

Principal Manager JOB DESCRIPTION

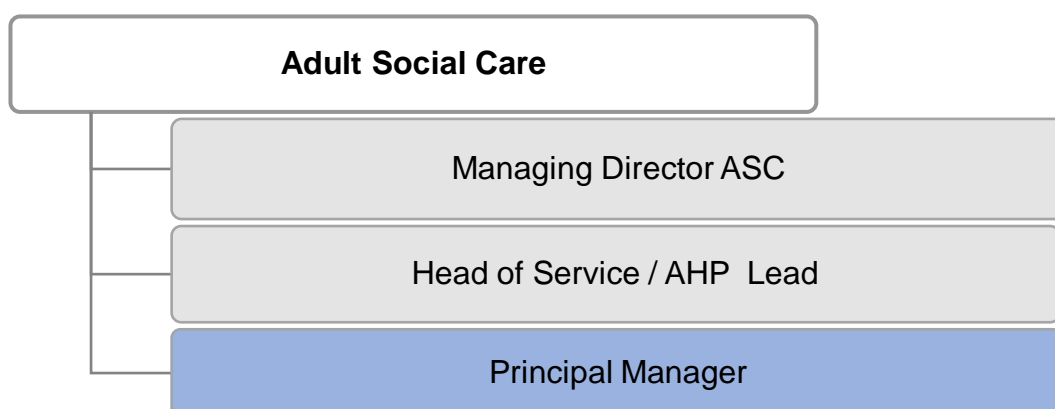
Job Title:	Principal Manager
AfC Band:	SCC Grade 5C SCP 44-46
Directorate/Service:	Adult Social Care, Integrated Care Division
Accountable To:	Managing Director ASC
Responsible To:	Head of Service / AHP Lead
Base Location:	City Approach 1, Salford
On-Call Requirement:	No
AfC Job Code:	

Values

Three values are at the heart of our organisation: **Care, Appreciate** and **Inspire**.

Our values and behaviours define what's important to us as we work alongside each other and with our patients and service users. They also shape what it feels like to work at the NCA and will be central to your development and performance conversations. Together, we will create a culture where care, appreciation and inspiration thrive.

Structure Chart



Job Summary

To Provide Leadership and Support for the delivery and Development of adult social care. To deputise for the Heads of Service/AHP leads, managing risks to the service and organisation and supporting effective decision making.

Key Role and Responsibilities

Lists the various areas of responsibilities and expectations for the role. You may want to use a mixture of subheadings to categorise responsibilities.

For example:

- To work in partnership with other professionals to ensure the delivery of a high quality, efficient adult social care service to the people of Salford.
- To Identify, promote and develop new methods of joint working between Health Social Care and other stake holds to develop a whole system strengths based approach to the wellbeing of vulnerable adults
- To manage the performance management framework for service including governance arrangement that encourage continuous development
- Manage the adult social care budget for your area of responsibility
- The post holder will be required to undertake the role Principal Manager in any of the service areas across Adult Social Care, dependent on the skills, knowledge and competency requirements of that role.

Main Tasks & Overview of Responsibilities

Demonstrate positive leadership by using a management style appropriate to the situation; taking charge of situations and providing others with a clear sense of direction and feedback on performance; working cooperatively, sensitively and effectively.

Effectively manage service delivery and development by identification of how objectives will be measured, planning actions and service and business continuity plans to achieve goals.

In conjunction with the Heads of Service/AHP leads to recommend organisational changes to optimise working practices, culture change and workforce development on the basis of service need.

Ensure that your area of responsibility operates in accordance with any relevant statutory and regulatory requirements and that guidance is provided to staff to assist them in achieving this.

In conjunction with the Heads of Service/AHP Leads develop effective communication and problem solving strategies within the service, across partner agencies, with service users and within the community to enable all parties to be fully engaged in the on-going planning and development of Adult Social Care to meet the social care and safeguarding needs of Adults in Salford.

Provide expert advice on Safeguarding and Risk Management matters, ensuring that statutory obligations are met in relation to Adults and those requiring a mental health assessment.

In conjunction with the Heads of Service/AHP leads to contribute to the Adult Social Care service Plans.

Develop and motivate staff by identifying learning opportunities, ensuring individual support and guidance, regular formal supervision and appraisal take place.

Maintain a relevant and high quality service by continuously reviewing service direction and delivery; seeking opportunities to improve quality/best practice; monitoring and assessing national and local issues and proposals to ensure service is proactive and remains relevant.

