

1. JOB IDENTITY

Post Title:	Mental Health & Learning Disability Manager	Service:	Aberdeenshire Health and Social Care Partnership
Location:	Aberdeenshire H&SC Location Team	Grade:	Service Manager P AfC 8b

2. JOB PURPOSE

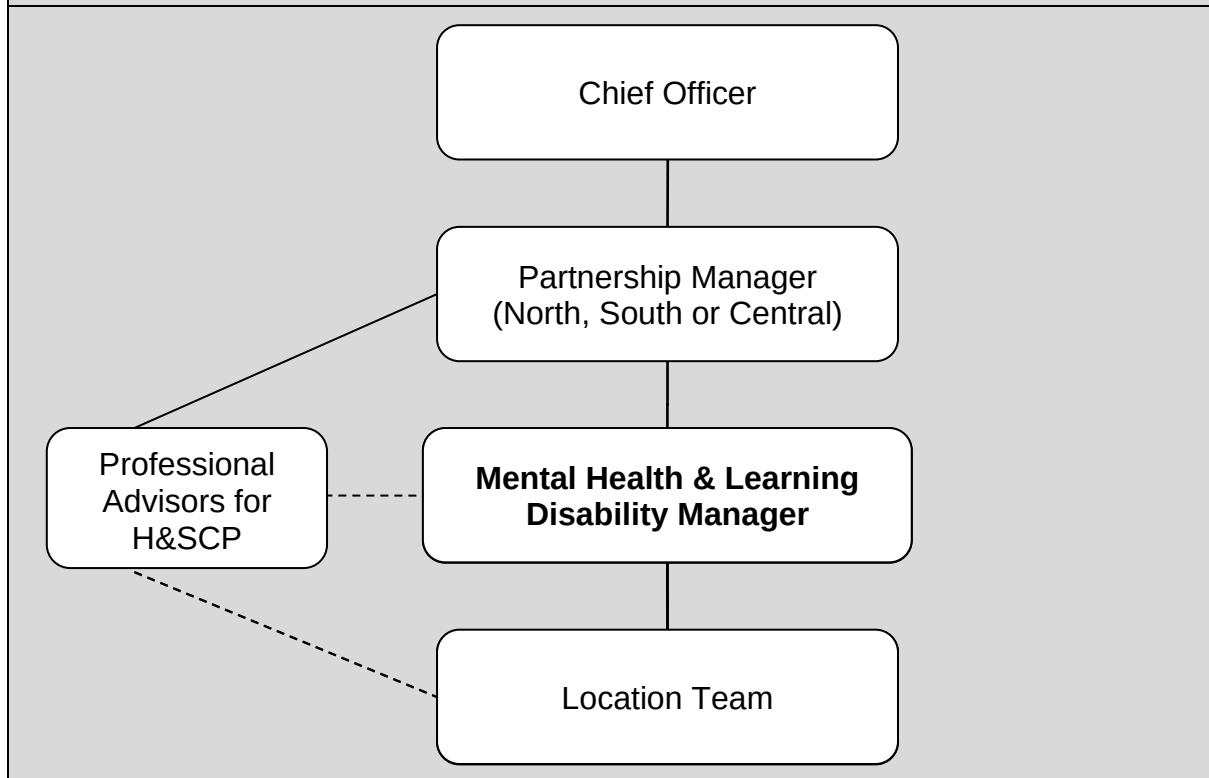
Lead, manage and develop Health and Social Care Team(s) to deliver high quality, person centred health and social care within the Aberdeenshire Health and Social Care Partnership by empowering local team(s) to meet the challenges faced in the immediate future, including increased demand and increasingly scarce resource, whilst working within the ethos of the partnership

There is a responsibility for the post holder to demonstrate a commitment to quality service delivery through continuous improvement for the benefit of the Service and the organisation.

3. CORE RESPONSIBILITIES / DUTIES

- Provide leadership and is responsible for the management and development of mental health and learning disability services within specified locations to ensure delivery of service for the Aberdeenshire Health and Social Care Partnership client group
- Work in partnership with professional governance structures to ensure effective engagement with responsibility to seek professional guidance in relation to:-
 - Quality of care, professional leadership, professional accountability, standards of practice, education and training, workforce planning, workforce development, regulation, evidence based practice and research.
- Work collaboratively with other MH / LD managers, partnership managers and Strategy and Commissioning Manager to ensure safe delivery of care
- Manage the strategic development and future planning of MH / LD services in the Locations
- Ensure effective change management encouraging continuous improvement and commitment to change.
- Local responsibility for commissioning and contracting of MH / LD services to meet the demands of the Aberdeenshire Health and Social Care Partnership.
- Responsible for representing Partnership Work at appropriate Area Committee and other formal meetings to ensure effective partnership working both within and out with the Partnership
- Ensure Policies and Procedures of the council and NHS are implemented and adhered to by employees under their management
- Monitor and manage the financial and other resources and performance in line with the corporate standards of the partnership.
- Aberdeenshire wide responsibility for “cross-cutting” theme/s which will support other managers with specific expertise for consistency of delivering outcomes

