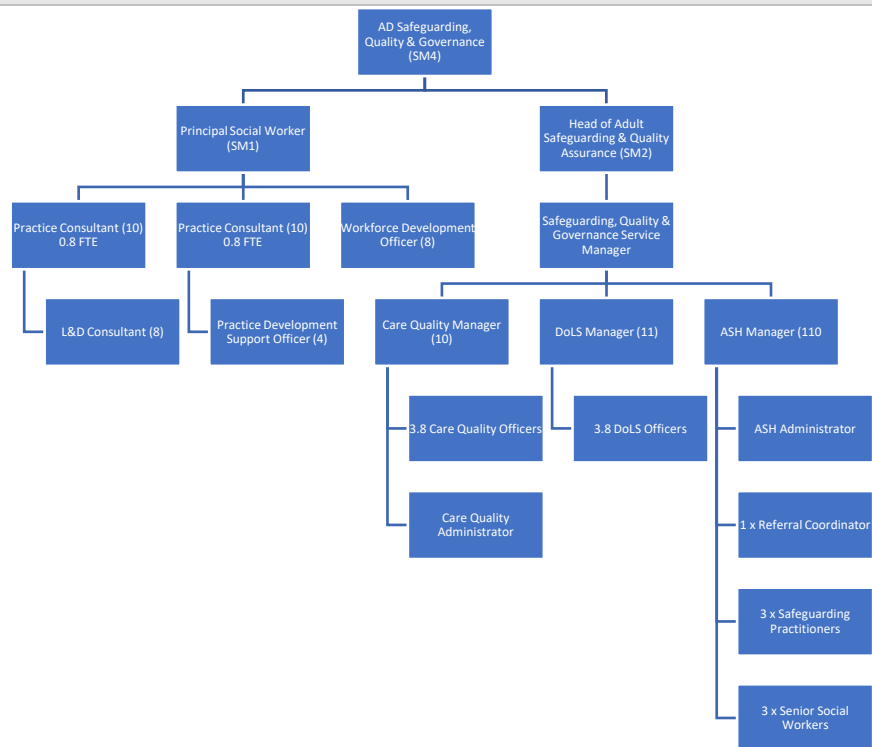
 WOKINGHAM BOROUGH COUNCIL	Job Description		Job Reference
Job Title	Service Manager – Safeguarding, Quality & Governance		
Service	Adult Social Care	Team	Safeguarding, Quality & Governance
Location	Shute End/Hybrid Working		
Reports to	Head of Adult Safeguarding & Quality Assurance		
Responsible for			
Grade	Type of position:	Date	
SM1	Permanent / Full time	February 2024	
<p>This job description has been designed to indicate the general nature and level of work required of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list, and the line manager may vary duties from time to time which do not change the general character of the job or the level of responsibility entailed.</p>			
Service Purpose			
<p>To provide high quality and effective social care for adults, building on integration with key partners, and in particular the NHS and the voluntary sector, to develop and deliver seamless services for residents, and their carer’s. Deliver effective and efficient services, offering good value for money, maximizing alternative ways of meeting needs through a strength-based approach. Ensure delivery of high-quality support and services to vulnerable adults within the Borough, ensuring effectiveness around Adult Safeguarding activity to reduce risk of abuse and neglect.</p>			
Purpose of the role			
<p>Ensure delivery of high-quality safeguarding support and intervention to vulnerable adults within the Borough, whilst meeting the statutory duty to assess and support adults in need of Adult Social Care Services in the context of Self-Directed Support. Delivery of the Deprivation of Liberty Safeguards (DoLS) service, ensuring timely responses to applications and development of Community DoLS support and seamless transition for the implementation of Liberty Protection Safeguards (LPS) and associated training for all staff should this proceed. Work with providers of Adult Social Care Services and relevant partners, including the Care Quality Commission, to ensure adult social care commissioned services are safe, and deliver quality outcomes in line with the vision and priorities of the Council and needs of customers.</p>			
Main Accountabilities			
1	Act as Subject Matter Expert for Safeguarding, Care Governance and DoLS, providing oversight of the service as a whole and advice and guidance to service managers and team managers across Adult Social Care in relation to complex Adult Safeguarding queries.		

2	Act as a Subject Matter Expert providing advice, guidance, and direction to partner agencies and stakeholders in relation to discharge of s42-47 Care Act 2014.
3	Operationally manage the Allegations Management Framework (PiPoT) to ensure timely and effective management of risk in relation to this. To include joint work with the LADO in relation to allegations that span both Adults and Childrens Services.
4	Support the work of Head of Safeguarding around delivery of the Quality Assurance Framework for Safeguarding & DoLS.
5	Line Manage, develop and Supervise Team Managers, using corporate frameworks as appropriate to ensure they perform their role effectively and maintain the highest professional standards.
6	Chair meetings, produce reports and presentations as required.
7	Make decisions with financial implications regarding delivery of care in cases where there are Safeguarding concerns, ensuring effective financial management, along with discharge of statutory responsibilities.
9	Sit on subgroups of the SAB, as agreed with Head of Safeguarding, based on ensuring appropriate representation at all subgroups, Task & Finish Groups, and other forums. Foster effective relationships with partner organisations at senior level to improve integrated service delivery and outcomes.
10	Develop and implement effective feedback mechanisms for Safeguarding outcomes in line with Making Safeguarding Personal and to support opportunities for co-production.
11	Operate the Safeguarding Champions forum to include internal staff, staff from Provider services and other stakeholders, enabling strategic aims to be progressed and knowledge, skills, and experience to be disseminated.
12	Deliver Safeguarding training, including on a multiagency basis where appropriate.
13	Own, review and develop appropriate policies and procedures and be proactive in terms of learning from adverse incidents, ensuring learning is implemented and drives improvement.
14	Deputise for other Service Managers and Head of Adult Safeguarding as required.
15	Contribute to the strategic direction and development of Adult Social Care via participation as a member of the Senior Management team.
Supervision Received	4-6 weekly from Head of Safeguarding & Quality Assurance
Supervision Given	4-6 weekly to Team Managers
Contacts & Working Relationships	Heads of Service, Senior Managers in other Local Authorities, Senior staff in Police, Ambulance, Fire, lawyers, Boards, regional forums at Senior Level, Home Office,

	<p>Commissioned Services at senior/CEO level, members of the public, preparing Member responses.</p> <p>To work flexibly, including evenings and other out-of-hours requirements; willingness to travel; requirement to undertake such duties as are reasonably expected by the Line Manager</p> <p>DBS (Enhanced) required</p>
Management of resources or budget	Financial decisions against operational budgets under consultation with Heads of Service.

Organisation Chart



Person Specification	
Qualifications	
Essential	Desirable
Social Work, Nursing or Occupational Therapy qualification and registration with the relevant Professional Body.	Management qualification or working towards.

Evidence of continuous personal and professional development.	Best Interests Assessor qualification.
Technical Skills	
Essential	Desirable
Access to a vehicle in order to be able to travel independently when required.	
Excellent IT skills, including Word, Outlook, PowerPoint and the ability to work on other IT systems as required.	
Ability to ensure records are maintained according to procedures and statutory requirements.	
Ability to analyse and interrogate data and information and produce well researched and well written reports.	
Knowledge, Skills and Abilities	
Essential	Desirable
Excellent knowledge of s42-47 Care Act, the Mental Capacity Act and Deprivations of Liberty Safeguards. Sound knowledge of Human Rights legislation and working knowledge of Mental Health Act.	Experience of matrix management.
Good knowledge of the Duties and Powers of other agencies in relation to safeguarding vulnerable adults, including but not limited to; Police, Ambulance, Fire Service, Health Partners, HM Coroner.	Good negotiating and influencing skills, able to apply these across all areas of the council and with stakeholders/partners'
Excellent communication skills and ability to effectively engage all stakeholders, including during periods of stress on services.	
Excellent risk assessment and analytical skills.	
Ability to work under pressure to meet deadlines	
Ability to prioritise work of both self and others dynamically, to meet the required outcomes	
Ability to work flexibly and independently including occasional unsocial hours if the work requires	
Able to operate effectively in large, complex, and political organisations	
Experience	
Essential	Desirable
Demonstrable evidence of both recent strategic and operational management responsibility in an Adult Safeguarding role.	Experience of delivering training, coaching, or mentoring within an Adult Safeguarding context.
Aptitude and willingness to undergo Continued Professional Development	
Experience of championing own ideas and obtaining commitment to allow them to be delivered.	
Experience of successfully resolving complex situations that require an element of judgement.	
Experience of identifying, developing, and delivering opportunities for improving the service and of facilitating change management.	

Completed by:		
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