and the wider Suffolk system, and the post holder will be required to contribute to effective and visionary leadership of ASC, driving effective delivery, commissioning and integration between health and social care through collaboration with stakeholders and partners across the system to deliver better outcomes for the people of Suffolk. The postholder will be a strong, experienced senior leader, with a passion for practice who is committed to the principles of co-production and relationship-based practice.

Main purpose of the job

As Assistant Director for Safeguarding and Quality Assurance, you will lead our Adult Safeguarding and Adults Multi Agency Safeguarding Hub Services as well as act as the lead social work professional for all social care staff. You will provide advice, guidance and supporting the Director of Adult Services on practice and risk to ensure our services meet all adult social care legal requirements. You will also be responsible for leading and driving quality assurance and practice development, ensuring the continuing improvement of practitioner skill and experience across the Adult Social Care (ASC) workforce in preparation for the new CQC inspection framework. To do so you will have advanced knowledge of national and international policies and their implications for practice. You will have in-depth knowledge on how to lead the implementation of these national guidelines and how to audit and assure the effectiveness and quality of services across all healthcare services against quality standards.

You will lead assurance for Directorate Management Team (DMT), Safeguarding Adult Board (SAB) and Regulatory Bodies in relation to safeguarding governance, practice and

discharge of statutory duties and will lead best practice and compliance with Mental Capacity Amendment/Liberty Protection legislation. An immediate focus of this role will be to take the DMT lead on the Liberty Protection Safeguard (LPS) changes, leading and driving the required practice, structural and technology requirements. You will be the Council's strategic lead on; inputting to the national consultation, leading the delivery of new and updated policy, ensuring training and guidance and quality assurance processes are in place, communications with the Public, Providers and Partners is planned and delivered and ICT systems are developed, continuously improving. Your leadership will foster a positive culture of change that best enables practitioners to extend their skill, experience and flexibility to adapt to changing nature of demand in our services, with our Signs of Safety ethos at the heart of what we do.

You will be the council's lead officer of Local Safeguarding Boards/Partnerships in place, offering strategic oversight of the health and social care agenda for this arrangement and develop collaborative and effective relationships with key statutory partners. You will lead on the provision of expert advice, specialist supervision, coaching or support, for senior staff and managers involved in complex situations, assessment and management of risk, case conferences, police or legal interviews and court appearances. You will take the lead on supporting the Suffolk Health and Care System in learning from serious care reviews, providing strategic leadership, embedding key learning and ensuring best practice. You will work with partners to identify integration opportunities to enable more effective delivery of services within your portfolio. Your lead strategic role in adult safeguarding will ensure continuous improvement that will make adults at risk in Suffolk safer.

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 leading specific projects and programmes within these. You will work collaboratively with ASC Management Team to ensure services are delivered or commissioned flexibly for the benefit of individuals with social care needs and family carers.

System leadership will be an essential part of the role as integration with health and public sector partners, voluntary sector and care sector partners is they key components of transforming service delivery, ensuring health and social care systems are as integrated and effective as possible for service users.

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 inspire others by role modelling our organisational values at all times. You will promote a culture of fostering innovation, value for money and outcome-based customer focus.

You will work with your DMT colleagues in the development of a new delivery model to meet our transformation challenges, ensuring all business in your portfolio is aligned to this framework and you will take responsibility for the development of a Signs of Safety (SoS) practice culture within ASC, modelling SoS through your leadership approach.

About the team

In this role, as part of ASC Directorate Management Team, as well as your leadership deliverables as set out above, you will work collegiately in support of the Director of Adult Social Care and your ASC Area/Assistant Director colleagues in delivering together the best possible services including social work, occupational therapy professionals, reablement services, mental health and learning disability services. You will be responsible for the following services in your portfolio.

