

Director of Operations

The post holder will work as part of the council's extended leadership team with a direct report to the Executive Director of Health, Wellbeing and Adults. The post holder will be expected to deputise for the Executive Director and represent the council and partners at national and London meetings.

Reports to: Executive Director of Health, Wellbeing and Adults

Responsibility for: Provider Services
Safeguarding and Quality Assurance
Adult Mental Health and Substance Misuse
Localities Services

Job Purpose:

To provide organisational and systems leadership, and direction, to the council's adult social care services; working collaboratively with partners to deliver integrated personalised health and care services for the local population and delivering our vision for One Croydon.

Act as the lead director for the delivery of frontline and statutory operational services, and be accountable for ensuring the departments safeguarding procedures and policies operate effectively.

Key Deliverables:

Leading the strategic direction of the service towards greater integration across health and social care which will include but not be limited to:

- Strategic leadership and delivery of statutory responsibilities relating to adult social care.
- Contribute to the implementation of strategic changes driven by national government, the council, and/or other key partners to enable responsive, effective and efficient services.
- Improve and quality assure professional standards including safeguarding processes and practice; deprivation of liberty safeguards and mental capacity assessments.
- Responsible for safeguarding adults at risk together with the provision of complex social work interventions across all service user groups.
- Leading the strategic development of social care services and social work practice to support continuous improvement and ensure that adults are at the centre of both planning and delivery of integrated provision.

- Ensure that services are responsive to the diverse needs of all community members and enables adults with social care need to have access to personalised, flexible and integrated care and support that maximises self-directed models and promotes independence, dignity and choice whilst safeguarding individuals at risk of harm.
- To operate within the governance, financial and legal framework of the council at all times.
- Ensure equalities is embedded into all aspects of professional and managerial role, including service delivery and at all times carry out your duties with due regard to the council's policy.
- Ensure by robust management that the services and staff you are responsible for adhere to the council's health and safety policy and operate within the safety management framework.

The list of duties in the job description should not be regarded as exclusive or exhaustive. There will be other duties and requirements associated with your job and, in addition, as a term of your employment you may be required to undertake various other duties as may reasonably be required.

Your duties will be as set out in the above job description but please note that the council reserves the right to update your job description, from time to time, to reflect changes in, or to, your job.

You will be consulted about any proposed changes.

Key Stakeholder Relationships:

Internal:

This post will be required to liaise directly with a wide range of internal stakeholders including but not limited to:

Chief Executive;
Executive Directors and Directors;
Cabinet Member;
Corporate Business Partners;
Heads of Service and Service Managers;
Principle Social Worker;
Principle Occupational Therapist; and
Principle Mental Health Worker.

External:

This post will be required to liaise directly with a wide range of external stakeholders including but not limited to:

Government Departments and Agencies;
Professional Bodies;
Croydon Clinical Commissioning Group (CCG)
Directors of Adult Social Services (ADASS) Networks;

South West London Health and Care Providers;
One Croydon Alliance Partners; and
Members of Public and Community Groups.

Statutory Responsibilities:

Deputise as required across all statutory social care functions (for adults) including statutory assessment and placement processes.

Ensure that vulnerable adults have their social care needs met in line with the requirements of the Care Act 2014, Mental Health Act 1983, the Mental Capacity Act 2005, and other relevant legislation.

Political Restrictions:

This post is politically restricted and under the Local Government and Housing Act 1989, as amended by the Local Democracy, Economic Development and Construction Act 2009 and the post holder may not have any active political role either in or outside the work.

Delegated Authority:

The post holder will be required, on occasion to deputise for the Executive Director of Health, Wellbeing and Adults and will represent the council in a wide range of multi-agency forums.

Person Specification

Specific Minimum Qualifications and Expertise

- Degree or equivalent level qualification or substantial qualifying experience.
- Holds a recognised social work qualification, and Health and Care Professions Council (HCPC) registration.
- Has undertaken further training and can evidence ongoing professional development.
- A high-level knowledge base in relation to social care legislation including the Care Act 2014 and Mental Health Legislation.

Experience

- An excellent knowledge of social work practice theory and its application.
- Knowledge of local government finance and governance systems.
- Ability to continue to develop and promote a performance culture across the workforce.
- Ability to give objective, timely advice.
- Strategic vision coupled with a proven ability to deliver on the ground.
- Ability to prepare and present complex issues and reports in a clear and convincing manner.
- Political awareness and sensitivity.
- Ability to anticipate, interpret and manage change and achieve results through sound judgement in seeking creative solutions to complex situations.
- Proven leadership skills, together with the ability to establish and sustain positive relationships that generate confidence, respect, credibility and trust.
- The ability to establish and sustain positive, outcome focused partnerships that improve outcomes for vulnerable adults.
- Thorough understanding of workings of the local government plus knowledge of the major legislation issues facing it.
- An enthusiastic commitment to improving outcomes for vulnerable adults.

- Energy, resilience, determination and humour coupled with the ability to work under pressure.
- Commitment of collaborative style of working.
- Ability to communicate and negotiate with, and influence, a wide range of audiences including partners, Councillors and clients.
- Ability to manage effectively people, budgets, projects, initiatives, and programmes of work to meet defined targets and competing priorities.
- Understanding of, and commitment to, the principles and practice of equal opportunities, both in relation to employment issues and to service delivery.
- Ability to be customer focused; and have a commitment to continuous improvement, delivery of best value and achievement of service objectives.
- Strong commitment to public service and local democracy.

Knowledge and Skills

- Knowledge of 'asset based' social work and new ways of working.
- Knowledge of the needs of vulnerable people including those who have dementia and complex needs.
- Making decisions which will involve the handling of conflicting views, sensitive information and drawing conclusions which may be contentious.
- Making judgement and balancing the evidence about the best course of action which may significantly affect individuals and/or communities.
- Making decisions to ensure the effective co-ordination and management of resources to deliver strategic objectives and minimise risk where demand for services and/or support outstrips supply.
- Proven track record of achievement in a senior management role involving the managing of adult health and social care services.
- Previous senior management experience in a Local Authority or similar agency.
- Proven track record of achieving and managing change, organisational development and service improvements.
- Evidence of success in establishing a positive performance culture, including business planning, target setting, performance appraisal and the management of staff groups.

- A proven track record of developing successful multi-disciplinary teams.
- Proven track record of working in successful partnerships with a range of internal and external bodies.
- Proven ability to deliver effective high performing and high-quality services.
- A demonstrable understanding of the legal, financial and political workings of local government and current best practice on tackling the many challenges facing large London boroughs such as Croydon.
- Proven leadership skills, including the ability to inspire and motivate others, individually and in teams.
- Proven ability to see services in the Council-wide context and think across functional and organisation boundaries.
- Thorough knowledge of the professional/technical aspects of adult social care and a proven ability to implement creative and imaginative approaches and identify new options for service development.
- Evidence of achievement as a clear, strategic and lateral thinker; able to be an effective decision maker in a complex, fast paced and challenging environment.
- Experience of establishing and maintaining robust systems to ensure service users, carers, families and vulnerable adults are safe.

Special Conditions

Able to work outside of normal office hours when required and to be a part of the senior manager out-of-hours rota.

Corporate Values

Our values are the base of every job role within Croydon – our values are fundamental in everything we do as a Local Authority. You are required to demonstrate a commitment to our corporate values and this will be assessed using the criteria below:

One Team: To cross boundaries to work together towards shared goals with colleagues, partners and communities.



- You are strategically innovative in your approach to building and maintaining partnerships and you and your teams act in a joint enterprise with them. You use your contacts and colleagues to bring teams together.

Proud to Serve: We strive to always do our best for the community, getting the most from limited resources and using taxpayers' money wisely.

- You are proud to be part of the wider Croydon and the contribution you and your teams make to it. You make a difference to people's lives through engagement and you strive to get the best possible value for money for customers.

Honest and Open: We work hard to build trust by treating everyone with honesty and integrity.

- You think through who needs to understand what during communication; and take care to communicate detail clearly. You take people's views into account continuously. You trust people, colleagues and staff, to do their best and deal with any issues positively.

Taking Responsibility: We encourage and support each other to take responsibility and show what we can do, learning together and recognising each others' contributions.

- You are clear where formal accountability lies and where we can all take responsibility for results. You praise your colleagues for their efforts and ideas and thank them for their contributions.

Valuing Diversity: We make the most of the many perspectives that make Croydon distinctive.

- You treat all staff and customers with equal value and respect. In everything you do, you make good use of the wide variety of background, skills and perspective your teams, the Council and the community demonstrate.

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ONE TEAM

PROUD TO SERVE

OUR VALUES

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VALUING

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