

ROLE PROFILE

ROLE TITLE:	Service Manager - Well-being, Family Support
POST ID:	SCS111
GRADE:	BAND M SCP 53– SCP 57 £47,097 - £51,121
HOURS:	37 Hours Per Week
LOCATION:	Usk - which may change in the future if the service location needs to relocate. Relocation or disturbance expenses will not be paid if this happens.

RESPONSIBLE TO: Head of Children's Services**The Purpose of this Role:-**

This is a key leadership role within Childrens Services. Its purpose is to provide strategic, operational and professional leadership. Your areas of responsibility include, School Based Counselling, Achieving Change Together, Building Stronger Families, Base, Contact Team and Creative Therapies Team. You will be responsible for developing, early intervention and well-being approaches within all of your areas.

Your role is to be responsible for maximising integrated working opportunities with police, health services, education, non statutory partners, other social work teams and primary care in delivering approaches to well-being.

You will be responsible for ensuring a strategic approach to the delivery of a range of family support and edge of care services that meet the well-being outcomes for children, Young People and families. You will also need to play a wider role in setting and delivering the vision and values for Social Care and Health in Monmouthshire.

Expectation and Outcomes of this Role:-

You will lead the development and delivery of well-being and place based approaches, and a range of outcome focussed service offers to Children and Families. To achieve this you will have responsibility for the management of a range of teams across children's services and will need to work in an integrated way with police, health and education partners, other adult and children's teams, directly provided and commissioned services and other statutory and non statutory partners.

You will strategically and operationally lead developments within your area of responsibility, clarifying and coordinating roles and responsibilities of staff, ensuring appropriate lines of communication and forums are in place to provide effective collective decision making. You will actively contribute to local and regional partnership working, exploring opportunities for the organisation of services around Neighbourhood Care Networks and sub-networks.

You will play a leading role in ensuring the Council's responsibilities for well-being and family support are understood.

Your responsibilities are to:-

- For developing, early intervention and well-being approaches for children and young people through a placed based approach delivered in partnership, including overseeing proportionate assessments.
- For maximising integrated working opportunities with police, health services, education, housing, employers, non-statutory partners, other social work teams and primary care in delivering approaches to well-being

Management and Leadership

- Lead the well-being and family support services to ensure they have the vision, values and systems in place so children and adults safely live the lives they want to live.
- Ensure a clear purpose and high standard of professionalism, efficiency and effectiveness across all teams, approaches and services, ensuring that activity and plans are fully aligned to vision and operating principles of Social Care and Health in Monmouthshire. This includes assisting with coaching and mentoring, resource planning, standard setting, performance management, team and individual development.
- Ensure there is operational and professional leadership to team managers and practice leads, agreeing / reviewing their performance objectives and appraising their performance.
- Expertly analyse and assess conflicting information, make decisions based on professional judgement and critical thinking to deliver appropriate outcomes.
- Develop and maintain an effective interface within children's services leaders within Monmouthshire and across Gwent, playing a leading role in securing the best outcomes for Monmouthshire citizens from local and regional partnership arrangements.
- Develop clear service priorities, consistent with the overall vision for social care and health. Responsible for translating priorities into a service improvement plan with clear measures which can be monitored at all levels. Accountable for delivery of that service improvement plan.
- You will be responsible for undertaking your own professional development, actively participating in your annual appraisal and regular supervision and developing your own plan for continuous professional development.
- Accountable for planning and prioritising own work to ensure effective support to all areas and delivery of key objectives across the whole service area.
- Must play an active role in the collective leadership of Social Care and Health and the wider leadership of the Council, developing new ways of working in line with the strategies and business plans.
- Act as an 'independent' investigating officer in relation to complaints and personnel procedures for other services at the request of the Chief Officer.
- Provide leadership and direction to situations where highly complex ideas or concepts need to be conveyed and implemented across the organisation and with partners in easily understood language.
- Use highly effective communication skills to deliver information to a broad range of people including; public, staff, service leads, the Courts, education, health and housing colleagues, Welsh Government, politicians etc.. This

includes communicating effectively and with emotional intelligence in challenging and contentious situations including legal processes.

