

# Role Profile

## Part A - Grade & Structure Information

<b>Job Family Code</b>	<b>9PE</b>	<b>Role Title</b>	<b>Communities &amp; Prevention Team Leader</b>
<b>Grade</b>	PS9	<b>Reports to (role title)</b>	<b>Communities &amp; Prevention Manager</b>
		<b>Directorate</b>	<b>Health, Wellbeing &amp; ASC</b>
<b>JE Band</b>	314-370	<b>Service</b>	<b>Adult Social Care</b>
		<b>Team</b>	<b>Communities and Prevention Team</b>
		<b>Date Role Profile created</b>	<b>Sep-22</b>

## 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>Thriving communities are essential to meeting future challenges, whether that's delivering a Greener Future, or tackling health inequalities. Strong communities help drive a sustainable local economy and improve health outcomes, quality of life and life expectancy.</p> <p>This role will support Surrey County Council's Thriving Communities approach, by developing community-based support which helps people live independently, and well, for as long as possible, in their own communities.</p> <p>Focusing particularly on residents approaching Adult Social Care, this role will help deliver strengths-based practice and the Care Act Prevention requirements within Surrey adult social care. It will manage the Communities and Prevention Coordinator (CPC) service, providing information, advice and hyper-local community development across Surrey, to prevent, reduce or delay the development of social care support needs. It will draw in wider messages around health, wellbeing and the wider determinants of health, ensuring these are embedded in adult social care practice.</p> <p>Managing a team of Community and Prevention Coordinators, this role will ensure the delivery of a high quality CPC service. It will ensure the service meets all KPIs, has appropriate work practices and policies and delivers consistently across all areas of Surrey.</p>
<b>Work Context</b>	<p>Adult Social Care provides a range of services to vulnerable adults and older people across Surrey, including information and advice, needs assessments, care management and the provision of day, residential and community-based services.</p> <p>Adult Social Care has the vision to promote independence and support people to live well, at home wherever possible, through integrated and personalised care and support. This role will support that ambition by promoting early help and prevention and managing demand.</p> <p>The Care Act 2014 promotes a strengths-based approach to assessment and support planning, requiring local authorities to 'identify an individual's strengths - personal, community and social networks - and maximise those strengths to enable the individual to achieve their desired outcomes, thereby meeting their needs and improving or maintaining their wellbeing.' As social care reforms are bring about significant change for adult social care services in England, this role will be even more vital in delivering social care in Surrey.</p> <p>This role will work across the Council to develop a range of community assets upon which residents and communities across Surrey can draw to improve wellbeing and increase independence and resilience. It will create an environment whereby individuals can be diverted towards informal community based services that prevent, reduce or delay care and support needs from developing, as required by the Care Act 2014. Our ambition is to embed a model of social care that grows local resources and encourages behaviours which benefit the individual and enables the Council to deliver services within the resources available</p>

<b>Line management responsibility</b>	Line management responsibility for a team
<b>Budget responsibility</b>	Oversight of grant funding applications, and subsequent delivery budgets. Supporting delivery of significant efficiency savings and responsibility to evidence return on investment of service delivery.
<b>Representative Accountabilities</b> Typical accountabilities in roles at this level in this job family	<p>Service Development</p> <ul style="list-style-type: none"> <li>• Contribute to the development and achievement of business plans in their work area to develop and implement agreed strategy.</li> <li>• Promote and manage the delivery of the service to meet the needs of the public.</li> </ul> <p>Planning &amp; Organising</p> <ul style="list-style-type: none"> <li>• Plan workloads and secure resources to enable the team/s to achieve a quality service.</li> <li>• Lead projects and reviews within a defined area of work as directed by their manager to promote engagement with the service area.</li> </ul> <p>Analysis, Reporting &amp; Documentation</p> <ul style="list-style-type: none"> <li>• Ensure processes and systems are in place to monitor and review service delivery and achievement of agreed objectives.</li> </ul> <p>Finance/Resource Management</p> <ul style="list-style-type: none"> <li>• Monitor and advise on budget expenditure in accordance with the council policies and procedures.</li> <li>• May manage external suppliers and contracts.</li> </ul> <p>Work with others</p> <ul style="list-style-type: none"> <li>• Liaise, communicate and build relationships with other internal departments, partner organisations, agencies and/or contractors on operational issues to share knowledge or best practice and ensure quality, integrated service delivery.</li> </ul> <p>People Management</p> <ul style="list-style-type: none"> <li>• May manage a team operating in a well defined specialist area and organise deployment of staff and work and/or appropriate support for service users.</li> <li>• Monitor and support the performance management and development of team members to ensure that individual contributions are maximised.</li> </ul> <p>Duties for all</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 &amp; 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>
<b>Education, Knowledge, Skills &amp; Abilities, Experience and Personal Characteristics</b>	<ul style="list-style-type: none"> <li>• Degree and/or relevant professional qualification or considerable experience of working within the service area.</li> <li>• Thorough knowledge of the service/functional area including relevant legislation, policies and procedures relating to the service area.</li> <li>• Strong customer focus and the ability to listen to and understand customer needs to ensure excellent services are provided.</li> <li>• Ability to understand and monitor budgets in accordance with financial procedures.</li> <li>• Proven written and oral communication and interpersonal skills with the ability to maintain effective working relationships at all levels.</li> <li>• Proven IT skills and able to use technology to be effective in the role.</li> <li>• Ability to prioritise and plan and make best use of personal resources in achieving performance objectives.</li> <li>• Ability to manage a range of projects through to completion.</li> <li>• Able to lead team working, and use supervision to improve personal performance and practice of junior staff.</li> </ul>

<b>Details of the specific qualifications and/or experience if required for the role in line with the above description</b>	<p>To be successful in this role, the applicant should have the following specific experience: -</p> <ul style="list-style-type: none"> <li>• Experience working in adult social care, including familiarity with the Care Act and implementing strengths-based practice.</li> <li>• Experience of community capacity building or community development</li> <li>• Proven ability to manage a team</li> <li>• Proven track record in delivering small projects</li> <li>• Experience in service delivery, ensuring quality and monitoring against KPIs</li> <li>• Proven ability to build relationships, network and work in cross-functional and cross-organisational teams</li> <li>• Evidence of persistence and the ability to overcome obstacles, to deliver innovation and change</li> <li>• Understanding the evolving health and social care context and the network of organisations that influence the wellbeing of local residents</li> <li>• Experience of working with communities and voluntary organisations</li> <li>• Ability to use constructive and creative thinking</li> <li>• Ability to travel around the county and to attend some scheduled evening meetings to meet the demands of the role</li> </ul>
<b>Role Summary</b>	<p>Roles at this level lead and manage the work of a team providing an operational service to enable customers to make informed use of the service, facility, or to obtain information or entitlement, or providing services in the community to standards and budgets. Alternatively they may be an experienced professional/specialist leading on a project to promote a community/cultural activity. They will plan and ensure progress within established procedures and policy, and respond effectively to changing priorities and different situations. They will work closely with customers, staff, partners, agencies and/or contractors and have a primary role ensuring their services achieve the agreed service standards in a cost effective way and improving service delivery. These roles will contribute to the development and achievement of their area's business plan. They will work largely autonomously with access to guidance from more experienced professionals.</p>

<b>Reference Number</b>	<b>BM-2022-571</b>
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