# EAST SUSSEX COUNTY COUNCIL JOB DESCRIPTION

# JOB TITLE: Practice Manager

# DEPARTMENT: Adult Social Care and Health

# LOCATION: Countywide

# GRADE: [Local Managerial Grade 2](https://new.eastsussex.gov.uk/jobs/benefits/local-managerial-grades)

# RESPONSIBLE TO: Operations Manager (Adults)

# Purpose of the Role:

Responsible for the day to day delegated management of services, within a specific service area, including the achievement of targets and monitoring of quality.

# Key tasks:

1. Ensure decision making in services to adults is in accordance with statutory requirements, County Council policies, procedures, and quality standards.
2. Ensure local inter-agency partnerships facilitate the implementation of person-centred support plans and care related decisions.
3. Ensure that social care pathway is fully implemented throughout the service and that customer care systems are in place and monitored.
4. Undertake continuous service improvement, utilising Best Value principles and ensuring that the Investors in People standards are maintained and developed throughout the service managed.
5. Recruit, induct and manage appropriately qualified staff to provide effective and efficient services, identifying development needs and performance issues and acting accordingly.
6. Achieve personal Appraisal/Performance Development Scheme (PDS) targets and ensure that the PDS competency frameworks are fully implemented throughout the service managed, ensuring that annual performance targets are met.
7. Undertake the role of QCF/NVQ Assessor or Internal verifier as required to ensure that targets for QCF/NVQ qualifications are achieved.
8. Allocate resources within the designated service area as specified within the scheme of delegation and to monitor expenditure to ensure it is in accordance with the allocated budget for the service area.
9. Take overall responsibility for the Health and Safety of staff and ensure the safe and efficient management of buildings within the specific service area in accordance with statutory and departmental requirements.
10. Ensure the appropriate recording of work, the effective maintenance of case records and effective management of manual and computerised information, within the requirements of departmental policy and procedures and the statutory framework.
11. Administer the Complaints procedures within Departmental guidelines including complaints investigations to establish what remedial action if any is necessary.
12. Brief the Operations Manager and senior managers, as required, on problems needing resolution and highlight service achievements.
13. Take responsibility as delegated in relation to contractual arrangements with providers of service.
14. Assist as required in implementing the Department’s Emergency Plan in the event of a major incident and to provide managerial support to Departmental out-of-hours services which will include responding and providing a home telephone number.

# EAST SUSSEX COUNTY COUNCIL PERSON SPECIFICATION

# Essential key skills and abilities

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| These criteria will be assessed at the application and interview stage |
| Able to demonstrate a high level of competence in:  * Effective verbal and written communication skills. * Working collectively with colleagues, both internal and external. * Negotiation and influencing skills. * Practical problem solving skills. * Leadership and motivation. * Budget management. * Performance management. |

# Desirable key skills and abilities.

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| These criteria will be assessed at the application and interview stage |
| Service planning and development including the ability to:   * Identify local need and monitor the quality of local service provision * Translate local and national policy into practice. * Implement new service initiatives. * Chair meetings. |

# Essential education and qualifications.

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| These criteria will be evidenced via certificates, or at interview |
| * Relevant professional and/or management qualification.   **For Mental Health Services only AMHP**   * Approved Mental Health Professional (AMHP) qualified or able to demonstrate a willingness to undertake the training.   **For Mental Health Services only DoLs**   * Best Interest assessor |

# Desirable education and qualifications

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| These criteria will be evidenced via certificates, or at interview |
| * Degree and/or management qualification. |

# Essential knowledge

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| These criteria will be assessed at the application and interview stage |
| Able to demonstrate knowledge of the following areas:  * Understanding of health and social care legislation. * Safeguarding Adults at Risk procedures. |

# Essential experience

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| These criteria will be assessed at the application and interview stage |
| * Experience of supervising Adult Social Care professionals or the potential to do so, for example development work in a health or social care setting. * Management of change. |

# Other essential criteria

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| These criteria will be assessed at the application and interview stage |
| * A commitment to equal opportunities and anti-discriminatory practice. * Self-motivated approach to work. * Change orientated approach to work. * The ability to work well in a team. * Ability to make decisions when dealing with often constant and conflicting demands on time. * Ability to meet the travelling requirements of the post. |

**Date (drawn up):**

**Reference of Officer(s) drawing up person specifications:**

**Job Evaluation: 12608**

Health & Safety Functions

This section is to make you aware of any health & safety related functions you may be expected to either perform or to which may be exposed in relation to the post you are applying for. This information will help you if successful in your application identify any health-related condition which may impact on your ability to perform the job role, enabling us to support you in your employment by way of reasonable adjustments or workplace support.

| **Function** | **Applicable to role** |
| --- | --- |
| Using display screen equipment | Yes |
| Working with children/vulnerable adults | Ye |
| Moving & handling operations | No |
| Occupational Driving | Yes |
| Lone Working | Yes |
| Working at height | No |
| Shift / night work | No |
| Working with hazardous substances | No |
| Using power tools | No |
| Exposure to noise and /or vibration | No |
| Food handling | No |
| Exposure to blood /body fluids | No |