

Kent County Council

Job Description: *Operational Manager*

Directorate:	Adult Social Care and Health
Unit/Section:	Enablement and Support
Grade:	KR12
Responsible to:	Service Manager - Occupational Therapy

Purpose of the Job:

Occupational Therapy will focus on enabling independence and maximising the wellbeing of the people we support and their carers. The role has a defining responsibility in promoting a strengths based approach, empowering people to focus on occupations which matter to them and prevent, reduce, and delay the need for statutory care services.

Manage multiple Occupational Therapy teams of both registered and unregistered Occupational Therapy staff across a defined geographical area. Be accountable for the day-to-day efficiency and performance of the teams, ensuring adherence to KCC policies, procedures, and legislation. Develop and promote effective working relationships with all local Social Care, Housing and Health partners to ensure a comprehensive service of prevention and intervention, enabling the best outcomes to be achieved, for the people we support, and their families.

Main duties and responsibilities:

- Manage teams of registered and un-registered staff in the delivery of Occupational Therapy services. Ensure all staff adhere to policies, procedures, and legislation along with professional standards and codes of conduct.
- Implement and maintain consistently high standards of evidence-based practice in line with the Practice Framework and Royal College of Occupational Therapists (RCOT) clinical guidance to ensure that staff conduct their statutory functions, including the effective and timely delivery of person-centred assessments and interventions. Manage performance of teams and individuals to ensure required standards are met and escalate ongoing concerns to Service Managers.
- Collate and present data and qualitative information to appropriate managers in a timely manner, relating to team activities.
- Provide a high-quality resource of professional advice, guidance and expertise to Occupational Therapy staff and other social care practitioners as well as professionals from other agencies.
- Provide high quality clinical and management supervision to Senior Practitioner Occupational Therapists. Ensure implementation of a robust supervision structure and quality assurance within each team.

- Manage the recruitment, induction, and development of staff. Coordinate student placements within the teams. Ensure there is a system in place for monitoring the outcomes from learning and development and application of knowledge and skills acquired.
- Manage the investigation and resolution of complaints and enquiries, ensuring lessons learned are recognised and responded to in change of practice.
- Represent Occupational Therapy (OT) on County development initiatives and local partnership meetings, contributing to creating innovative ways of working with enablement, early intervention, empowering individuals to live better lives in the homes of their choice and to develop effective working relationships between Social Care OT's and other teams, exploring more opportunities for integration and partnership work.
- Support the Service Manager in building resilience within the team, responding to emergency planning situations ensuring there are always effective business continuity arrangements in place.
- Deputise for the Service Manager, for all related Occupational Therapy business as required.

Footnote: This job description is provided to assist the job holder to know what their main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

Organisational Responsibilities

All corporate directors, directors and senior managers have an explicit responsibility to deliver the collective agenda of the Council. These are fundamental elements of their role not an addition and are summarised as follows:

Whole Council

- Seek to improve the lives of all residents in Kent and economy of Kent
- Act as corporate parent to the Council's looked after children
- Take an active role in promoting and ensuring the Council's responsibilities for safeguarding are met
- Understand, communicate, and contribute to the delivery of KCC's strategic aims.
- Meet statutory obligations and promote and ensure compliance with policies and procedures and the Council's Code of Conduct (Kent Code)
- Advise elected members and support the democratic process
- Promote the Council brand and enhance the overall reputation of the Council.
- Understand and monitor the measures of performance, including customer insight, which define successful outcomes for KCC services
- Maintain and ensure a relentless focus on the customer
- Act to support the Council-wide need to deliver services within budget, thereby avoiding an overspend that could damage the financial viability of the Council
- Overcome professional and service silos to achieve the County Council's objectives

Integration of Services

- Focus resources where they have the biggest impact
- Deliver services that are flexible and adaptable
- Integrate services within KCC and work with partner agencies to ensure a seamless customer experience
- Fully and inclusively engage all staff in the delivery of services, demonstrating the Council's leadership values and competencies

Embedding Commissioning and Engaging relevant markets

- Establish an outcome focused organisation
- Meet the financial regulations and standing orders of KCC
- Challenge the status quo and engage with the market to constantly improve
- Ensure all services are delivered effectively and efficiently
- Proactively and continuously seek to improve service delivery
- Proactively manage risk to avoid inertia whilst not exposing the Council to needless and avoidable challenge or loss

Managing Change

- Understand and support the Authority's overall change agenda
- Deliver required outcomes of service specific change on time and to budget
- Understand the quality of staff, support their development, nurture those with talent
- Identify the skills for the future and the level of staff through robust workforce planning
- Identify and deal with underperformance
- Deliver to agreed budget and income targets

Kent County Council
 Person Specification: *Operational Manager*

The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

	CRITERIA
QUALIFICATIONS	<ul style="list-style-type: none"> • Degree or Diploma level qualification in Occupational Therapy • Registered Practitioner in Occupational Therapy with HCPC • Management qualification or equivalent experience including completion of Managing in Kent, or willingness to work towards • Working at the Advanced Level of the Social Care Capabilities Framework
EXPERIENCE	<ul style="list-style-type: none"> • Experience of effectively managing an Occupational Therapy Team within local government or the health and social care sector, achieving positive outcomes for people with care and support needs • Experience of managing and motivating staff to deliver high quality results • Working knowledge of managing resource and budgets • Experience of working with multiple agencies and joint working
SKILLS AND ABILITIES	<ul style="list-style-type: none"> • Ability to demonstrate professional and operational leadership • Ability to manage and motivate staff and implement change • Ability to manage conflicting priorities and deliver results within timescale • Ability to manage risks and know when to escalate • Ability to work effectively in a politically sensitive environment • Ability to build constructive relationships with colleagues and partners, influencing and negotiating for positive outcomes and to resolve conflict • Ability to work flexibly and support business continuity, including providing cover for bank holidays and weekends

<p>KNOWLEDGE</p>	<ul style="list-style-type: none"> • Detailed working knowledge of relevant social care and health legislation, regulations, policies, and issues that affect the delivery of Occupational Therapy services in Adult Social Care • Broad Occupational Therapy clinical knowledge to support decision making and risk management • Knowledge of Adult Safeguarding and relevant policies and procedures • Knowledge of financial regulations • Knowledge of personnel practices to recruit, motivate and develop staff to achieve a high standard of service delivery • Knowledge and compliance of information governance, data protection and confidentiality issues • Knowledge and compliance with equality and diversity policies, procedures, and legislation
<p>KENT VALUES AND CULTURAL ATTRIBUTES</p>	<p>Kent Values:</p> <ul style="list-style-type: none"> • We are brave. We do the right thing, we accept and offer challenge • We are curious to innovate and improve • We are compassionate, understanding and respectful to all • We are strong together by sharing knowledge • We are all responsible for the difference we make Our values enable us to build a culture that is: <p>Flexible/agile - willing to take (calculated) risks and want people that are flexible and agile</p> <p>Curious - constantly learning and evolving</p> <p>Compassionate and Inclusive - compassionate, understanding and respectful to all</p> <p>Working Together - building and delivering for the best interests of Kent</p> <p>Empowering - Our people take accountability for their decisions and actions</p> <p>Externally Focused - Residents, families and communities at the heart of decision making</p>