- You will be delivering presentations at a variety of forums – professional, operational and strategic - presenting information that informs on various aspects of the service, analysis of data and impact of service change / improvement.
- Accountable for expenditure up to an agreed maximum in line with the standing financial instruction for the organisation.

Freedom to Act

- You will be responsible for informing and implementing the strategic direction, and overall operational management, of well-being, family support and safeguarding in Monmouthshire Council. You will need to balance need for strategic leadership against the reactive demand of operation responsibilities and stakeholders.
- You will be expected to work independently, guided by legislation, Social Care and Health strategies and organisational policies and specific local and national guidelines, advising on how these should be interpreted and implemented.
- You are accountable for your professional practice within their area of responsibility, and is required to register with the Care Council for Wales and demonstrate their ongoing professional competency and continuing professional development.

Leadership of the Workforce

- You will Lead and motivate your teams and individuals within the service to deliver a clear purpose which includes positive outcomes for people
- Responsible for ensuring that the Council's aims and objectives are clearly communicated to, and informed by, the workforce within your services.
- Develop and empower the individuals within the workforce to ensure a culture of continuous improvement and excellence is achieved through high standards and innovation. Ensure the frontline workforce is empowered and has the tools to do their jobs well.
- You will Support the Statutory Director, Head of Children's Services and workforce leaders to ensure that the workforce (registered and support workers) are managed and developed and that employment policies / practices are adhered to.
- Develop and promote an effective, motivated and competent workforce to achieve the delivery of high quality wellbeing, care and support. Ensure appropriate steps are taken to address deficits within individuals and at team level.
- Contribute to improved employee and organisational performance through systematic training and development. This involves all managers taking responsibility for their life long learning, as well as encouraging a similar approach amongst all employees.
- Line manage and be responsible for ensuring an effective system of performance management, including appraisal and personal development, for all direct reports.

- Accountable for ensuring a working line management structure within the area of responsibility that ensures there are effective systems of supervision, appraisal, absence management and team development across all teams. Ensuring all direct reports are aware of their managerial responsibilities for human resources issues within their areas of responsibility.
- Develop innovative, high standards and evidence-based practice, delivered within a culture of continuous improvement.
- Ensure that effective systems are utilised to verify registered staff maintain their professional legislation, and have the relevant level of DBS certification and relevant registration to undertake their role.
- Lead the effective recruitment, selection, staff induction, training, development, workload prioritisation, professional supervision, appraisal and performance reviews of staff in line with agreed protocols ensuring that appropriate consideration is given to professional standards, guidelines and requirements as outlined by each organisation.
- Authorise all forms of leave including job planning, annual leave, time off in lieu, flexible leave, parental leave, and undertake back to work interviews in accordance with procedures applicable for staff under post holder's direct operational responsibility. Liaise with Heads of Service when the process reaches the formal stages.
- Support the Heads of Service and Social Care Workforce Development Team to develop and improve the skills of practitioners. Ensure compliance with all continuing professional development requirements. Identify training needs, linking in with relevant training managers / officers across organisations. Contribute to the design, commissioning and implementation of education and training to meet the requirements of the service and the needs of patients / service users.
- Formally report to DMT and Cabinet on proposed changes to workforce requirements in accordance with MCC policies. Responsible for all aspects of consultation with the workforce on proposed changes to structures.
- Ensure compliance with competency frameworks for training the range occupational groups. Advise on and deal with issues of professional competence and conduct for staff within the service area in accordance with the relevant organisational policy and professional guidance.
- Develop close working relationships with the trade unions and professional bodies to facilitate good employee relations.
- Promote research and development and action learning, encouraging and involving staff in the development and evaluation of new ideas and methods for improving outcomes.

