



**LONDON BOROUGH OF MERTON**  
**COMMUNITY AND HOUSING DEPARTMENT**  
**JOB DESCRIPTION**

**Post Title:** Service Manager Access and Assessment

**Grade:** MGC

**Division/Section:** access and assessment  
Community and Housing

**Location:** Civic Centre

**Responsible to:** Head of Operations –Adult Social Care  
Community and Housing

**Responsible for:** Hospital Social Work & Discharge Team, Reablement team,  
First Response team, Occupational Therapy team and the Locality teams

**Post number:**

**Date:** July 2019

## **1. MAIN PURPOSE**

- To ensure that the requirements of the Care Act 2014 is fully implemented across all of the operational teams.
- To have responsibility for the effective management of teams to support the needs of older people and adults with disabilities and ensure that a 'strength based model' of work is utilised during every assessment.
- To lead the safeguarding processes and ensure that safeguarding is robust and fully implements 'making safeguarding personal'.
- To implement the requirements of the '10 year NHS plan' within adult social care and prepare the teams for the forthcoming 'green paper' on the future of adult social care and implement the adult social care target operating model.

- To have responsibility for the allocation of resources to individuals, within the overall allocated budget and in line with personal budgets and implement any necessary medium term financial plans as needed.
- To lead on specific projects assigned by the Head of Operations for adult social care.

## **2. MAIN DUTIES AND RESPONSIBILITIES**

1. To lead on specific areas of the access and assessment service, including in working with n with health partners and voluntary partners. Areas are Hospital Social Work & Discharge Team, Reablement team, First Response team, Occupational Therapy team and the Locality teams.
2. To lead, and manage the implementation of a strength based model in adults and the '3 conversations model 'To develop a service that improves the availability and quality of advice and information for people, offers timely and responsive assessments and delivers timely discharge planning to support Customers and carers to shape their own lives and the services they receive.
3. To ensure that there is appropriate consideration of and responses to Deprivation of Liberty and Safeguarding enquiries and ensure that the safeguarding processes are robust and that action is taken to address any issues speedily.
4. To develop, recommend and ensure the implementation and review of appropriate adult social care policies, practices and procedures.
5. To ensure that equality and diversity is promoted within professional practice. To implement appropriate prevention and reablement strategies to promote health and wellbeing focussing on a 'strength based model'.
6. To develop and promote close working relationships with health and other key partners to deliver integrated models of service delivery.
7. To be responsible for specific staffing and operational budgets as determined, ensuring that financial processes and reporting requirements are adhered to and that the medium term financial plans are implemented.
8. To ensure that plans are developed to drive forward continuing improvement so that teams meet national and local targets and deliver maximum performance. To ensure that the service is meeting required performance standards, including ensuring that management/customer information is accurate and up to date
9. To develop a workforce competent to meet service needs through recruitment, retention, learning and development, and performance management.
10. To ensure that effective risk management arrangements are in place to minimise the service users and council's exposure to risk and uncertainty.

11. To conduct investigations under relevant complaints procedures where necessary and to plan and implement changes in procedures which may be necessary as a result of such investigations.
12. To deputise for the Head of Operations as required e.g. during annual leave, representation at meetings, etc.
13. To provide advice and guidance to elected members and CCG/NHS colleagues and attend appropriate committees.
14. To represent the department at external or internal meetings as required.
15. To ensure the Council's Equalities and Diversity policy is adhered to in relation to staff and the general public, ensuring that staff are fully aware of the policy and put it into practice.
16. To ensure that the Council's aims regarding customer awareness are achieved.
17. Comply with all legislative requirements, including data protection, freedom of information, health and safety and the Council's equal opportunities and diversity policies.
18. Ensure the Corporate and Departmental Health and Safety Policies are implemented at all times and to raise any concerns regarding their operation, or any health and safety matter with the appropriate senior manager.
19. Ensure that within the scope of the job purpose, the Council's aims in relation to customer service are achieved.
20. Undertake such duties as may be required by, or on behalf of the department provided they fall within the range and scope of the duties of the post as set out in the preceding paragraphs and are commensurate with the grade of the post.



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**PERSON SPECIFICATION**

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### **Knowledge**

- Detailed understanding of the statutory drivers and responsibilities of adult social care and the Care Act 2014
- Detailed understanding of Safeguarding, Deprivation of Liberty and partnership working.
- Knowledge of national public sector health and social care issues and challenges
- A clear understanding of the principles of 'value for money'
- An understanding of the importance of learning and development in service delivery
- Detailed understanding of hospital discharge approaches and NHS processes.

### **Experience**

- Previous successful experience at a senior management level
- Experience of achievement in specific areas, including:
  - Working in a customer facing organisation
  - Working with NHS organisations, in particular Hospital Discharge Teams at an operational and senior level
  - Working with Occupational Therapy services and other short term recovery services
  - Knowledge of s'strength based' approaches..
  - Provision of Advice and Information, including working with voluntary sector providers
  - Safeguarding and Deprivation of Liberty.

- successful negotiation of contracts for improved outcomes
- using/sharing data and evidence to support sound decision making
- demonstrable competence in leading and managing projects, including complex projects
- Management of a range of professional staff
- Budget management skills, including skills to deliver greater efficiency
- Advising, influencing and persuading senior management on major strategic issues relating to the post

## **Skills**

Must demonstrate evidence of:

- Strong successful leadership, with the ability to lead, manage, mentor and motivate staff
- Ability to manage a complex set of tasks including needs analysis; demand analysis; modelling and capacity planning; market management; procurement; performance management
- Ability to work successfully across professional organisations and with a multitude of stakeholders, including well developed negotiating, facilitating and influencing skills
- Strong customer focus
- Excellent verbal communication skills including briefing senior managers
- Excellent written communication skills as demonstrated in production of major policy briefs or reports aimed at senior audiences; to include the ability to translate complex information into formats that support decision-making by operational managers
- Strong numeracy skills, and the ability to interpret statistical data
- Self-motivated, proactive and innovative
- A demonstrable commitment to the Council's vision, aims and core values.
- Professional social work, nursing or allied health professional qualification is desirable.
- Must show relevant demonstrable current experience and working knowledge of current and future legislation and key practice issues in social care. LB of Merton reserves the right to review qualification requirements for this post.
- A demonstrable commitment to undertaking training and qualifications to meet skill and knowledge gaps.