JOB DESCRIPTION

Job Title	Service Manager – Neighbourhoods, Mental Health & Learning Disabilities		
Service	Adults Operations		
Reporting to			
Grade	8		
Evaluation ref:	NOM0468	**Job Family ref:**	

Role Purpose

To manage and lead the effective delivery of adult social care services within the designated service area, ensuring high-quality, strengths-based and person-centred practice that supports individuals to achieve positive outcomes, maintain independence and prevent or delay the need for longer-term support. The role is responsible for managing and developing a multidisciplinary team, maintaining professional practice standards and supporting effective risk management and evidence-based decision-making.

To ensure services are delivered effectively and in accordance with statutory, organisational, financial, performance and quality requirements, including the management of allocated resources and service demand. The role works collaboratively with health, community and voluntary sector partners and other stakeholders to support integrated working, continuous service improvement and the effective delivery of services to meet local need.

Accountabilities

Manage and supervise a team of multi-disciplinary staff and ensure, through direct or delegated supervision and appraisal processes, that professional practice is maintained and developed within quality assurance standards and that all work is conducted within a legal framework. Ensure organisational and professional standards of conduct are upheld.

Responsible for demand and flow management of assessments and reviews, raise the quality and consistency of practice, and improve outcomes for service users.

Be fully aware of Somerset's Safeguarding Policy and guidelines and be responsible for making appropriate decisions on the required actions. Chair safeguarding/adult protection meetings and ensure that timely and thorough investigations are conducted to protect a vulnerable person at risk.

Contribute to policy development and service planning across the full range of services, by working with commissioning/information management colleagues to collate and analyse statistical data.

Deliver agreed improvements in line with targets set out in the Service Plans.

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Manage and control a devolved budget within agreed financial parameters. Work with support services and other staff to maintain effective information and administrative systems that support and monitor the work of the team.

Operationalise the framework for Quality Assurance and Performance Management, using performance data to identify and address serious and persistent shortfalls.

To ensure own performance meets the agreed code of professional practice for social care.

To manage and lead the team to maintain up to date recording on the electronic files, and relevant documents as required by the Council to deliver high standards of practice, including the closure of cases.

Manage the response to complaints, compliments, and feedback in line with organisational policy and procedure. This may include undertaking complaint investigations on behalf of the service.

Facilitate effective communication with senior managers and key stakeholders where there are significant policy implications or issues of sensitivity

Facilitate and support the continuous development and improved working relationships across our Neighbourhoods and collaboration with Health Colleagues as well as VCSE.

Manage the recruitment and induction of new staff, and review staff progress during the probationary period. Deploy staff appropriately taking account of attendance and experience levels. Provide references and undertake staff appraisals as required Implement disciplinary and grievance procedures where appropriate.

Responsible for determining work priorities of the local service within organisational policy and procedures.

To manage and be responsible for the allocation of Council resources, as well as those to manage the care and support of people with eligible needs.

Knowledge / Experience / Qualifications / Skills

	Essential	Desirable	
Knowledge			
Knowledge and understanding of the impact of life transitions, aging, disability or mental health issues on people, their families or carers.	X		
Knowledge of data and performance management in social care settings.	X		

An understanding of the principles of strengths based and person-centred practice.	X		
Knowledge and understanding of social care legislation.	X		
Experience			
Experience of practice teaching/supervising/ coaching and/or managing staff.	X		
Experience of working in partnership with statutory/voluntary organisations to promote the independence of service users.	X		
Experience of managing within allocated resources.	X		
Qualifications / Registrations / Certifications			
Will hold a recognised SW professional qualification and be registered with the relevant professional council (Social Work England) and have a minimum of three years' post qualifying experience.	X		
Will have or be prepared to gain an appropriate management qualification and be able to demonstrate significant post-qualification personal development.	X		
Skills			
The postholder requires the ability to prioritise between conflicting demands.	X		
The ability to work as a member of a team and to build working relationships with colleagues in a wide range of partner agencies is vital.	X		
IT, report writing and communication skills.	X		
An ability to achieve the highest professional practice skills, through the ability to motivate, encourage, coach, and develop all team members.	X		
Effective interpersonal and people skills.	X		
Ability to prioritise and willingness to take responsibility for workload management and performance in a busy environment of changing priorities.	X		
To work to the code of practice for professional Social Work.	X		
Ability and commitment to working to the principles of the social model of disability and the requirements of the Equality Act.	X		
Willingness and ability to make sound professional judgements including high risk issues about services users their families and carers.	X		

Ability to manage and resolve conflict in a positive way.	X		
A demonstrable commitment to equalities and anti-discriminatory practice and ability to integrate equality policies into strategy and service delivery.	X		

Dimensions of the Role

The role typically manages:

A multidisciplinary team of approximately 15–27 staff, including professionally qualified staff.

An agreed purchasing budget of up to £8m, managed in conjunction with other Service Managers and in support of Senior Managers, within agreed financial parameters.

The delivery of adult social care services within the designated geographical/service area.

Working Conditions

Working Arrangements

Somerset Council's dynamic Working Strategy will be applied to this position.

Corporate Responsibilities

Provide clear leadership to deliver the Council's strategic priorities and meet the Council's financial targets, as a member of the Directorates Senior Leadership Team.

Update and advise Elected Members in respect of operational and policy issues in relation to the Adults Operations Services teams.

Lead Adults Operations teams with a clear identity in terms of flexible and responsive ways of working, inclusive and diverse culture, and high level of employee engagement and wellbeing.

Undertake representational and communication duties on behalf of the Council to promote and protect the Council's interests in matters concerning their specialist areas.

Create, monitor, and review frameworks of performance measures and quality standards to be applied in the delivery of services.

Function as an ambassador for the Council promoting, both internally and externally, the Council's vision, strategic aims, and values.

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Value the diversity of Somerset's communities ensuring equality of access and treatment in service delivery and employment.

Function as a role model for Somerset's vision and values. Promotes a culture of continuous improvement that encourages creativity and innovation to ensure services are efficient and develop the potential and flexibility across the Council and its workforce including the motivation and development of employees within the Adults Operations service teams.

Ensure that Adults Operations services place a high value on customer responsiveness by demonstrating a commitment to meeting and involving the broadest range of direct and indirect service users, citizens, customers, communities, and businesses.

Support the delivery of the Councils' key strategic aims and objectives ensuring understanding and commitment from staff from across the Adults Operations service.

Support Corporate and Directorate and service specific transformational change programmes with the aim of maximising efficiency, modernising services, and achieving better outcomes and opportunities for service users and customers.

Ensure flexibility in reacting to the needs of the Council, its' customers and partners supporting a culture of continuous improvement.

Ensure compliance with all relevant legislation, the Council's standards of conduct, organisational policy, and professional codes of conduct to uphold standards of best practise.

Accountable for compliance with all relevant health and safety legislation and Somerset Council H&S policies.

Date: June 2025