Promote high ethical standards both personal and professional by modelling and upholding the principles of fairness and natural justice and balancing appropriately openness and transparency with the need for confidentiality.

Deputising for the Head of Service/AHP Leads as required and provide cover for colleagues.

Contribute to the on-going developments in electronic health and social care recording.

To support the effective delivery of locally based services to the citizens of Salford through a single point of access.

To support safe hospital discharges, working in partnership with health colleagues, including Intermediate Care Services, to maximise independence.

To undertake any other such duties that are reasonably commensurate with the level of this post.

To chair/lead and participate in a variety of meetings as required.

Communications and Relationships

In conjunction with the Heads of Service/AHP leads develop effective communication and problem solving strategies within the service, across partner agencies, with service users and within the community to enable all parties to be fully engaged in the on-going planning and development of Adult Social Care to meet the social care and safeguarding needs of Adults in Salford.

Demonstrate a high level of personal integrity by taking responsibility for own actions and decisions as well as advice given to others and willingness to respond constructively to mistakes or errors of judgement.

Actively promote equality and inclusion by identifying potential for discrimination and seeking to redress inequality in all circumstances.

Demonstrate effective influencing skills by negotiating “win/win” solutions, identifying and promoting potential benefits for others.

Support and engage others by listening to and respecting others; showing consideration for their feelings, concerns and differing views; encouraging their initiatives and ideas and actively promoting individuals’ and the organisation’s learning and development.

Demonstrate technical and professional expertise by maintaining knowledge of relevant legislation, policies, procedures, guidance, research findings and best practice

Communicate information effectively by adopting the appropriate style when writing or speaking to individuals or groups or when using information technology.

Maintain continuous professional development by seeking, accepting and acting on feedback and constructive criticism regarding own performance; identifying and addressing own development needs; modifying behaviour and management style appropriately to meet particular circumstances.

Facilitate effective team working by identifying clear service objectives, sharing information, identifying and encouraging complementary strengths within the service and offering support and guidance. Planning, scheduling and prioritising to optimise time and resources.

To chair/lead and participate in a variety of meetings as required.

Analytical and Judgmental Skills

Demonstrate a high level of analytical competence by readily assimilating complex information, identifying key issues and relationships and making systematic and rational judgements based on relevant information/statistics.

Make effective and timely decisions by seeking all possible relevant information, consulting appropriately, probing the facts and analysing issues from different perspectives.

Possess a methodical approach to problem solving by breaking problems into constituent parts and differentiating key elements, using logic and drawing sound inferences from information.

Planning and Organisational Skills

Effectively manage service delivery and development by identifying how the success of an objective will be measured; planning actions to achieve goals; developing contingency plans; prioritising and scheduling to optimise time and resources; coordinating activities, resources and people; allocating resources and ensuring effective systems are established.

Respond positively to the pace of change by prioritising effectively under pressure, balancing competing demands and accommodating high expectations.

Demonstrate reliability and consistency by remaining calm and in control in stressful situations, maintain effective work behaviours in the face of setbacks or unanticipated pressures, possessing insight to recognise, acknowledge and address own stress and its impact on performance and others.

In conjunction with the Heads of Service/AHP leads recommend organisational changes to optimise working practices, culture change and workforce development on the basis of service need.

Physical Skills

Ability to use IT systems.

Driver, access to vehicle.

Responsibility for Policy/Service Development

Responsible for effective care management ensuring strength based practice in line with the Care Act.

Development and delivery of a strengths based approach across integrated services.

To be responsible for the construction, development and implementation of appropriate policies, practices and standards that provide for the assessment of services thus ensuring that matters are dealt with promptly and in a coordinated manner.

Responsibilities for Financial and Physical Resources

Responsible for the budget within their area of management, authorise expenditure in line with accountable spend levels.

Ensure the service delivers value for money.

Effectively contribute to Market shaping.

To develop and refocus existing services necessary to ensure that they are addressing priority needs and are making a positive difference to the lives of adults and families.

Responsibilities for Human Resources

Ensure all Policies and procedures are managed effectively within their service area. Responsible for staff supervision and development.

To undertake such additional duties as are reasonably commensurate with the level of the post.

To maintain effective performance management processes in order to secure continuous improvement in the services provided and address any issues which may affect service delivery, including ensuring that the performance and development of employees is reviewed and monitored, via regular supervision and contributory framework.

Responsibility for Information Resources

To ensure that effective information strategies and systems are in place to enable effective use and appropriate sharing of data and information to plan services and improve outcomes for people.

Ensure all data is managed in line with legislation.

