

Northumberland County Council
JOB DESCRIPTION

Post Title: Senior Manager – Safeguarding Adults	Director/Service/Sector Social Care - Adults Services		Office Use
Band: 13	Workplace: County Hall		JE ref: Z225 HRMS ref:
Responsible to: Head of Service	Date: October 2024	Lead & Man Induction:	
<p>Job Purpose: To be responsible for leading service delivery and improvement on adult safeguarding, Deprivation of Liberty Safeguards (DoLS), and Mental Capacity Act requirements.</p> <p>To lead on the delivery of Adult Services safeguarding policy and the statutory care act requirements. . To operationally manage the MASH (Multi Agency Safeguarding Hub), Operational Safeguarding Team,,and DoLS Team, and be the named senior lead for adult safeguarding, MARAC, MAPPA, MATAAC, PREVENT/Channel and DoLS for the Council.</p> <p>To lead and oversee the quality of all safeguarding activity countywide, to ensure statutory requirements are met on behalf of the council and adults at risk are safeguarded.</p> <p>To provide operational support and professional leadership for all practitioners carrying out statutory requirements under the Safeguarding element of the Care Act,and Deprivation of Liberty Safeguards, this would include not only adult social care but also partner agencies.</p> <p>To direct, inform and lead workforce planning in relation to training of safeguarding adults policies and procedures and DoLS for adult social care and partner agencies.</p> <p>To provide operational senior representation with the Principal Social Worker on behalf of adult social care and NCC at Safeguarding Adult Review Meetings, Domestic Homicide Review Panels, and other Learning Reviews in which either significant harm or a death has occurred of an adult at risk. Responsible for producing reports and coordinating strategic action plans for adult social care..</p> <p>To provide senior representation at strategic partnership meetings and groups where necessary.</p> <p>To manage and contribute to the NCASP meetings, sub-groups, strategic plans, annual reports and all other statutory NCASP functions on behalf of NCC.</p> <p>Responsible for the budget requirements in relation to safeguarding adults and DoLS.</p> <p>To provide senior leadership and direct remedial action on complaints and other independent reports in relation to safeguarding concerns and adult social care interventions.</p> <p>To act as Chair complex or controversial best interest meetings.</p> <p>To act as Chair Channel for the LA and report to the Safer Northumberland Partnership, to ensure the Channel requirements of the NCC Prevent duty are met.</p> <p>To act as Chair and provide senior leadership for complex abuse safeguarding meetings for example Criminal Exploitation, Sexual Exploitation, serious incidents or deaths within commissioned services etc.,</p> <p>To provide senior representation on behalf of NCC at regional and national forums, directly contribute to agreed workstreams and produce reports and action plans as required</p> <p>To provide senior leadership on audits and performance data in relation to safeguarding adults. To direct, inform and lead on any associated training requirements or system changes.</p> <p>To provide and respond to Freedom of Information Requests and Subject Data Requests.</p>			
Resources	Staff	31 staff. To lead and ensure care management (total 200+ staff) meet local authority safeguarding statutory requirements (not directly line-managed by postholder)	
	Finance	To manage staff team budget approximately 1,300,000	
	Physical	Post involves deskwork (including computer), home visits, travel to user’s homes, various other establishments including regional and national events.	
	Clients	Contact with adults at risk and their families including children at risk and adults with mental health problems, learning disabilities, drug and alcohol issues, physical issues and victims of abuse within their own homes. The post may involve lone working.	
<p>Duties and key result areas: Individually or as part of a team:</p> <p>1. To ensure that adequate safeguarding arrangements are in place to promote the welfare, health and development of adults and children who are users of the service.</p>			

2. To proactively identify opportunities to improve the efficiency and effectiveness of the MASH, Operational Safeguarding Team and DoLS Team.
3. To support suitable professional and leadership arrangements to meet local authority responsibilities under the Care Act, Mental Capacity Act, Deprivation of Liberty Safeguards, MAPPA, MARAC, MATAC, PREVENT/Channel.
4. To manage qualified and unqualified adult services staff, ensuring that services to adults and families are provided in accordance with agreed priorities and within statutory requirements and relevant organisational policies and procedures including ensuring effective systems are in place for supervision, work allocation and performance appraisal.
5. Manage the service, human resources and financial issues, including recruitment and selection, monitoring sickness and absence, individual performance review and any initial disciplinary action.
6. Ensure that all relevant statutory and related requirements are met particularly with respect to:
 - Care Act 2014
 - Mental Health Act 1983
 - Mental Capacity Act 2005
 - Deprivation of Liberty Safeguards 2009
 - MAPPA
 - MARAC
 - MATAC
 - PREVENT/Channel
 - Human Rights Act
 - Freedom of Information Act
 - Safeguarding
 - Equality and Diversity
7. To provide senior leadership and coordination of any identified Safeguarding Adults Reviews and other strategic learning reviews.
8. To provide operational support to a range of managers across different organisations leading to the delivery of high quality services for the people of Northumberland.
9. To assist with strategic workforce planning and associated organisational development plans.
10. Work with the Head of Service and Service Director to support change where required to deliver commissioning strategies and the provision of adult care services.
11. To support services to meet the requirements of statutory regulatory agencies, including the requirements of the Care Quality Commission (CQC)
12. Responsible for financial management and control of the service budgets, including reporting and monitoring arrangements, the post holder will be expected to deliver a balanced budget including delivering cost improvement programmes and adherence to BEST.
13. Ensure local systems are established to ensure the maintenance of high standards of corporate and clinical governance to ensure continuous improvement of services and support appropriate audit programmes to help deliver this.
14. Contribute to and advise upon the development of relevant organisational policies and procedures.
15. Ensure Health and Safety at Work and related legislation is adhered to in the area of responsibility.
16. To support the development of the services annual business plan and services plans and any Service Level Agreements and ensure the objectives are delivered on time, identified time frames and in line with the national and strategic direction of Adult Services.
17. Project manage specific pieces of work across the Adult Services as periodically required.
18. Support effective management and organisational change to meet the future needs of the service at relevant organisational level and with inter-agency colleagues both regionally and nationally..
19. To develop, monitor and advise upon performance and ensure performance management issues are complied with both individually and with the team. This will include ensuring the effective and efficient operation of the teams and preparation for inspection.
20. To investigate and report upon complaints and incidents within the scope of the role and in line with organisational policies and take remedial action where this is required.
21. Implement and appropriately maintain data collection and records including multi-agency records in line with legal obligations and agreed agencies policies.
22. To provide reports and updates to the Service and Executive Director of Adult Social Care, the NCASP and other strategic partnerships, and Scrutiny Committees as required.