Service Specific Responsibilities

Lead the development of placed based early intervention, prevention and well-being approaches within the area of responsibility, drawing together effective partnerships as part of a place based approach to asset based community development.

- Play a leading role in the delivery of information, advice and assistance (IAA) approaches working with a range of community resources to ensure a consistent approach to IAA.

- Responsible for ensuring that outcome focussed integrated assessments and care and treatment plans are developed for children with eligible rights and needs.
- Responsible for supporting the development of appropriate outcome focussed services for children who require them to have their care and support needs met. This includes working closely with commissioning and provider leads.
- Responsible for developing and ensuring implementation of operational policies specific for the teams within your service area. Responsible for developing wider Social Care and Health policies and procedures as required by Heads of Service and the Statutory Director.
- Responsible for promoting awareness of well-being and family support issues and duties within the Council, and to relevant stakeholders, interested groups, partners and other agencies.
- Ensure and develop a clear accessible referral system and pathway into and within your service area. Access arrangements need to be clearly part of the wider information advice and assistance approach within Monmouthshire. Monitor the effectiveness of access arrangements through the appropriate performance and outcomes framework.
- Chair and attend appropriate meetings in respect of both operational and strategic elements of the service to ensure quality, effect change and inform of progress / barriers etc.
- Play a leading role in supporting and contributing to the information systems and processes to support integrated working with education, health, care providers and others as appropriate, where this is in the interest of the well-being and safeguarding of people with care and support needs.
- Maintain a live service risk log to identify, manage and mitigate risks, providing risk management reports as necessary.
- Deal with initial service user and professional complaints sensitively avoiding escalation where possible in line with stage 1 of the complaints process, investigating the complaint and implementing any changes for improvement indicated by the findings in collaboration with the relevant Professional Head.
- Responsible for ensuring effective working partnerships with statutory and non-statutory bodies, patients and the public.
- Exercise specialist knowledge across a range of managerial work procedures and practices by theoretical knowledge and practical experience.
- Accountable for ensuring there is an effective partnership approach with people with care and support needs, their families and carers. This includes co-producing solutions with people, not doing to them.
- Responsible for supporting development of appropriate forums for people with well-being, care and support needs to express their views. Active development of positive relationships with community based groups who are actively involved in the provision of services for people with disabilities and their carers .
- Responsible for ensuring that there is clear model and coherent approach for well-being, early intervention and prevention for children and young people, ensuring there is a single Social Care and Health approach and effective working arrangements with key partners from health and education.

- Take the lead on management of change proposals to ensure the optimal service delivery structure working closely in partnership with trades unions and people services.
- Develop active partnerships and constructive relationships with internal and external stakeholders, influencing the agenda and championing change.
- Contribute to the wider, cross profession modernisation programme to ensure well-being, early intervention and preventative services develop in accordance with the operating principles of Social Care and Health.
- Identify, lead and develop opportunities to improve well-being outcomes and care and support for residents of Monmouthshire.
- Remodel services to deliver positive outcomes and meet needs, including extending and integrating the roles across adult and children's services and maximising opportunities for integrated working with health, education and other partners. Develop plans for service developments and service improvements, developing robust costed business cases as necessary

Systems to Improve Performance, Quality and Outcomes

- Ensure that there is a clear purpose and vision for the service area, supported by an operating model, policies and procedures, priorities, and measurable objectives articulated in the service business plan.
- Ensure there is a quality assurance and performance framework within your area of responsibility which drives continuous quantitative and qualitative improvement. This includes monitoring and reviewing outcomes, reflective practice and learning and review and utilising performance data to support commissioning and service improvements.
- Reporting on qualitative and quantitative audits to evaluate the impact of your area of responsibility and relevant research to inform service improvement plans.
- Demonstrate that outcomes for people are set and kept under constant review and to make the Directorate Management Team is aware of any significant issues or concerns.
- Actively lead in the development of management information systems to support continuous improvement in the service.
- Ensure that appropriate performance reports are generated via Plant, Flo and other systems to meet the requirements of Welsh Government, local governance arrangements, scrutiny and Cabinet arrangements.
- Ensure there are regular performance and progress reports to Monmouthshire County Council senior officer teams as necessary. Also prepare and report regularly to Council Members through select and cabinet structures. This includes provision of professional expert advice on your service areas.
- Ensure compliance with all statutory regulations, legislation and guidance in the delivery of services including the formulation, implementation and continuous review of local codes of practice and policies.
- You will be responsible for ensuring an evidence-based approach to policy development and service redesign and consider the outcomes of relevant audit and/or evaluation work on all aspects of the role.

