

Job Description

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| Directorate: | Adult Social Care | | |
| Service: | Adult Services | | |
| Location: | County Hall | | |
| Salary range: | £77,883 to £85,119 | Grade: | 14 |
| Reports to: | Director of Commissioning | Staff responsible for: | Direct reports x 2 |

Job purpose and scope

You will provide strategic leadership for Adult Social Care, shaping complex service areas and influencing key partnerships to deliver high-quality outcomes for people in Lancashire. Acting as the strategic and professional lead for quality assurance and improvement, you will ensure robust standards and sustainable provision in our care market while providing line management to the Principal Social Worker and Principal Occupational Therapist to drive professional social work and occupational therapy improvement and delivery of the Living Better Lives in Lancashire vision.

You will work collaboratively with NHS partners, district councils, voluntary and community sector organisations, and strategic boards such as the Safeguarding Adults Board to set direction and align delivery. Using feedback and business intelligence, you will inform strategy, monitor performance, and ensure compliance with statutory duties under the Care Act and Mental Capacity Act.

You will lead responses to regulatory bodies, including the Care Quality Commission (CQC), ensuring adherence to standards and continuous improvement, and provide leadership across all responsibilities relating to CQC compliance within the Adult Services directorate.

Performance Indicators

- To provide high quality, professional advice in line with legal, safety and practice standards in the managers and staff handbook with reference to supporting staff through effective supervision, appraisal, performance and development reviews.
- Evidencing the Living Better Lives in Lancashire vision and model is in place across services and that all staff have full understanding of and are working towards implementing the Adult Services model utilising and embedding the Corporate Leading Lancashire Framework and aligned to wider strategies in place with key strategic partners.
- Ensure that ongoing performance is monitored, and any corrective action taken to deliver against the performance indicators as defined by the Corporate and Directorate plan which includes ensuring CQC regulated provision is good or outstanding.
- Ensure the service delivers within its budget envelope, demonstrates value for money for the council and achieves corporate savings.
- Ensuring relevant customer and stakeholder feedback is collated and used.

Leading Lancashire – Our Leadership Framework



Leading Lancashire

Our Leadership Framework

Our Vision and Values We are driven by a simple yet powerful vision – “Here at Lancashire County Council, we are helping to make Lancashire the best place to live, work, visit, and prosper.”

This vision is at the centre of everything we do. Embedded in our identity are our values: *Supportive, Innovative, Respectful, and Collaborative*, our guiding principles that enable everyone to thrive.



Four Spheres of Leadership

The Leading Lancashire framework is a dynamic approach, encapsulating four key spheres:

Responsibilities, Capabilities, Behaviours, and Results.

These spheres form the bedrock of our leadership ethos, providing clarity and direction for all leaders. Responsibilities guide our actions, Capabilities cultivate our potential, Behaviours shape our interactions, and Results measure our impact. Together, these spheres ensure leaders deliver their best for themselves, their teams, LCC, and the people of Lancashire.



The Lancashire Mindset

Woven through the Leading Lancashire framework we introduce The Lancashire Mindset; Growth, Ownership, Optimism and Positive Impact. Adopting this mindset across the entire organisation not only brings our values to life but also emphasises the collective commitment to delivering the best for the people of Lancashire.

The Lancashire Mindset not only shapes our approach to leadership but also serves as a guiding force for a culture rooted in growth, ownership, optimism, and the commitment to making a meaningful positive impact.



Levels of Leadership

The Leading Lancashire framework provides an opportunity to define and clarify the focus and purpose of the various leadership levels within the organisation.

VISIONARY (Long-Term Direction):

Level 1 & 2 Leadership – Executive Directors and Directors
Senior leaders at this level, are Visionary Leaders. They have the privilege of shaping the long-term vision for the organisation, providing strategic and visionary direction that will guide the future success of Lancashire County Council.

SHAPING (Medium to Long-Term Strategy):

Level 3 Leadership – Heads of Service
Heads of Service at this level are Shaping Leaders. They are empowered to shape strategies with a broad mid to long-term view, setting clear strategic initiatives that provide direction to the management population, contributing to the organisation's success in the medium to long term.

OPERATIONAL (Short-Term to Immediate Effectiveness):

Level 4 Leadership – Management Roles
Leaders at this level, found in various management roles, are Operational Leaders. They focus on immediate operational effectiveness, ensuring their teams deliver in the short term, meeting objectives and driving success on a daily-to-monthly basis.

These refined terms more explicitly convey the visionary, shaping, and operational aspects of leadership at each level within the Leading Lancashire framework.

