Inclusive
Ambitious
Always learning
Being Bracknell Forest

Bracknell Forest Council

JOB DESCRIPTION

Job Title:	**Community Services Manager – Hospital**		
Directorate:	**People**	**Salary:**	**£57,753 - £59,838 + LWA £689**
Section:	**Adult Social Care, Older People and LTC**	**Grade:**	**BG-C SCP 49 - 51**
Location:	**Frimley Park Hospital / Time Square / Remote**	**Work Style:**	**Flexible**

Key Objectives of the role

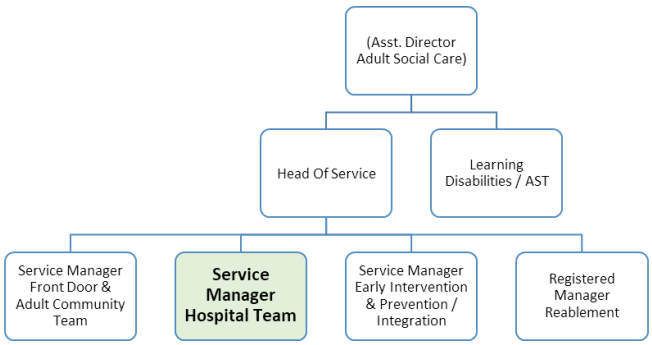
The team's role is to facilitate effective hospital discharge without delay, in a timely and safe manner, across several local hospitals discharging residents of Bracknell Forest.

Our aim is to help people remain independent or regain independence following illness or a change in circumstances. Our focus is not only on those who are deemed eligible through the Care Act 2014, but also to support with Early Help and Prevention for both individuals and for carers.

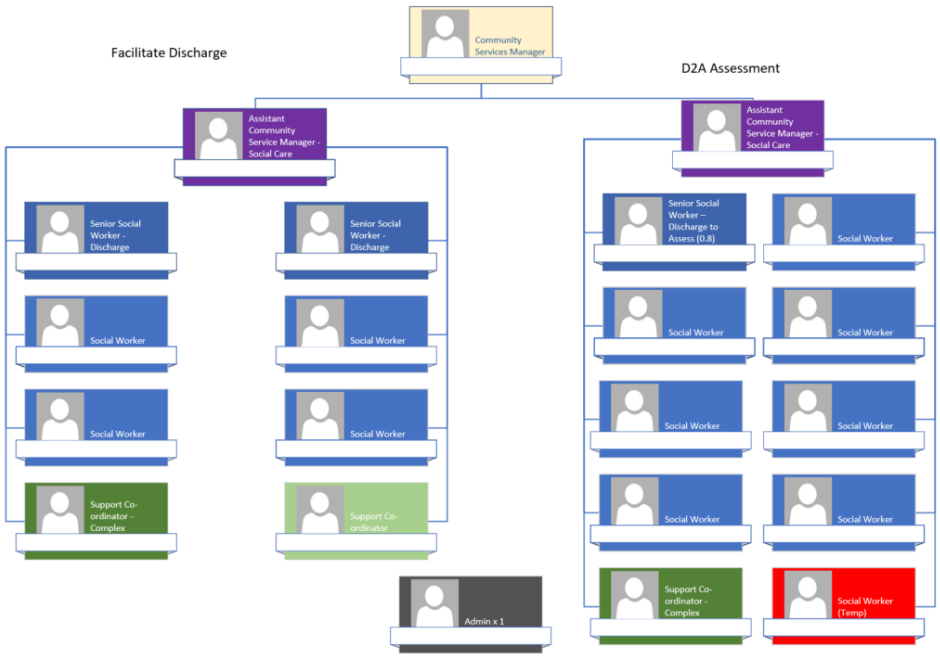
- To provide leadership, management, and professional guidance to a team of staff including, Assistant Community Support Managers, Senior Practitioners, Social Workers, Support Workers including Complex.
- To promote, lead and manage the development of excellence and confidence in practitioners**.**
- To ensure the delivery of a high quality, Integrated Care Service within Bracknell Forest.

Designation of post and position within departmental structure

This role will report directly into the Head of Service.



The Hospital Team consists of:



Daily and monthly responsibilities

- To ensure that all relevant Legislative requirements, Council and Departmental policies and where appropriate, policies of health partners are implemented through the work of the team.
- To contribute to the running of the Department as required, including deputising for Head of Service.
- To promote and govern excellent practice, including facilitating discharges, assessing need, planning and working with individuals' families, and safeguarding adults.
- To manage strategy and budget, in relation to staffing, operations and shared health and social care responsibilities such as Better Care Fund, Adult Social Care Discharge Fund and Winter Pressures.
- To ensure the delivery of a service which is responsive in a timely manner and within statutory guidelines.
- Prevent hospital admissions and attendances through the provision of community sector-based care pathways allowing patients to be seamlessly step up or step-down levels of care and support.
- To work alongside Social Workers, OT's and other professionals to ensure delivery of assessed need.
- To take a full part in Quality Assurance Panel as a senior manager alongside the Head of Service and other CSMs ensuring quality in assessment, review and service commissioning within budget, to agreed outcomes and according to the Scheme of Delegation.
- Achieve better, strengths-based outcomes for people to remain independent and in their own homes for as long as possible.

- Be responsible for day-to-day decision making and strategic development of the service in line with the Business Plan.