Lead in ensuring that workforce requirements and resources are effectively planned and deployed, taking into account workforce intelligence on the basis of the needs and aspirations of local communities, service users and other stakeholders, contributing to appropriate workforce development strategies.

Responsible for complaints, Member enquires within their area of service and as requested across the directorate.

Responsibilities for Research and Development

Accountable for quality of work and case file audits including feedback and recommendations within their area of responsibility.

Participate in Adult social care audits as required.

Work with the Principle social worker to proactively identify opportunities to undertake specific and relevant research.

Freedom to Act.

Contribute to the construction, development and implementation of appropriate policies, practices and standards that provide for the assessment of services.

To have a responsibility for maintaining a level of expertise which enables them to manage risk, provide guidance and direction to staff in their area of operational delivery.

Work within the financial levels set out for their service area.

Partnership working

Within the wider context, each the Service manager is responsible for maintaining effective professional relationships with colleagues, partners, Councillors and members of the public.

Making Every Contact Count

Front line staff are in an ideal position to offer support and advice on how to improve health and wellbeing.

Staff should use their interactions with the public to give them additional advice on health and wellbeing.

Staff will be given training and support to help them to signpost people to other services which may improve their health and wellbeing.

All people (including consultants) who manage others

Accountable for the effective deployment of activities that ensure that your service area/department/ward/clinical team is reducing hospital acquired infection. You will ensure that you and your staff comply with the Trust's policies on infection, prevention and control. You will ensure that you and your staff receive the training required to maintain competence to execute the Trusts policies on infection, prevention and control. You have a responsibility to bring deficiencies in the deployment of such policies to the attention of your line manager.

General Staff (including junior doctors/volunteers/contractors/honorary contract holder/locums/agency bank

You have a personal responsibility to support your service area/department/ward/clinic in reducing hospital acquired infection. You must comply with the Trust's policies on infection, prevention and control and maintain your competency to effectively discharge your responsibilities. You must bring deficiencies to the attention of your manager.

Safeguarding

The Trust is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. You will be expected to fulfill your mandatory safeguarding training at the level applicable to this role.

Client Care Management Electronic system Record

Salford Royal adult social care uses an Electronic customer Record. All staff must use this as the primary customer record. It supports delivery of Safe, secure Personal customer care. Paper records are not used. Any paper documentation that sits outside of the care management system must be scanned and uploaded into the individual customer record system, using the customer's personal unique reference number.

The majority of documentation is entered directly on the system including health and social care issues, case histories and continuation notes, and risk assessments.

Access to this care management electronic system is via a unique login and password. All adult social care staff working at Salford Royal must receive training prior to accessing the system.

PERSON SPECIFICATION

Job Title:	Principal Manager
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	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> Recognised Social Work qualification, Diploma in Social Work, CQSW, CSS. Or Registered as a nurse, Occupational Therapist, Physiotherapist or other health professional. Or able to evidence equivalent management experience at equivalent level Appropriate management qualification Participation in Continuing Professional Development to improve and update specialist knowledge. 	.
Professional Registration	<ul style="list-style-type: none"> Registered as a Social Worker with the Health Care Professional Council-soon to be Social work England or Registered as a nurse, Occupational Therapist, Physiotherapist or other health professional. Or able to evidence equivalent management experience at equivalent level. 	
Knowledge, Training & Experience	<ul style="list-style-type: none"> Substantial post qualifying experience with considerable experience managing statutory services. Experience of strategic management within statutory services. Including policy/strategy development and implementation. Thorough understanding of strategic issues relating to an Integrated Care Organisation; Adult Safeguarding; statutory duties; the wider adult social care agenda and needs of customers. Knowledge of current national and local issues relating to ASC and/or the post holders relevant professional area. 	<ul style="list-style-type: none"> Experience of planning and implementing long term strategy.

	<ul style="list-style-type: none"> • Detailed understanding of the Care Act 2014 and other relevant legislation and national policy frameworks which affect the delivery of adult social care and an understanding for the implications for current and future services. • Experience of managing a large budget. • Experience of successful project management. • Detailed knowledge of Governance and risk management. • Knowledge and experience of delivering strengths-based approaches to social work practice. 	
Skills & Abilities	<ul style="list-style-type: none"> • Ability to liaise and negotiate effectively with various partnership and other multi -agency groups across the public, private and voluntary sectors, in a creative and collaborative manner, together with a clear understanding of the neighbourhood model across health and social care in multi -disciplinary working. • Proven ability to manage change, service activity and development within a large and complex organisation. • Well -developed written and verbal communication skills together with influencing and negotiating skills for interacting with individuals across the organisation. • Analytical & problem-solving skills with the ability to make decisions by determining key points from complex data and multiple information strands. • IT literate with skills for the use and application of information technology systems including file management, safe and effective internet use, Outlook, Word processing, PowerPoint, Access and Excel. • Proven ability to achieve targets and objectives within a demanding and pressured environment against challenging deadlines. 	