- The post holder will be responsible for ensuring that innovation and good practice is disseminated to maximise efficiencies, maximising spread and sustainability, avoiding duplication.
- Accountable for ensuring high levels of performance in line with national and local performance measures and frameworks. Responsible for robust action plans to address any areas where performance is not as good as it should be.
- Ensure robust systems of governance (clinical, financial, staff, audit and information) and risk management are in place.
- Ensure systems are in place for reviewing, reporting and analysing significant events, ensuring that staff are confident to report incidents and near misses. Manage incident and accident reporting by ensuring all incidents and accidents are reported promptly and that appropriate action plans are devised
- Ensure compliance with all statutory regulations, legislation, codes of practice and guidance.
- Promote and progress achievement of national outcomes frameworks for social care and all national strategies and targets.
- Develop positive working relationships with the Care and Social Services Inspectorate for Wales ensuring there is an open and transparent self-assessment of the strengths and areas of improvement in disability and mental health services which contributes in a timely way to the Annual Report of the Statutory Director of Social Services.
- Ensure people and carers are involved in monitoring outcomes and ensuring that the services meet their identified outcomes.

Financial Accountabilities

- Accountable for ensuring there is a clear financial strategy for the service which means that it is managed within budget. This requires prioritisation, budget setting, and control and procurement to ensure compliance with the standing orders and standing financial instructions and ensure effective corporate governance.
- Accountable for achievement of financial balance and / or surplus at the service level. The post holder will support the team managers who are the accountable budget holders in delivery of their budget management responsibilities The post holder is accountable for development of financial recovery plans where needed to ensure that the overall service manages within budget and savings strategies and plans are in place to reduce costs in line with overall budget reductions.
- Accountable for ensuring that services for which the post holder is responsible work to a service and financial plan that ensures the service is cost effective, is delivered within its financial means, and continually encourages a review of roles, skills mix of staff and new delivery models to provide the best possible service within the resources available.

Use of Analytical & Judgement Skills

- Exercise clear, informed, professional judgement involving highly complex facts and figures and situations which require the analysis, interpretation and comparison of a range of options.
- Interpret data from various sources to feed into services, delivery and strategy.

- Analyse and assess conflicting information, make decisions based on judgement and critical thinking to deliver appropriate outcomes.

Information Resources

- The post holder will be required to regularly produce complex reports and presentations based on a range of information from a variety of sources. Write and present reports to a wide range of groups including Senior Leadership Team, Children Young People and Adult Select Committee, local and regional partnership boards as required
- Contribute to an effective shared IT system and supporting information governance protocols across health and social care and the implementation of same
- Assimilate and summarise complex documents, compare facts and analyse situational data from a range of sources, develop options and assess risks and opportunities to the organisation and facilitate consensus building and decision making.

Physical Effort

- There is a regular requirement to travel between Local Authority, education, partner and other sites often with limited time between meetings.
- The post-holder will be required to frequently present complex professional analysis within a Court setting, which will be subject to cross examination, and will involve giving evidence for a number of hours.

Mental Effort

- Intense concentration will be required on a wide variety of complex issues throughout the day. The post holder will frequently have to adapt to changing priorities and re-focus the work of self and others on new priority areas that may require urgent action.
- The post holder will participate in and facilitate meetings which require a high level of concentration on a wide range of topics, with a variety of audiences and mixtures of attendees.
- The post-holder will be subject to adversarial cross-examination of their professional analysis within a Court setting.

