

# Role Profile

## Part A - Grade & Structure Information

Job Family Code	12SW	Role Title	Professional Development Manager
Grade	PS12SC	Reports to (role title)	Head of Academy
		Directorate	Adult Social Care
JE Band	519-613	Service	Commissioning and Operations
		Team	
		Date Role Profile was created	Sep-16

## Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

<b>Role Purpose</b> including key outputs	<p>To lead on professional development of staff in adult social care in Surrey County Council and to support the Principal Social Worker and Principal OT to drive the continuous improvement of practice standards in one or more specific policy or practice areas.</p> <p>Key outputs include:</p> <ul style="list-style-type: none"> <li>• Empowering and facilitating the proactive response of staff to legislative or policy changes that influence how they work.</li> <li>• Providing essential advice and information regarding the impact and lawful implementation of current and new legislation on the development of robust procedures and the promotion of best practice as required by the Principal Social Worker and Principal OT.</li> <li>• Deputising for the Principal Social Worker and Principal OT as required.</li> <li>• Leading the development of social work and occupational therapy practice in integrated services across health and social care and design and delivering initiatives to embed the Professional Capabilities Framework (social work) and Post Qualification Framework (Occupational Therapy) into social care practice.</li> <li>• Leading the delivery of more complex or high profile projects relating to areas of key policy and professional practice across the directorate.</li> <li>• Leading on the ASYE /occupational therapy preceptorship scheme within the directorate to ensure that all newly qualified staff employed by the directorate have appropriate support.</li> </ul>
<b>Work Context</b>	<p>Developing and maintaining best practice and best value service provision in the context of delivering personalised services on a local basis lies at the heart of the Adult Social Care Directorate priorities. Social Work and Occupational Therapy professional staff are key to this. The role of Professional Development Manager is central to the development of the Directorates strategic policies and priorities, particularly for the designated cross-service and functional areas within the remit.</p> <p>This is a high profile, high visibility post and the post holder will need to have professional credibility and be able to work collaboratively with Members and Managers across the Directorate, other service areas, and with partners locally and regionally. He or she will need to keep abreast of the national policy framework for designated policy areas and be aware of emerging issues and challenges.</p> <p>The role requires political management, negotiating, influencing and leadership skills along with professional credibility. The post-holder will be managed by the Principal Social Worker; however he or she will be expected to work on specified practice areas, exercising discretion, with minimal supervision.</p>
<b>Line management responsibility</b> if applicable	Line management responsibility for staff on the trainee scheme ( max 50 trainees) and other staff as required by the Principal Social Worker and Principal OT.
<b>Budget responsibility</b> if applicable	No direct budget responsibility, but role will influence local and departmental budgets through improvement in practice and process.

