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| Post title: | Head of Intermediate Care |
| Grade: | SM3 |
| Responsible to: | Assistant Director Adult Social Care |
| Staff managed: | Manages a group of managers |
| Directorate: | Health and Adult Services |
| Service: | Care and Support |
| Job family: | SM - Senior Management |
| Date of issue: | June 2024 |

Job context

- The post holder will be a member of the Adult Social Care Leadership Team and will carry shared responsibility with other senior team colleagues for the performance of the whole of Health and Adult Services.
- The post holder will be fundamental in shaping the strategic direction of intermediate care in the health and social care landscape in North Yorkshire, working in partnership with the ICB's, provider collaboratives, social care providers and NHS providers to deliver improved outcomes for adults across North Yorkshire.
- The post holder will have personal responsibility for development of integrated care and support with key partners providing leadership across the health and care system to continually improve performance across the national intermediate care agenda.
- This post will be responsible for the leadership a Countywide multi-disciplinary staff team, including Social Workers, Reablement/STARTT Teams and joint health/hybrid roles.
- This post will be pivotal in ensuring an ambitious and high performing adult social care service by leading the development and implementation of structures which enables us to deliver on transformation and future ambitions for the Directorate.
- This role will be fundamental in the delivery of strategic service planning to ensure the transformation, saving and strategic priorities are delivered in line with the Council Plan and HAS 2030 underpinned by the Governance Framework.
- The post holder will work in conjunction with the Assistant Director – Adult Social Care / Chief Social Care Practitioner, Assistant Director – Adult Social Care and the Assistant Director – Prevention and Service Development, to ensure effective services and strong and consistent practice across the County.
- The role will require the post holder to work closely with other Directorates, elected members and other senior colleagues across the Council.
- The post holder will have significant autonomy and responsibility when coordinating activities and priorities in an environment that is complex and constantly changing.
- The post holder is fundamental to the delivery of the Journey of Continuous Improvement across Adult Social Care including identified key improvement areas.
- The post holder will be required to maximise the opportunities of LGR and devolution and work corporately to instil the values and culture of the new North Yorkshire Council.
- To ensure compliance with all statutory social care requirements including the Care Act, the Mental Health Act, the Mental Capacity Act, Health and Social Care Act and all other relevant Legislation.
- This post will be accountable for the management of the Intermediate Care Budget, in excess of £50 million, in line with the Council's Scheme of Delegation.

Job purpose

To design, lead and deliver the Intermediate Care Model across North Yorkshire

Operational Management:

- To ensure compliance with all statutory social care requirements in across the County within specific portfolio are, including the Care Act, the Mental Health Act, the Mental Capacity Act, Health and Social Care Act as well as other relevant Legislation.
- The post holder will have responsibility for a significant budget, and will ensure that the services are financially stable, within budget and where possible achieving significant income and efficiencies for the Local Authority.
- To lead the strategic development and delivery of intermediate care model with the NHS, ICB and other Council and public services ensuring that the Council's statutory duties are met and delivered within financial, quality and performance standards.
- The role will ensure all services are compliant with CQC regulations and NYC policies and procedures and provide safe, caring, responsive, effective and well led services.
- To promote independence, wellbeing and a community assets-based approach to social care practice at all stages in the customer pathway.
- The postholder will ensure the safety of vulnerable adults in line with the North Yorkshire Multi Agency Safeguarding Adults Procedures and Health and Adults Services operational guidance.
- To lead specific countywide programmes as part of the Council's change and transformation programmes
- The post holder will ensure all NYC Reablement services are compliant with regulatory requirements.
- The post holder will ensure positive and responsive dialogue with CQC and ensure compliance.
- The post holder will inform senior managers of any regulatory requirements or breaches and represent the Local authority at appropriate events.
- The post holder will ensure Intermediate Care Services have an appropriate governance framework, and will monitor performance levels.
- The post holder will govern and implement appropriate policies and procedures to maintain governance and compliance.
- As part of the post the post holder will be expected to join the Adult Social Care Leadership Team on-call rota.
- To promote prevention, independence, wellbeing and a community assets-based approach to health and social care practice at all stages in the customer pathway and across the health and care system.
- Translate the strategic priorities of the North Yorkshire Place Board into clear operational intentions across a range of partners and stakeholders in North Yorkshire

Resource management:

- Manage an effective team to deliver on the key objectives of the Intermediate Care Model
- Work with the Assistant Director of Adult Social Care and Resources to produce plans to deliver the requirements of the integration agenda shaped by legislation and departmental guidance alongside any other changes associated with a changing Health and Social Care landscape.
- Lead the strategic oversight of the Better Care Fund and IBCF and ASC Discharge Fund.
- Fulfil the role of project sponsor in the management of resources where required.
- Identify the resource requirements that would be affected by integration and legislative change across the directorate.
- Identify and implement changes in practice that lead to service efficiency and integrated working.
- The post holder will be responsible as a budget holder within the Council's scheme of Delegation of financial performance of the post holders unit, ensuring a balanced budget and meeting any efficiency targets agreed.

