

Role Profile: Director for Adults and Communities
ROLE PURPOSE:

To provide outstanding strategic leadership of adult social care, housing operations, prevention services, community development and Public Health within Herefordshire. Leading the transformation, commissioning and delivery of services that are essential for the council to enable residents, both adults and children, as individuals and families to live safe, healthy and independent lives, reduce health inequalities and achieve improved outcomes for the people who use our services.

ACCOUNTABILITIES

1. As management board member, lead the creation and implementation of the overall business strategy and operating model to achieve the vision for Herefordshire Council
2. Directing the design, commissioning & delivery of value for money public services to ensure attention to improving efficiency & robust cost management; holding others accountable for their decisions.
3. Ensure services are customer focused by establishing, managing and meeting community expectations.
4. Align service delivery models to reflect the composition of Herefordshire's localities and the relative strengths of service providers.
5. Lead the delivery of corporate change programmes, ensuring the objectives are understood and articulated, and change is embedded successfully.
6. Promote Herefordshire to all key stakeholders to ensure the county is positioned successfully for increased inward investment and policy consideration. Manage the investment in relationships made by Herefordshire Council to deliver the best possible return.
7. Support members by providing the highest quality advice and guidance on areas of policy and strategy, ensuring that Members are appraised about issues to enable informed decision making in line with the Herefordshire Council vision and priorities.
8. Develop relationships with partner organisations to meet the needs of Herefordshire's communities collaborating with all sectors to continuously improve the quality of life in the county.
9. Provide first class leadership by creating the working environment where employees can deliver their best.
10. Pro-actively manage the culture & values by being a respected role model and leader
11. Set and manage ambitious performance expectations for everyone recognising excellence and challenging those who under-perform or seek to threaten new ways of working.
12. Create an environment where learning, innovation and the application of new ideas flourish resulting in significant improvements to service delivery.
13. Understand and meet all required legislation and governance to deliver the required standards.

SKILLS, KNOWLEDGE & EXPERIENCE

- An experienced senior executive with a track record of delivering top quality public services and continuous improvement in a complex environment.
- A collaborator who can develop relationships with senior stakeholders and politicians to generate a return for the organisation and its customers.
- Business acumen gained from creating a commercial environment where the management of cost and customer satisfaction are both paramount.
- A leader who engages and enables others to deliver their best.
- Knowledge and practical experience of overseeing a commissioning-based cycle of service delivery.
- An unquestionable record of delivering results through others.
- An excellent professional and developmental record that is business management focused.

Employees and culture

- Employee engagement
- Working climate
- Innovation application
- Behaviour

Relationships

- Reputation
- Policy influence
- Member feedback
- Partner feedback

PERFORMANCE MEASURES
Customer Service

- Peer and Member feedback
- Customer satisfaction/ service quality
- Quality of life in County

Value for Money

- Cost reduction
- Service improvement

LEADERSHIP BEHAVIOURS

Customer Focus: I always champion customer's needs and constantly challenging myself and others to think from a customer perspective

Communities First: I understand the needs of the local communities and influence others in way that will appeal to them specifically to achieved desired local outcomes

Streamlining the Business: I redefine the way we do business by positively challenging the way we do things to improve efficiency & remove duplication

Better Services: I work with partners & develop markets to drive the delivery over the long-term of innovative & new approaches to improve the quality of life of residents of Herefordshire

People and Performance: I create an organisation where people are empowered & committed to delivering the HPS vision, supported by effective systems, proactive performance management & development

I am not:
Territorial
Closed to new ideas
Accepting of mediocrity

INDIVIDUAL TARGETS (following induction/appraisal)

Develop and deliver the strategic direction of Adults and Communities; including the Health and Wellbeing and Adult Social Care Strategies for Herefordshire

Work with Health partners to deliver and commission effective integrated services across local and STP footprints in line with the One Herefordshire programme.

Deliver directorate objectives within the agreed financial envelope which include substantial cost savings aligned to the Council's medium term financial strategy

Deliver and develop strategy that manages current and future demands on wide range of formal care services

Radically transform the way in which services are delivered through the creation of new, integrated and person-centric pathways, that drive efficiency and significantly improve quality and performance

Develop strong and effective working relationships with key local, regional and national agencies and partners including the CCG health, and Central Government (e.g. Department of Health, the Care Quality Commission), to ensure the Council is well-positioned to influence policy, practice, integration and strategic direction of public services across Herefordshire

Effective implementation and embedding of relevant legislation and policy including for example the Care Act, adult safeguarding, DoLS, MCA and better care fund

Inspire and lead the adults and communities workforce. Develop and deliver a high-performance culture

Build and deliver effective and strong community based social capital and resilience, capacity and culture across Herefordshire

Lead the development of an effective 'adults and communities social care market' in Herefordshire, working with partners to jointly commission services to meet identified needs and secure value for money through a robust commissioning and contract management programme

Be responsible for the strategic management and operational delivery of adults and communities.

Ensure effective safeguarding arrangements for adults.

Transform and integrate services including public health, housing, adult social care and mental health services

STATUTORY DUTIES (service specific must be completed before the Role Profile is valid)

You will assume the statutory responsibilities of a Director of Adult Social Services including Safeguarding

Will be a statutory member and will ensure the effectiveness of, the Health and Wellbeing Board.

Housing legislation statutory requirements