Emotional Effort

- The role will require daily negotiation with senior representatives across the Council and Partners, directors and managers in a financially constrained health and social care economy encompassing issues that have a significant impact on the quality and quantity of services, challenging practice and established management processes.
- The post holder will also be expected to deal positively and promptly with staff concerns and personal problems, challenge staff on any inappropriate

behaviours or poor performance and investigate and deal with complaints and Serious Incidents as required.

Working Conditions

- Exposure to unpleasant working conditions or hazards is rare.
- You will be required to deal with complex individual and family complainants and people who may be angry or upset.

HEALTH & SAFETY

All employees have a statutory duty of care for their professional safety and that of others. You will be required to act responsibly in respect of your own and colleagues health, safety and welfare following safe working practices and complying with the Council's health and safety policies; this includes attending mandatory health and safety training. Ensure appropriate health & safety plans are in place for your service area.

Here's what we can provide you with:-

- Being part of a supportive and ambitious leadership team.
- An environment of trust and mutual respect.
- A culture where we respect individual personal development

What else you need to know.....Monmouthshire Values are:

Openness: We aspire to be open and honest to develop trusting relationships.

Fairness: We aspire to provide fair choice, opportunities and experiences and become an organisation built on mutual respect.

Flexibility: We aspire to be flexible in our thinking and action to become an effective and efficient organisation.

Teamwork: We aspire to work together to share our successes and failures by building on our strengths and supporting one another to achieve our goals.

And this role, will work with Monmouthshire to achieve these.

WELSH LANGUAGE ASSESSMENT:

(c) Welsh language skills are desirable

In addition:

All employees are responsible for ensuring that they act at all times in a way that is consistent with Monmouthshire's Equal Opportunities Policy in their own area of responsibility and in their general conduct.

The authority operates a Smoke Free Workplace Policy which all employees are required to abide to.

SAFEGUARDING:

Safeguarding and Child and Adult Protection are key priorities for the Council. We aim to support children and adults at risk to be as safe as they can and to fulfil their potential. All Council employees and volunteers are responsible for playing their part in the well-being, safety and protection of children and adults at risk. All employees and volunteers will be trained to the appropriate level of safeguarding and have a duty to fulfil their personal responsibilities for safeguarding.

<u>Person Specification</u>		
How will we know if you are the right person for the role? As the successful candidate you will have demonstrated:-		
Leadership & Personal Qualities	Essential / Desirable	Method of Assessment
<p>Value driven leader with strong public service ethos</p> <p>Person centred and able to actively demonstrate their commitment to people living their own lives</p> <p>Ability to lead, inspire confidence in colleagues, people who use, staff and partners</p> <p>Ability to translate and communicate strategic direction into operational delivery</p> <p>Ability to work in a systematic way and promote a culture of continuous improvement</p> <p>Emotionally intelligent and able to empathise in and achieve positive outcomes in the most complex situations</p> <p>Self-motivated and dynamic</p> <p>Decisive and able to balance and mitigate risk</p> <p>Ability to work under pressure, manage time, meet deadlines whilst doing what matters</p> <p>Innovative and creative</p> <p>Able to demonstrate both humility and assertive determination in addressing the many issues facing public services</p> <p>Positive, can do attitude</p> <p>Analytical approach to using evidence to promote change</p> <p>Able to work in partnership and manage complex inter-organisational relationships at senior levels</p> <p>High degree of resilience</p> <p>Sense of humour</p>	All essential	All will be tested at all stages of the assessment process
Education and Special Training	Essential / Desirable	Method of Assessment
<p>Professional social work qualification and post qualification experience in a relevant professional field</p> <p>Relevant managerial qualification</p> <p>Masters level management qualification</p>	<p>Essential</p> <p>Desirable</p>	All will be tested at all stages of the assessment process