- **Adult Safeguarding and Adults Multi Agency Safeguarding Hub (circa 33fte) -** Led by the Head of Adult Safeguarding this service consists of a small Central Adult Safeguarding Team, Deprivation of Liberty Safeguards (DoLS) Team, and an Adults Multi-Agency Safeguarding Hub (MASH) Team which is the front door of the service.
- **Quality Assurance and Practice Development Team (circa 7fte) –** Led by our Head of Quality Assurance this small team consists of our Principal Social Work Advisors as well as shared function with resources Children Services for the commissioning of training and education to support practice development and delivery including apprentices.
- **CQC Programme Management – (circa 1fte)** building on the work that was undertaken as part of the first CQC inspection pilot the programme manager will coordinate the services response and actions as we move towards our first form CQC inspection.
- **Sensing Change (circa 18 fte) –** Led by our Head of Sensing Change this service consisting of qualified, skilled and experienced professionals provide a specialist service to people with sight and/or hearing loss.

What you will be expected to deliver in the role

- A lead contribution to 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.
- 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, systems development, business development, and financial oversight.
- Effective system leadership, building trust and developing shared priorities with DMT members, 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 in order to influence increased integration and collaborative working such as Integrated Care Partnership, Quality Assurance Boards, Social Care Research Governance Group.

- Joint working with other Directorates within the Council and key partners (e.g. ICBs) to turn 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.
- Embedding a learning culture within teams to develop high quality practice, innovative ways of working, model behaviours and effective use of Signs of Safety principles and tools.
- Leadership of the implementation of ways of working to support effective early help and prevention including identifying potential hazards to delivering effective services.
- 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.
- Contribution directly to the development, implementation and evaluation of the Suffolk and Norfolk teaching partnership working across Directorates to maintain a high profile for professional social work practice.
- 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 and county, strategies, local service delivery plans and priorities, to ensure delivery and that risks are managed and escalated appropriately
- A commercial approach to commissioning, service development 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 services 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 savings plans for your service and ASC Transformation Programmes, ensuring that plans are in place across these areas with lead accountable budget owners established.
- Leadership of staff engagement for your service areas.
- Creating an environment which supports staff to embrace and role model the organisational WeASPIRE values.
- Strategic steer on programme management across ASC to ensure all work is system led, affordable, effective and in line with ASC, SCC, and system partner priorities.
- Cover for the Director of ASC with full accountability as and when required.
- Working collaboratively with providers, and other workforce, business and economic development teams, NHS commissioners and Providers, 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.

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. Social Work qualification recognised by the Health and Care Professions Council.
2. Master's Degree and/or equivalent experience
3. Evidence of continued professional development
4. Relevant social work professional qualification and/or other related field.

Specialist knowledge skills and experience

5. 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
6. In-depth knowledge and understanding of the major issues and specific challenges facing public sector
7. Comprehensive understanding of legislation, guidance, and national policy framework relevant to role for provision of services (e.g. MCA, DoLs, Care Act, MHA).
8. Ability to inspire staff to deliver services with an emphasis on responsibility, accountability, community and health relationships.
9. Demonstrate an ability to manage, over lengthy prolonged periods of time, emotionally demanding work that is frequently distressing and stressful and be able to support others commissioned to carry out such work.
10. Demonstrable evidence of having successfully delivered service redesign / improvements, driving associated cultural change to embed the improvements whilst delivering savings
11. A track record of developing and interpretation of high-level strategies to tangible action and success on the ground
12. 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.
13. 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
14. Evidence of successful multi-partner and/or commercial negotiations which have had a positive impact on communities and other stakeholders including staff
15. Evidence of providing sound professional advice to elected Members and building effective and productive political working relationships that enhance the delivery of the service
16. 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.
17. Comprehensive knowledge and understanding of all relevant social care specific legislation
18. Experience of system process improvement, implemented to create effective and better ways of working, aligned to customer purpose

19. 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
20. Evidence of developing innovative approaches to meeting social care needs at a senior level

Values and Personal Qualities

21. A passion for improving the lives of people who access our services
22. Excellent leadership skills with the ability to create a vision and inspire people in working together to deliver against the vision
23. 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
24. Evidence of demonstrating a strong commitment to the promotion of equal opportunities.
25. Evidence of demonstrating a high degree of integrity.
26. Commitment to the safeguarding and wellbeing of service users
27. Resilient under pressure and ability to remain positive when challenged
28. 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
29. High levels of achievement as an individual, a team manager and a team player.
30. The role will demonstrate the Council's [WE ASPIRE](#) values

Additional requirements

31. 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.