Accountabilities/Responsibilities

- This role will lead the quality assurance and improvement service and will work within broadly defined policies and objectives and within the legislative remit of Adult Services to deliver the statutory requirement.
- You will develop, co-produce and implement safeguarding, quality and professional leadership strategies and framework
- Develop frameworks to support the improvement of practice and quality across all of the operational teams, working closely with the Director of Operations to ensure that they have a system of assurance and compliance in place to achieve objectives,
- Define the approach to improving quality within the care market, working closely with the Director of Strategic Commissioning to ensure they have a system of assurance and compliance that improves quality in the care market

- Ensure the local authority discharges its statutory duties as a statutory partner of the Safeguarding Adults Board, the Community Safety Board, and wider criminal Justice partners including interface and strategic direction for programmes such as MAPPA, Prevent.
- Ensure that decisions and strategy for safeguarding, quality, and professional practice leadership is based on evidence, analysis, resource mapping, service reviews and best practice.
- Develop, manage and embed strong mechanisms to support provider sustainability and minimise instances of provider failure across the market.
- Horizon scanning within your area for relevant changes that may impact the business and raising any risk or challenges in a timely way through the relevant governance routes in place.
- You will be able to utilise significant levels of professional judgement and will lead on the design and delivery of business plans to resolve service issues or to achieve and bring forward any service improvements.
- Represent Adult Services or a member of Directorate Leadership Team at external forums, conferences, and meetings to build professional networks and influence wider policy agendas where required.
- You will be a key lead on the management of a whole system approach to deliver the Adult Services vision, with a clear focus on strength-based leadership encompassing the wider agencies that we align with to improve outcomes for residents.
- Advise the Council's management team and elected members on appropriate strategies and policies required to deliver the county council's vision and values where required.

Other

- **Equal Opportunities**

We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.

- **Health and safety**

All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must help us to apply our general statement of health and safety policy.

- **Customer Focused**

We put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services at all times.

- **Safeguarding Commitment**

We are committed to protecting and promoting the welfare of children, young people and vulnerable adults.

- **Skills Pledge**

We are committed to developing the skills of our workforce. All employees will be supported to work towards a level 2 qualification in literacy and numeracy if they do not have one already.

Our Values

We expect all our employees to demonstrate and promote our values:

- **Supportive**

We are supportive of our customers and colleagues, recognising their contributions and making the best of their strengths to enable our communities to flourish.

- **Innovative**

We deliver the best services we possibly can, always looking for creative ways to do things better, putting the customer at the heart of our thinking, and being ambitious and focused on how we can deliver the best services now and in the future.

- **Respectful**

We treat colleagues, customers and partners with respect, listening to their views, empathising and valuing their diverse needs and perspectives, to be fair, open and honest in all that we do.

- **Collaborative**

We listen to, engage with, learn from and work with colleagues, partners and customers to help achieve the best outcomes for everyone.

Person Specification

All the following requirements are essential unless otherwise indicated by *

Your ability to meet the job requirements will initially be assessed by the information provided on your application but further assessment will be undertaken at interview and, in some cases, by using other types of assessment(s).

Qualifications

- Relevant leadership or Professional qualification Health & Social Care in the public or independent sector e.g. Social Work / Occupational Therapy Degree; Diploma in Social Work, Nurse
- Evidence of management, training, qualification or participation in a recognised leadership programme.
- Demonstrate commitment to ongoing learning / professional development.
- Minimum of 5 years' experience in operational or commissioning settings.
- Evidence of management, training, qualification or participation in a recognised leadership programme.
- Demonstrate commitment to ongoing learning / professional development.

Experience

- Significant professional experience of managing and working at a senior level and large scale, diverse, operational services and teams in Social Care and / or Health.
- A demonstrative record of delivering high quality services against challenging objectives and management of resources available, leading teams, and services through change programmes within a statutory and regulated environment.
- Ability to robustly engage, shape, guide and influence senior managers and a wide range of staff within the area of responsibility / working with Adult Service partners to effectively meet the needs of people accessing services.
- Experience of motivating teams to drive service change and improvement forward.

Essential knowledge, skills & abilities

- Ability to influence key decision-makers at senior levels, both internal and external to the Council.
- Effective leadership and management, modelling Lancashire values and behaviours, and fostering an inclusive culture that prioritises diversity and inclusion.
- Strong financial management skills for large, complex operational services, including resource prioritisation within a challenging financial landscape.
- Ability to lead at a senior level, developing, managing, and motivating teams in a dynamic and changing environment.
- Highly developed negotiation and relationship-building skills with external providers, senior managers, and staff across health and social care.
- Political awareness and sensitivity, with the ability to engage effectively with elected members.
- Comprehensive knowledge of the Health & Social Care Act, relevant codes of practice, associated policy and legislation.
- Ability to represent the Leadership Team, Adult Services, and Lancashire County Council as required.
- Commitment to promoting effective risk management while enabling positive risk-taking.
- Flexibility to perform other duties, training, and hours as reasonably required and consistent with the role.

Other essential requirements

- The post holder is employed by Adult Services within the County Council. Employees can on occasion be required to work at other locations from their initial work base to ensure business continuity.
- Commitment to equality and diversity.
- Commitment to health and safety.
- Display the LCC values and behaviours at all times and actively promote them.
- This post is exempted under the Rehabilitation of Offenders Act 1974 and as such appointment to this post will be conditional upon the receipt of a satisfactory response to a check of police records via Disclosure and Barring Service (DBS).
- This is an essential car user post;
(You will be required to provide a car for use in connection with the duties of this post and must be insured for business use. In certain circumstances consideration may be given to applicants who, as a consequence of a disability, are unable to drive).