**Representative Accountabilities**

Typical accountabilities in roles at this level in this job family

<p><b>Leadership &amp; People Management</b></p> <ul style="list-style-type: none"><li>• Lead, direct and manage the service delivery of a team and ensure that all cases including complex and high risk are progressed in line with quality, national and legislative standards.</li><li>• Lead, motivate and develop individuals using a coaching approach to better meet current and future requirements of the service.</li></ul> <p><b>Service Delivery and Standards</b></p> <ul style="list-style-type: none"><li>• Ensure that team plans are developed to reflect wider service plans and strategies and that the necessary resources are in place to deliver an effective and high quality service.</li><li>• Review the operations of the team to identify improvements in systems, processes, procedures and working methods, and propose changes to secure greater efficiency and compliance.</li></ul> <p><b>Performance and Quality</b></p> <ul style="list-style-type: none"><li>• Ensure performance throughput targets and key performance indicators are achieved by promoting quality standards, maintaining and monitoring systems to collate performance information and taking appropriate action as necessary.</li></ul> <p><b>Working with others</b></p> <ul style="list-style-type: none"><li>• Establish effective local working relationships and joint working arrangements with partners to develop collaborative services and partnership arrangements.</li><li>• Implement and maintain effective and robust communication between team members, the wider directorate, partner agencies, service users and carers to ensure a person-centred service that continuously improves.</li></ul> <p><b>Budget and Efficiency</b></p> <ul style="list-style-type: none"><li>• Plan, control and monitor allocation and use of allocated budget/resources/funding effectively to ensure maximum value is delivered.</li></ul> <p><b>Risk and Business Continuity</b></p> <ul style="list-style-type: none"><li>• Ensure appropriate assessment and management of risk, maintaining and implementing operational arrangements to respond to civil emergencies and preparing and updating business continuity plans to ensure continued service delivery in the event of a major incident.</li><li>• Investigate concerns, complaints, critical incidents and safeguarding concerns, adhering to procedures and taking the appropriate action.</li></ul> <p><b>Duties For All</b></p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality &amp; Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, safety and welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others.</p>
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<p><b>Education, Knowledge, Skills &amp; Abilities, Experience and Personal Characteristics</b></p>	<ul style="list-style-type: none"> <li>• Relevant professional qualification and Health and Care Professions Council registration where required plus substantial experience at a senior management level in specialist area</li> <li>• Extensive, sophisticated and up to date working knowledge of relevant national and local policy, statutory guidance and legislation in relation to the provision of social care services.</li> <li>• Demonstrable experience in successful recruiting, performance managing, coaching and developing staff.</li> <li>• Ability to model and promote a culture of clear communication, supporting the development of effective communication skills in others.</li> <li>• Ability to communicate effectively in highly charged, complex or challenging situations to a wide range of audiences for different purposes and at different levels, including public speaking.</li> <li>• High level problem solving and analytical skills with the capacity to devise and implement innovative solutions.</li> <li>• In depth knowledge of civil emergency plans and business continuity.</li> <li>• Applied knowledge of complaints procedures and how to deal with sensitive and complex issues.</li> <li>• In depth knowledge of team dynamics, coaching, mediation and conflict resolution.</li> <li>• Excellent partnership working skills with an ability to communicate and collaborate effectively with partners in statutory, voluntary and third sector organisations.</li> <li>• Possess a confident body of knowledge that informs team management practice and style.</li> </ul> <p>Ability to manage budgets and available resources to deliver effective support to their area of responsibility.</p>
<p><b>Details of the specific qualifications and/or experience if required for the role in line with the above description</b></p>	<ul style="list-style-type: none"> <li>• Recognised Social Work, Occupational Therapy or recognised Nursing or other Allied Health Professions qualification.</li> <li>• Social Workers and Occupational Therapists must have, and maintain, current registration with the relevant regulatory body and adhere to their standards for conduct, performance and ethics.</li> <li>• Extensive post registration experience working in a social care or community multi agency environment as a qualified Social Worker/Occupational Therapist.</li> <li>• All registered social workers qualifying from 2012 will be required to have successfully completed their ASYE in order to demonstrate capabilities required at ASYE level or higher.</li> <li>• Understanding of the psycho-social model of disability, its application in professional practice and the impact of disabling barriers that prevent individuals from accessing essential support and services.</li> <li>• Significant experience of training adults at all levels, the development and implementation of learning initiatives and /or supporting individuals with their professional development through supervision, coaching (use of GROW model), practice education, mentoring.</li> <li>• Experience of managing change effectively in a social care setting.</li> <li>• Willingness and ability to travel both within and outside Surrey in a timely and effective manner at various times of the day, in accordance with the needs of the job, and to carry out work in a range of different settings</li> </ul>
<p><b>Role Summary</b></p>	<p>Roles at this level lead, motivate, nurture, manage and develop large teams ensuring the service provided is effective and delivers positive outcomes. They take responsibility for practice standards, customer service and quality assurance and ensure that processes are streamlined and resources are efficiently deployed. They lead establish and maintain local and/or countywide joint working relationships with other service providers, partner agencies and other stakeholders ensuring that the views and needs of people who interact with the service are considered in the development and delivery of services. These roles require extensive management experience and high level expertise.</p>

