

**Job Description**

**Job Title:** Strategic Manager – Hospital Interface

**Salary Grade:** Grade 11

**SCP:** 48 - 52

**Job Family:** People Care

**Job Profile:** PC7

**Directorate:** Neighbourhood Directorate

**Work Environment:** Agile

**Reports to:** Head of Adult Social Care

**Number of Reports:** 3+

**Purpose:**

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| To take responsibility for the strategic and the operational management of the Hospital Interface Service, Care Home Team and Statutory Mental Health and Out of Hours functions in order to meet both the Directorate’s objectives and the strategic corporate objectives of the organisation.  To be accountable for delivering assessment and care management as part of services to meet the needs of the population.  To support the Assistant Director of Adult Social Care and Head of Adult Social Care in the strategic planning and development of services within the Directorate.  Focus on leadership, performance and quality of the Services and Directorate.  To provide high profile leadership to staff of all disciplines across the Service and ensure the presence of a culture of continuous improvement within care services putting patients and their families at the heart of the service.    To strategically lead all discussions and actions related with health care services and other statutory and voluntary partners.  The improvement of health & wellbeing for the citizens of Sunderland and the delivery of person-centred positive outcomes, with the aim of improving levels of independence for all.  Engagement management of relationships with internal and external clients, promoting the development and sustainability of good quality services in the city. |

**Key Responsibilities:**

* To work as part of a senior management team that will identify and drive improvement activities, align/integrate the business with strategic & statutory agencies including health, service providers, voluntary sector & independent sector providers.
* Be responsible for supporting the development of the market in relation to adult social care, in conjunction with commissioning colleagues, utilising a strengths-based approach to all activities within the business.
* Horizon scan for policy documents, legislative changes and best practice guidance to ensure that the service is thoroughly prepared in advance of anticipated changes.
* Ensure that all areas allocated adhere to statutory obligations in respect of The Care Act, The Mental Capacity Act, The Mental Health Act and Deprivation of Liberty Safeguards / LPS and other legislation as appropriate.
* Ensuring that appropriate adult safeguarding referrals are reported and managed in conjunction with the adult safeguarding team and partner agencies respectively, and may be called upon to attend adult safeguarding board meetings or it’s sub-committees as required within your area working closely with the adult safeguarding team.
* Be responsible for the identification of training needs and personnel development requirements and work with colleagues to ensure that the workforce is available and suitably trained to meet the needs of a fast-changing and responsive environment.
* Use assistive technology and preventative tools to meet identified needs and promote independence. Utilise a suite of solutions available throughout the business and community to promote and develop this aspect of social care.
* Be instrumental in developing and implementing a multi-disciplinary social care resource across the city and promote the sharing of specialist knowledge within the adult social care infrastructure and promote a “one team” response to the residents of Sunderland.
* The role includes the requirement to financially oversee an assigned budget and ensure that the Assistant Director is regularly advised how pressures are to be managed to ensure that the service is able to make the most efficient use of resources available.
* Representation of Adult Social Care at Safeguarding Adults Reviews (SAR’s) and Serious Case Reviews (SCR) respectively.
* Lead development projects ensuring that they are completed on-time and take part in any end to end analysis activities required to ensure that best practice and lessons learned are translated into effective operational changes.
* Develop a neighbourhood-based relationship with the wider population and be an integral part of the council approach to issues affecting residents. The role will include the development of relationships with councillors and building an in-depth knowledge of local issues, resources, and promote a team response to these as well as pro-actively managing demand at the front door to promote independence and self-directed support wherever possible.
* Effective input and management of performance and in depth understanding of how to use performance, data quality, management and budgetary information to improve the delivery of cost effective services that provide excellent outcomes for the residents of Sunderland.
* An advanced knowledge of the wide variety of funding streams in relation to social care to ensure that resources are used in the most efficient way possible. Including delivering on CHC, Sec 117, PHB and joint funding arrangements with the CCG and health services.
* Identify clear objectives for service delivery, including management of risk, and develop and performance manage relevant action plans to ensure effective and efficient implementation.
* Pursue best practice and value for money within the Service through the establishment of effective systems of target setting, performance management and the commissioning of services.
* To lead the Local Authorities external representation with other agencies as appropriate.
* To have regular contact internal and external stakeholders and will often need to engage with them over sensitive, complex, contentious and confidential issues.
* To comply with the Professional Codes of Conduct and to be aware of changes in these. To maintain up to date knowledge of all relevant legislation and local policies and procedures implementing this.
* To ensure that all duties are carried out to the highest standard and in accordance with currently quality initiatives within the work area.

**Role Specific Responsibilities**

* Responsibility for the management of all social work activity relating to the admission and subsequent discharge of patients to a wide variety of community-based settings. This will include acute medical, mental health and learning disability hospitals respectively, irrespective of their physical location when dealing with Sunderland residents.
* Work collaboratively with strategic managers responsible for both short and long term services respectively and provide a “one-team” approach to all operations of the social care department.
* Collaboratively work with intermediate care providers, recovery and reablement services to maximise the opportunities for patients to achieve greater levels of independence and wellbeing.
* Be the professional lead and oversee the statutory duties of the council in relation to Mental Health Act, Mental Capacity Act, Care Act and Mental Capacity Act including DoLS / LPS.
* Work collaboratively with other senior managers and partner agencies including both independent and statutory controlled organisations respectively to facilitate the timely and safe discharge of patients.
* Work across all sectors of the social care spectrum including older people, physical disabilities, learning disabilities and mental health, importantly this will also include close working with other parts of the council and partner agencies dealing with homelessness issues.
* Develops positive relationships across the social care business and wider communities and deliver a tailored suite of support to localities across the city recognising the many different issues for residents in these areas effecting health and wellbeing.
* Drive positive operational change and continuous improvement activity across your areas of responsibility and work with colleagues to stimulate the market to meet the demands of a fast-changing social care landscape.
* Contribute to the Council’s budget process, advising the senior managers within the directorate and Elected Members on service priorities and implications of budgetary options.
* To manage the service budget and ensure that the assessment and care planning processes contribute to managing the service budget particularly in respect of high cost packages.
* Contribute to the further development of the discharge to assess model and community pathways for residents in and out of hospital.
* Develop the community offer across the city to meet residents discharge needs through a variety of means across neighbourhoods.
* Working closely with clinicians in order to achieve optimal decisions for overall patient care.
* Undertake mental health assessments to advise on risk management plans for service users and to support clinical assessments.
* Further develop and contribute to the Trusted Assessor role and functions across the neighbourhood
* Be part of the framework of support for Care Homes across the city.
* The post holder must comply with the principles of the Freedom of Information Act 2000 in relation to the management of Council records and information.
* The post holder must carry out their duties with full regard to the Council’s Equal Opportunities Policy, Code of Conduct, Child Protection Policy and all other Council Policies.
* The post holder must comply with the Councils Health and safety rules and regulations and with Health and Safety legislation.
* To comply with the principles and requirements of the Data Protection Act 2018 and GDPR in relation to the management of Council records and information, and respect the privacy of personal information held by the Council.

November 2020