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| | <ul style="list-style-type: none"> • The post holder will provide leadership, motivation and regular supervision, appraisal and development to those staff for whom they are responsible in line with Directorate's Supervision and Appraisal procedures. • The post holder will be responsible for ensuring the effective performance of all members of their team. • The post holder will ensure their behaviours and those of their managers comply with the expectations of the Manager's Pocket book and that their managers and staff all comply with the Council's Behaviour and Skills Framework. • Ensure that projects have clear action plans, management approval and governance systems in place. |
| <p>Partnerships:</p> | <ul style="list-style-type: none"> • The post holder will deputise for the Assistant Director as required and represent the Directorate at policy, organisational, co-ordination and consultation forums with external agencies, other Council Directorates within the Service Area or wider Directorate. • The post holder is required to work effectively with senior managers and colleagues within Health and Adult Services and across the wider council. • Identify and work effectively with all relevant stakeholders within each transformation project. • Work with a focus on co-production and co-design with residents of North Yorkshire • To take a Leadership role within Programme Boards within your relevant portfolio areas. • Develop and maintain relationships with key regional and national organisations including Department of Health, County Councils Network, ADASS and representing the Directorate as required. |
| <p>Strategic management:</p> | <p>In conjunction with the Assistant Director:</p> <ul style="list-style-type: none"> • Effectively implement national legislation, policies and guidance and Council policies • Modernise and develop the workforce alongside the transformation agenda. • Improve and modernise business processes. • Evaluate transformation which has taken place to ensure lessons are learnt and used to improve further transformation. • Co-Lead and advise the directorate on the key areas of change, risk in relation to integration arrangements, to ensure continuously improving outcomes for people who use support and their carers. • Ensure that key stakeholders including people who use care and support, carers, partners, staff and Elected Members will be informed of, and engaged in the integration arrangements. • Provide on-going quality assurance to the projects within the programmes or works, providing constructive challenge to sponsors and project managers to ensure delivery and that opportunities for efficiencies and service improvement are maximised. • Establish and maintain effective working relationships with strategic partners of Health and Adult Services. • Ensure that HAS policies, guidance and procedures are compliant with the requirements of the Care Act and are reviewed against integrated working arrangements as necessary. • Provide leadership at a management level and contribute to the strategic direction of HAS and contribute to the annual Service Performance Plan. |
| <p>Communications:</p> | <ul style="list-style-type: none"> • Ability to provide information, written and oral, in an extensive range of formats to an extensive range of audiences whilst being sensitive to the nature of the transformation and the audience, ensuring the end goal is achieved effectively. • Ability to negotiate and influence others whilst leading on complex transformation projects. • Represent the Directorate at appropriate inter and intra agency meetings, promoting, liaising, consulting and engaging with managers, staff, people who use our services and their carers and other stakeholders in challenging situations. |

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| | <ul style="list-style-type: none"> Respond to media enquiries as requested by the Assistant Director and Corporate Director Health and Adult Services and appraise them of any matters arising which are particularly sensitive or controversial in nature |
| Systems and information: | <ul style="list-style-type: none"> The post holder will be required to provide IT information and statistical reports to illustrate transformational plans and progress. The ability to analyse complex data and information to inform transformational decision making is a key aspect to this role. The post holder must utilise the current business processes in relation to record keeping, financial monitoring and ICT. The post holder will work closely with corporate colleagues to ensure any legislative, practice changes and new ways of working are reflected in recording systems. The post holder will deliver information and reports and ensure performance monitoring systems are in place to demonstrate appropriate governance for integrated care and support arrangements. |
| Safeguarding: | <ul style="list-style-type: none"> Be committed to safeguarding and promote the welfare of children, young people and adults, raising concerns as appropriate. |

Person specification:

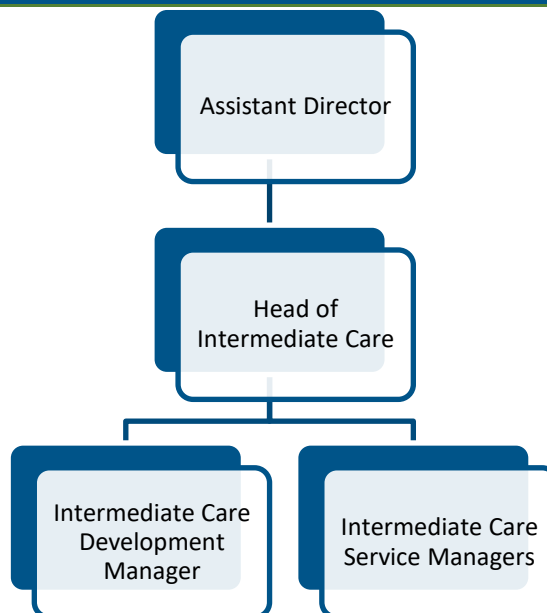
| Essential | Desirable |
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| <p>Knowledge and Experience</p> <ul style="list-style-type: none"> Extensive knowledge of either NHS and/or social care policy environment at local, regional and national level Significant knowledge of NHS or social care quality and regulatory issues and requirements; including CQC registration, CQUIN, NHSLA and HCPC Extensive knowledge and understanding of all adult social care services. Extensive knowledge of current good practice standards both at local and national level. Extensive knowledge and expertise in business planning, performance, financial and human resources management Extensive knowledge of user and community engagement. Extensive knowledge of statutory requirements. Extensive knowledge and understanding of how Equality and Diversity, Dignity and Respect and Human Rights will apply to this role. Extensive demonstrable experience of adult social care operations, policy development and management in a local authority, major independent service organisation or equivalent. Extensive leadership and managerial experience and the ability to be responsible for the motivation and performance of a group of managers. Extensive experience of health/social care needs assessment and service provision. Proven and effective extensive demonstrable experience of the management of specific resources in a changing organisational environment, including human and financial resources. Significant demonstrable experience of developing and implementing organisational change strategies. Significant experience of delivering results through successful partnership and multi-agency working and practice. Significant experience of highly complex performance, financial and human resources issues within a health/ social care setting Managerial / supervisory experience and the ability to be responsible for the performance of a group of senior managers. | <ul style="list-style-type: none"> Working knowledge and application of project management principles/methodology |

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| <ul style="list-style-type: none"> • Experience of handling the media. | |
| <p>Occupational Skills</p> <ul style="list-style-type: none"> • Demonstrable leadership skills within a challenging/ demanding environment; and ability to promote organisational policy and objectives. • Ability to develop and set the vision for the priorities for the Service, translating them into clear, tangible and achievable delivery plans. • Ability to use effective negotiating, persuasive, motivational and empathetic skills to influence others, resolve conflict, and address barriers to gaining agreement, acceptance or understanding through collaboration and strong relationships with partners. • Strong political and organisational awareness; to work effectively across a range of partner organisations. • Ability to matrix lead and manage across statutory and non-statutory organisations. • Ability to encourage others to develop themselves and the service through improvement, innovation and continuous development. • Excellent communication (written and verbal) and presentation skills. • Ability to analyse of complex data and information to inform transformational decision making. • Ability to manage diverse operational functions to deliver strategic objectives. • Ability to develop and maintain effective partnerships both within and outside the Service and to undertake strategic interagency work. • Ability to make effective decisions and sound professional judgements and to be accountable for those decisions and judgements. • Ability to balance operational responsibilities of the post with the responsibility to lead strategic service development, and contribute corporate agendas of the wider organisations. • Ability to develop and implement service-wide work plans and to set and monitor quality and service standards to facilitate continuous improvement. • Planning and Project Management skills • Budget management skills • IT skills | |
| <p>Behaviours</p> <ul style="list-style-type: none"> • Information on behaviours can be found here | |
| <p>Professional Qualifications</p> <ul style="list-style-type: none"> • A professional social care or health qualification, or extensive experience in the health and social care system • Recognised management qualification, or equivalent experience • A willingness to undertake a management qualification | <ul style="list-style-type: none"> • Project management qualification (for example, PRINCE 2 or similar methodology) |
| <p>Other Requirements</p> <ul style="list-style-type: none"> • Ability to travel across the County. • Ability to undertake the out of hours on-call rota. • Ability to work out of hours and across weekends as service need requires. • Ability to demonstrate a high level of personal adaptability and resilience. • This post is politically restricted | |

Career progression:

- At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, for example, apprenticeships and work shadowing/coaching.
- As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.

Structure



NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.