23. To ensure the maintenance of record keeping in accordance with statutory requirements and organisational policy and procedures.
24. To participate in the recruitment, selection, training and development of staff in accordance with organisational policies and procedures.
25. To be a representative of Adult Services as appropriate at management and officer groups and in meetings with non executives, elected members and external organisations at local, national and provincial level, providing advice and information as required.
26. Promote and develop joint working across health and social and ensure support the strategic direction for active and transparent partnership working.
27. Establish an effective communication network within own areas promoting and encouraging active participation of staff.
28. Ensure communication with, and involvement of, users and carers about service development.
29. To support the implementation of partnership based service developments and integration where appropriate internally within Adult Services, the Council and Trusts and externally with other partners e.g. Police, Fire Services, NEAS, Health and the voluntary and independent sector.
30. To assist the Head of Service to maintain key customer links with relevant partners e.g. other sections within the Council/Trusts and other statutory bodies
31. Other duties appropriate to the nature, level and grade of the post.

Work Arrangements

Physical requirements:	To be able to attend meetings and provide service delivery throughout Northumberland.
Transport requirements:	Ability and willingness to travel to regional and national events as required
Working patterns:	Flexibility to meet the demands and delivery of the service.
Working conditions:	Occasional participation in out of hours support as service requires. Office based although as different teams are situated in other buildings and locations ability to be based from different offices is needed. Some work from other establishments and some lone working within the community.

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PERSON SPECIFICATION

Post Title: Senior Manager – Safeguarding Adults	Director/Service/Sector: Adult and Children Services	Ref: Z225
Essential	Desirable	Assess by
Qualifications and Knowledge		
<p>Educated to degree level An appropriate social care or health professional qualification e.g. DipSW Appropriate management qualification or equivalent experience Evidence of continuing professional development</p>	<p>Relevant management degree or post-graduate diploma e.g. MBA, DMS BIA Qualification</p>	
Experience		
<p>Extensive experience safeguarding practice and Deprivation of Liberty Safeguards. Experience of supervising and managing staff Experience of involving service users / carers in evaluation / planning of services Experience of analysing complex performance and operational data and information and using this to deliver service targets and performance improvements. Experience of multi-agency / professional working Management experience of complex services Effective financial management Effective project management A successful track record of engaging effectively with others at a senior level and building productive partnerships with key stakeholders. Evidence of success in building and enhancing the reputation of an organisation with external bodies and the media</p>		
Skills and competencies		
<p>Ability to lead and manage a multi-skilled team. Well developed interpersonal skills with the ability to communicate effectively with a variety of people through a variety of mediums. Ability to manage change and conflict. Well developed negotiating and organisational skills. Able to prioritise conflicting demands and requirements, meet tight deadlines and timescales. Ability to assess service needs, develop and evaluate programmes and projects/plans to meet those needs. Sound financial/budgetary management. Able to use I.T to required level. Ability to work across agency boundaries within a multi-professional setting. Ability to work at both operational and strategic levels in terms of future service development Effective leadership and decision-making skills Thorough understanding of relevant legal frameworks, service legislation, best practice and contemporary issues.</p>	<p>Use of IT databases and spreadsheets</p>	

<p>Ability to provide visible and supportive leadership, empowering, enabling, motivating and developing the Group's workforce and fostering a positive organisational culture. Ability to operate effectively within the democratic process, with the political acumen and skills to develop productive working relationships with Council Members that command respect, trust and confidence. Ability to maintain a clear overview of the issues affecting Adult Services and ensure that Managers are provided with timely and accurate advice and kept fully informed of relevant issues.</p>		
<p>Physical, mental and emotional demands</p>		
<p>Physically capable of discharging the full duties of the post Flexible working arrangements Ability to meet the transport requirements of the job.</p>		
<p>Motivation</p>		
<p>Commitment to inter-agency working. Flexible approach to working hours Positive attitude towards supervision and training. Willingness to attempt new challenges and approaches. Positive attitude toward support equality and diversity.</p> <p>Physical, mental and emotional demands To be able to meet the physical requirements of the post and be able to work under pressure caused by significant workloads. In addition to be able to manage the emotional demands of the post that are caused by managing distressing cases involving vulnerable adults/children who are or have suffered emotional, physical or sexual abuse or who may have died and service users and carers who might display anger and/or frustration To be able to provide strategic and operational leadership during periods of uncertainty via thorough risk assessment skills and planning.</p>		
<p>Other</p>		
<p>Ability to meet the transport requirements of the post Well presented, to act as a role model for junior staff</p>		

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits