

Job Description

DIRECTORATE:	Social Services & Wellbeing
DEPARTMENT:	Children and Family Services
POST:	Group Manager – Provider Services
GRADE OF POST:	GR16
RESPONSIBLE TO:	Head of Children and Family Services

JOB PURPOSE:

To provide strategic leadership and overall management for provider services. This includes in-house fostering, residential provision, special guardianship arrangements and therapeutic services in addition to commissioned placements. This will include assessment and support processes, developing, monitoring, and reviewing strategies and policies that reflect the objectives of the service area in achieving positive outcomes for children and young people and achieving suitable options for permanence at the earliest opportunity. It will also include working within the requirements of relevant legislation and statutory guidance in relation to performance and arrangements to safeguard children and young people.

PRINCIPAL RESPONSIBILITIES AND ACTIVITIES:

- To discharge the duties of the Local Authority's fostering services and residential provision in line with regulations and statutory guidance.
- To provide strategic and operational leadership and oversight to provider services. This will include providing professional supervision and line management to those within the service area.
- Ensuring that policies, procedures, and practice guidance are in place for staff that supports the identification of risk. To ensure the appropriate application of processes and procedures in relation to Children and Young People and are implemented and adhered to accordingly.
- Provide strategic leadership and oversight to the intensive support teams to ensure that services are delivered to a high standard meeting relevant legislative requirements and adhering to statutory guidance.
- As a member of the Social Services and Wellbeing Directorates Senior Management Team working closely with others to contribute significantly to the directorates priorities, new models of service delivery including developing the prevention and wellbeing agenda, service remodelling boards and business objectives; leading on projects, effectively managing budgets and meeting MTFS

targets; developing and reviewing strategies, policies and procedures in order to achieve positive outcomes for Children and Young People and Adults.

- To resolve highly complex complaints, evaluating the outcomes to improve the quality of service being provided.
- Collaborating, initiating, and developing links with partnerships and participating in multi-disciplinary working with partners, other local authorities, regional and national bodies, and other private/public/third sector organisations necessary to achieve objective and service improvements. Represent the Directorate on local, Regional and National forums and participate in policy/service developments accordingly.
- To improve and ensure a high-quality standard of service, by ensuring the effective management of performance, including engagement of service users and carers information and prepare / present regular reports as required.
- To chair various meetings and panels where senior management oversight and decision making is needed.
- The post of Group Manager – Provider Services is a politically restricted post.

GENERAL DUTIES

Health and Safety

To fulfil the general and specific roles and responsibilities detailed in the [Health and Safety Policy](#)

Equal Opportunities

To ensure that all activities are operated in accordance with Equal Opportunities legislation and best practice.

Safeguarding

Protecting children, young people or adults at risk is a core responsibility of all employees. Any concerns should be reported to the Adult Safeguarding Team or Children's IAA Service within MASH.

Review and Right to Vary

This Job Description is as currently applies and will be reviewed regularly. You may be required to undertake other tasks that can be reasonably assigned to you, including development activities, which are within your capability and grade.

Criminal Records Check

This post requires a criminal records check through the Disclosure & Barring Service (DBS).

Person Specification

Group Manager – Provider Services

The following attributes represent the range of skills, abilities, and experiences etc. relevant to this position. Applicants are expected to meet the attributes that have been identified as essential.

Attributes	Requirements	Essential	Method of Evaluation/Testing
Qualifications, Education & Training	<ul style="list-style-type: none"> • Relevant professional qualification in social care and /or qualified by demonstrable experience training. • An appropriate management qualification and/or training or an ability to demonstrate competence through experience. • Evidence of continued professional development. 	<p>Yes</p> <p>Yes</p> <p>Yes</p>	<p>Production of original Qualification Certificates and application form.</p>
Knowledge & Experience	<ul style="list-style-type: none"> • Extensive and considerable post qualifying experience in Health or Social Services. • Experience of working in a complex and diverse organisation, including leading or contributing to the development of plans and policies at an operational level. • In depth and broad knowledge of relevant legislation, regulations, statutory functions, and national guidance that pertains to children, young people, and adults. • Considerable experience of leading and managing resources in the delivery of social services. • Thorough knowledge of assessment and case management procedures and relationship to the provision of services. • Experience of planning and working effectively with a wide range of statutory, voluntary, and private & public sector organisations / parties. • An awareness and understanding of political structures and sensitivities and the respective roles and responsibilities of members and officers. 	<p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p>	<p>Interview, application form and selection process.</p>

Attributes	Requirements	Essential	Method of Evaluation/Testing
Skills & Personal Qualities	<ul style="list-style-type: none"> • Ability to analyse and identify implications of legislation/ policy on professional practice. • Ability to work in a professional manner, represent the authority at a variety of internal and external meetings. • A demonstrable commitment to equalities and anti-discriminatory practice and ability to integrate equality policies into service delivery. • Commitment to improving services to Children, young people, and adults as well as their families/carers. • Ability to lead and motivate teams and inspire confidence. • Ability to communicate effectively, presenting complex information and managing conflict across professional and organisational boundaries. • Ability to organise and deliver a diverse range of priorities that is responsive to the needs of social services. • Ability to find innovative and creative solutions. • Willingness and ability to express views and opinions in corporate and partnership settings. • Ability to evaluate and action issues of compliments and complaints. • Computer literate with an ability to use Microsoft office and other ICT systems as required. • Numeracy and analytical skills to interpret research data. • Commitment to delivering excellence in customer care. • Ability to be independently mobile within a geographical area, drivers licence. • The ability to communicate through the medium of Welsh. 	<p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p>	<p>Interview, application form, and selection process.</p>