<p>Evidence of continuing professional and personal development</p> <p>Evidence of professional development in the following areas: practice lead improvement, collaborative communication, successfully managing change, public service leadership, organisational development, workforce planning and development, leading children's and adult social care services services, continuous improvement methodologies.</p>	<p>Essential</p> <p>Essential</p> <p>Essential</p>	
<p>Experience</p>	<p>Essential / Desirable</p>	<p>Method of Assessment</p>
<p>Evidence of managing, leading and evaluating children's and adults social care services and teams</p> <p>Evidence of managing and leading successful multi-disciplinary and partnership working</p> <p>Evidence of managing and leading multidisciplinary, multi professional teams successfully bring together staff across adults and children's services</p> <p>Evidence of liaison and coordination of relevant multi agency service providers to improve service outcomes</p> <p>Evidence of leading change and projects with successful outcomes</p> <p>Experience of managing sizeable and complex budgets and evidence achievement of challenging financial savings</p> <p>Evidence of actively engaging with people and carers in service delivery and planning</p> <p>Experience of operating within and managing performance frameworks</p> <p>Experience of delivering organisational development and cultural change programmes</p> <p>Experience of dealing with high complex and contested individual cases</p> <p>Experience of delivering professional analysis within a Court setting.</p> <p>Experience of child protection, child and adult safeguarding and managing associated legal processes</p> <p>Experience of designing and implementing systems of continuous quality improvement</p>	<p>All Essential</p>	<p>All will be tested at all stages of the assessment process</p>
<p>Knowledge</p>	<p>Essential / Desirable</p>	<p>Method of Assessment</p>
<p>Up to date expert knowledge of legislation, guidance and policy</p>	<p>All essential</p>	<p>All will be tested</p>

<p>initiatives which impact on health and social care services and public services in Wales</p> <p>Knowledge, understanding and commitment to delivering 'excellence' in people's experiences</p> <p>Knowledge and understanding of child and adult protection, safeguarding, health and safety legislation</p> <p>Expert knowledge of Family Law and the Public Law Outline</p> <p>Expert knowledge of Welsh regulations for fostering and adoption services</p> <p>Knowledge and understanding of performance monitoring systems, quality measures and professional governance arrangements</p> <p>Knowledge, experience and skills in relation to the professional governance and social care quality assurance processes</p> <p>Understanding of professional and corporate governance systems, performance and management processes In depth knowledge of social care, community and primary care settings</p> <p>Detailed understanding of information governance</p> <p>Knowledge and understanding of all aspects of the Social Services & Well-being (Wales) Act, Children's Act, Regulation and Inspection Act, Mental Health Act, Mental Capacity Act, Violence against Women, Domestic Abuse and Sexual Violence (Wales) Act.</p> <p>Good working knowledge of equal opportunities and promoting anti-discriminatory practice</p> <p>Knowledge and understanding of the registration requirements and processes within CSSIW and Social Care Wales</p> <p>Detailed understanding of the complexities of managing children's and adults social care services</p>		<p>at all stages of the assessment process</p>
<p>Other</p>	<p>Essential / Desirable</p>	<p>Method of Assessment</p>
<p>Able to be independently mobile within a geographical area</p>	<p>Essential</p>	<p>Application Form</p>

**Should you require any further information regarding this post, please contact:
Jane Rodgers on 01633 644054 Janerodgers@monmouthshire.gov.uk**

Manyleb Person

Sut fyddwch yn gwybod os mai chi yw'r person cywir ar gyfer y rôl hon? Fel yr ymgeisydd llwyddiannus, byddwch wedi arddangos y canlynol:-

(Copy list all of the knowledge, skills and attributes required to do post from English version – that needs to be translated into WELSH.)