	<ul style="list-style-type: none"> • Well -developed leadership and motivational skills to facilitate working within and leading a large team. • Proven ability to manage large groups of staff and implement human resource strategies. • Ability to empower, coach and support staff. 	
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Living our Values

All colleagues are expected to demonstrate the NCA values and underpinning behaviours as you carry out your role.

Values	Behaviours (I will...)
CARE We listen and treat each other with kindness.	Provide the highest standard of care, with compassion and kindness.
	Communicate clearly, actively listen and be person centred.
	Seek to understand and empathise.
	Collaborate to deliver services that are safe and give confidence in our care.
APPRECIATE We value and respect each other's contribution.	Recognise and openly acknowledge how we all make a difference.
	Value and respect others and share in celebrating our successes.
	Treat people fairly, notice, champion and positively appreciate diversity.
	Provide constructive feedback to support growth and development.
INSPIRE We speak up and find ways to be even better.	Have a voice and act with integrity and honesty.
	Make time to learn, share and find new ways of working.
	Be positive, be open to change and empower others.
	Work with my team and other teams to agree and deliver best outcomes.

Appendix

The below details all the standard Trust requirements which must be incorporated within the role.

Infection Prevention
Employees will adhere to all Trust Infection Control policies and procedures which are relevant to the post and undertake any appropriate mandatory training. All colleagues will ensure that advice is sought from the infection control team as required and appropriate action is taken to minimise cross infection.
Safeguarding
The Trust is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all employees and volunteers to share this commitment. You will be expected to fulfil your mandatory safeguarding training at the level applicable to this role.
Health and Safety
Employees must act in accordance with the Health & Safety at Work Act 1974, and subsequent legislation, under which they must take reasonable care to avoid injury to themselves and to others who may be affected by their work activities. Employees are required to co-operate with the Trust in meeting statutory requirements. Employees must not intentionally or recklessly interfere with, or misuse anything that is provided in the interest of the health, safety and welfare of colleagues, patients, and the general public.
Confidentiality and Data Protection
Employees are required to uphold the confidentiality of all records held by the Trust, whether patient records or Trust information. Unauthorised disclosure of any confidential information, or that covered by the Data Protection Act may result in disciplinary action.
Equality and Diversity
<p>All colleagues are required to understand the equality and diversity commitments and statutory obligations under the Equality Act 2010. You must act in ways that support Equality, Diversity, and Inclusion (EDI) and recognise the importance of people's rights in accordance with legislation, policies, frameworks, procedures, and good practice.</p> <p>Colleagues must recognise and report any behaviour that undermines equality under Trust policy and further EDI activity by:</p>

- eliminating discrimination, harassment and victimisation
- advancing equality of opportunity between people who share a protected characteristic and those who don't
- fostering good relations between people who share a relevant protected characteristic and those who don't
- understanding the impact of policies, services and practice on people with different protected characteristics

Code of Conduct

Colleagues that have a national Code of Conduct are expected to adhere to that Code and failure to do so could result in disciplinary action being taken. Colleagues who do not have a regulatory body are expected to conduct themselves in a professional manner and in line with the Trust values and policies at all times.

Leadership and Development

We believe our colleagues play a vital role in delivering excellence, and that everyone has the ability to demonstrate leadership and make a difference. As a member of our team, we expect you to live the NCA values: Care, Appreciate and Inspire through your daily habits, to improve outcomes for patients, customers and service users across the system. In return we provide a range of development opportunities that help you to realise your potential and reach your professional best.

As you join us, you are required to attend our Corporate Induction, complete the Trust's mandatory training and participate in the NCA Accelerated Leader Development Programme if you are in a leadership or management role. Your annual My Time appraisal conversation helps to continually review your contribution and ongoing priorities through your Personal Development Plan, informed through a wide choice of development available to you.

Flexibility

This job description is not intended to be exhaustive, and it is likely that duties may be altered from time to time, in discussion with the post holder. This job description is intended to provide a broad outline of the main responsibilities only. The post holder will need to be flexible in developing the role with initial and on-going discussions with the designated manager.