- Develop and implement the Business Plan with the Head of Service, ensuring the service is compliant with the aims and objectives expressed in the plan at all levels. Where there are risks to implementation to highlight to the Head of Service and participate in planning to re-focus the business plan schedule.

- To have overall responsibility of the team – including, recruitment, training, supervision. Manage quality and performance matters within the team and ensure the excellent performance of the services within the postholder's remit.

- To ensure that arrangements for support are personalised and cost-effective.

- To ensure that records are maintained appropriately so that the performance of the team can be monitored and reported.

- To carry out or contribute to performance/quality audits with the purpose of improving the service to people.

- To participate fully in the implementing the Care Governance approach.

- Audit cases in accordance with the Adult Assurance Programme.

- Postholder is expected to be a key decision maker in the oversight and approval of complex care packages with significant financial responsibility.

- Service Managers will be expected to develop and demonstrate skill and competence in accordance with the agreed competence framework.

- To participate in developing approaches and strategies to support continuous improvement of service to people and their carers'. This will include consultations, communications, and liaison with a wide variety of stakeholders.

- Take part in multi-agency improvement events, developing policy and strategic direction across a complex system including health (acute, community and primary), social care and voluntary/third sector.

- Attend senior including "Silver" level escalation meetings, representing the Local Authority and able to offer operational as well as strategic insights, make decisions and maintain credibility across partner agencies.

- Undertake strategic tasks allocated by the Head of Service.

- To be responsible for the full range of activities of the teams relating assessment, care management, safeguarding and service delivery to adults within the specified locality.

- To take overall responsibility for the consistent production of service area performance and review meetings that are responsive for service area priorities and individual development needs.

- To manage services within the law, statutory guidelines, and Council procedures, in particular The Care Act 2014, Mental Health Act 1983, The Mental Capacity Act 2005, prioritising need in the context of making safeguarding personal as outlined in inter agency safeguarding adult's procedures.

- Involve service users, carers and other stakeholders in developing improved services.

- Contribute to effective working with elected members.

- Contribute to all service reviews.

- Such other duties as may from time to time be necessary, compatible with the nature of the post. It should be noted that the above list of main duties and responsibilities is not necessarily a complete statement of the final duties of the post. It is intended to give an overall view of the position and should be taken as guidance only.

Scope of role

To ensure that appropriate levels of approval are obtained for any expenditure within the team.

To provide information to enable the Department to monitor and manage the budget and to take any remedial actions as required by senior managers. This will include identification of resource deficits in a timely manner.

Overall budget (2023) – in excess of £1,000,000

This post is crucial in ensuring the delivery of a range of integrated services, delivered by health and social care practitioners to support discharge and maximise people's independence. These services are essential to the delivery of the Better Care Fund Programme, upon which future Central Government funding is dependent.

The management of relationships with other organisations, particularly NHS Acute Trusts and the Community Healthcare Trust.

Failure to ensure appropriate arrangements are in place would place vulnerable adults at risk of harm and the Council at risk of reputational damage and of litigation.

Commitment to the Council's Equal Opportunities policy at all times

Commitment to working within the bounds of the Data Protection Act and GDPR legislation at all times.

Such other duties as may from time to time be necessary, compatible with the nature of the post. It should be noted that the above list of main duties and responsibilities is not necessarily a complete statement of the final duties of the post. It is intended to give an overall view of the position and should be taken as guidance only

Inclusive
Ambitious
Always learning
Being Bracknell Forest

Bracknell Forest Council

PERSON SPECIFICATION

KEY CRITERIA	ESSENTIAL	DESIRABLE
Skills and qualifications	Have a valid professional registration with the Health and Care Professionals Council and adhere to relevant code of Professional Conduct. Degree in Social Work, Dip SW, CQSW, Or equivalent allied health professional qualification.	Safeguarding Level 3 training. Accredited management qualification. Should be able to act as or train to be a DOL's authoriser.
Competence Summary (Knowledge, abilities, skills, experience)	Significant experience in social care specifically hospital discharge and discharge to assess. Thorough knowledge of relevant legislation and national policies. Demonstrable management experience. Ability to communicate effectively with a wide range of people in a wide range of circumstances. Empathic and respectful of diversity. Leadership and motivational skills, and ability to manage change. Organisational skills, including delegation, project management. IT skills:- Social Care Record, Word, Excel, email. Good report-writing skills. Understanding of responsibilities of a wide range of disciplines.	Experience in healthcare. Knowledge of the local social care and healthcare environment. Management training or qualification.
Work-related Personal Requirements	Flexibility. Ability to take responsibility and accept accountability at appropriate level. Motivated and person-centred values.	

Other Work Requirements	Ability to travel as required for the role. A satisfactory enhanced Disclosure and Barring Service check. This post is exempt from the Rehabilitation of Offenders Act 1974 You are therefore not entitled to withhold information about convictions which for any other purposes are 'spent' under the provisions of the Act and any failure to disclose such convictions could result in dismissal or disciplinary action by the Authority. Any information given will be completely confidential and will be considered only in relation to the positions to which the Order applies.
Role models and demonstrates the Council's values and behaviours	Our values define who we are. They outline what is important to us. They influence the way we work with each other – and the way we serve our residents and engage with our communities. We make our values real by demonstrating them in how we behave every day.

All staff should hold a duty and commitment to observing the Council's Equality & Dignity at Work policy at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and Council policies/procedures.

Inclusive
Ambitious
Always learning
Being Bracknell Forest

disability confident
EMPLOYER