How will we know if you are the right person for the role? As the successful candidate you will have demonstrated:-

Leadership & Personal Qualities	Essential / Desirable	Method of Assessment
<p>Value driven leader with strong public service ethos</p> <p>Person centred and able to actively demonstrate their commitment to people living their own lives</p> <p>Ability to lead, inspire confidence in colleagues, people who use, staff and partners</p> <p>Ability to translate and communicate strategic direction into operational delivery</p> <p>Ability to work in a systematic way and promote a culture of continuous improvement</p> <p>Emotionally intelligent and able to empathise in and achieve positive outcomes in the most complex situations</p> <p>Self-motivated and dynamic</p> <p>Decisive and able to balance and mitigate risk</p> <p>Ability to work under pressure, manage time, meet deadlines whilst doing what matters</p> <p>Innovative and creative</p> <p>Able to demonstrate both humility and assertive determination in addressing the many issues facing public services</p> <p>Positive, can do attitude</p> <p>Analytical approach to using evidence to promote change</p> <p>Able to work in partnership and manage complex inter-organisational relationships at senior levels</p> <p>High degree of resilience</p>	<p>All essential</p>	<p>All will be tested at all stages of the assessment process</p>

Sense of humour		
Education and Special Training	Essential / Desirable	Method of Assessment
Professional social work qualification and post qualification experience in a relevant professional field	Essential	All will be tested at all stages of the assessment process
Relevant managerial qualification	Desirable	
Masters level management qualification	Essential	
Evidence of continuing professional and personal development	Essential	
Evidence of professional development in the following areas: practice lead improvement, collaborative communication, successfully managing change, public service leadership, organisational development, workforce planning and development, leading children's and adult social care services services, continuous improvement methodologies.	Essential	
Experience	Essential / Desirable	Method of Assessment
Evidence of managing, leading and evaluating children's and adults social care services and teams	All Essential	All will be tested at all stages of the assessment process
Evidence of managing and leading successful multi-disciplinary and partnership working		
Evidence of managing and leading multidisciplinary, multi professional teams successfully bring together staff across adults and children's services		
Evidence of liaison and coordination of relevant multi agency service providers to improve service outcomes		
Evidence of leading change and projects with successful outcomes		
Experience of managing sizeable and complex budgets and evidence achievement of challenging financial savings		
Evidence of actively engaging with people and carers in service delivery and planning		
Experience of operating within and managing performance frameworks		
Experience of delivering organisational development and cultural change programmes		
Experience of dealing with high complex and contested individual cases		
Experience of delivering professional analysis within a Court setting.		

<p>Experience of child protection, child and adult safeguarding and managing associated legal processes</p> <p>Experience of designing and implementing systems of continuous quality improvement</p>		
Knowledge	Essential / Desirable	Method of Assessment
<p>Up to date expert knowledge of legislation, guidance and policy initiatives which impact on health and social care services and public services in Wales</p> <p>Knowledge, understanding and commitment to delivering 'excellence' in people's experiences</p> <p>Knowledge and understanding of child and adult protection, safeguarding, health and safety legislation</p> <p>Expert knowledge of Family Law and the Public Law Outline</p> <p>Expert knowledge of Welsh regulations for fostering and adoption services</p> <p>Knowledge and understanding of performance monitoring systems, quality measures and professional governance arrangements</p> <p>Knowledge, experience and skills in relation to the professional governance and social care quality assurance processes</p> <p>Understanding of professional and corporate governance systems, performance and management processes</p> <p>In depth knowledge of social care, community and primary care settings</p> <p>Detailed understanding of information governance</p> <p>Knowledge and understanding of all aspects of the Social Services & Well-being (Wales) Act, Children's Act, Regulation and Inspection Act, Mental Health Act, Mental Capacity Act, Violence against Women, Domestic Abuse and Sexual Violence (Wales) Act.</p> <p>Good working knowledge of equal opportunities and promoting anti-discriminatory practice</p> <p>Knowledge and understanding of the registration requirements and processes within CSSIW and Social Care Wales</p> <p>Detailed understanding of the complexities of managing children's and adults social care service</p>	All essential	All will be tested at all stages of the assessment process
Other	Essential / Desirable	Method of Assessment
Able to be independently mobile within a geographical area	Essential	Application Form



monmouthshire
sir fynwy