4. REPORTING RELATIONSHIPS



5. QUALIFICATIONS AND TRAINING

- Essential:**
- Educated to Degree level (or equivalent) in a health or social work related subject
 - Masters Level or evidence of equivalent experience
 - Post Graduate Qualification in a relevant subject
- Desirable**
- Dips SW, CQSW, CSS or equivalent (add this in for social work posts only)
 - Professional body registration as required e.g. SSSC, NMC, HCPC
 - degree level management qualification
 - Commitment to Continuous Professional Development by working or willing to work towards management and development qualifications

6. EXPERIENCE

- Essential:**
- Substantial experience at first line manager level in a Health or Social Work setting
 - Experience of Health or Care setting
 - Ability to lead, motivate and manage staff
 - Ability to manage financial and other resources effectively
 - Budget management
- Desirable:**
- Experience of working across agency boundaries and multi-disciplinary settings

7. KNOWLEDGE AND SKILLS

- Essential:**
- Ability to lead and empower staff within a multi-disciplinary and multi-agency team
 - Ability to lead and motivate staff and to manage financial and other resources.
 - Skills in quality assurance, clinical governance and development of services
 - Ability to lead, demonstrate and facilitate change.
 - Customer-focussed with excellent administration, organisational, interpersonal, communication, interviewing and negotiating skills with the ability to work to tight and often conflicting deadlines and secure positive outcomes
 - Commitment to anti-discriminatory practice.
 - Awareness of the importance of integrity, confidentiality, diplomacy, tact and data protection considerations
 - Ability to travel throughout Aberdeenshire.
 - Ability and experience in using Microsoft Office packages to a proficient standard

8. CORE REQUIREMENTS

AC	NHS	Description
Communicating	Communication and Relationship Skills Responsibilities for patient / client care	- Politically aware when communicating sensitive information. - Is open and non-judgemental in discussing difficult issues with others. - Presents compelling arguments by understanding and anticipating the agendas of others. - Articulate, persuasive and influential in presenting information formally and informally.
Customer Focus		- Supports and promotes a person centred culture. - Balances customer expectations with both statutory and Partnership policy and resource limitations. - Tactfully involves and consults with key stakeholders, listening to their views. - Investigate patient / public concerns via feedback. - Actively seeks out patient/ customer feedback to identify service improvements
Collaborative Working		- Builds internal and external alliances, to pursue common objectives with greater strength. - Effectively uses collaboration, negotiation and constructive dialogue to convince stakeholders. - Influences and builds cohesion within the service. - Considerate of the political relationships and influences, at local and national level. - Understands and works collaboratively with the professional structures to ensure appropriate management and support of professionals
Managing People	Responsibility for Human Resources	- Openly appreciates and provides positive feedback to teams. - Motivates and line manages multiple teams covering major areas of activities, providing them with clear direction and targets, and works to remove barriers. - Demonstrates trust in others to perform effectively. - Takes responsibility for teams' performance. - Communicates the Partnership's vision, helping staff to identify with how their role supports this.
Planning and Managing Work	Planning and Organisation Skills	- Forecasts actions and activities needed to meet the required standards, budgets or timescales within agreed budget and business plan. - Forward plans in order to manage risk and/or limit damage. - Challenges recurring barriers to successful delivery, embracing the need for improvement. - Recognises the roles of partner organisations and individuals, allocating tasks accordingly. - The post holder is expected to formulate long term strategic plans which will have an impact on the organisation and the way healthcare services are delivered.

Analysis and Problem Solving	Analytical Skills	• Anticipates potential problems, analysing and minimising impact through informed forward thinking to meet strategic objectives. • Timeously identifies barriers to effective service delivery and devises solutions to overcome them. • Encourages others to generate ideas, building commitment, ownership and buy in. • The post holder will deal with highly complex facts and will often have expert opinions differing which will be challenging. i.e. differing opinions between Clinical Staff and GP's.
Initiative and Decision Making	Freedom to Act	• High degree of autonomy and takes decisions on a wide range of subjects and levels of importance without upward approval. • Takes considered decisions with long term strategic consequences. • Interprets corporate and national policies. • Makes transparent, yet ambitious, difficult or unpopular decisions to achieve outcomes. • Seizes opportunities to achieve results and takes personal responsibility for making things happen.
Developing Self	Emotional, Physical and Mental Effort	• Recognises own strengths and limitations. • Demonstrates commitment to continuous development. • Actively seeks, and is open to, feedback from others on own performance. • Responds to frequent unexpected challenges and urgent service issues • Manages diverse competing demands – organisational priorities versus the operational requirements often with no warning • Occasionally exposed and required to respond to verbal aggression and when providing highly distressing news • Responsible for imparting difficult and unwanted news to staff e.g. disciplinary or grievance matters or redeployment / redundancy as a result of organisational change. • Required to sit at a desk/computer for long periods e.g. report writing, on a daily basis • Standard keyboarding and Computer use • Office Conditions. Mobile working, driving, 'hot-desking' • Often undertakes long journeys by car - several times per week
Providing Direction	Responsibility for Policy and Service Development	• Visible, approachable and accessible leader who instils confidence and morale. • Acts as a role model by demonstrating honesty, integrity, initiative and drive. • Takes account of the wider business issues affecting the service. • Promotes a culture of support and accountability, rather than blame.

		The post holder will lead on policy implementation and development. These are local policies; however they will have an impact on the service.
Change Management		- Constructively challenges policy, practice and traditional boundaries when necessary. - Facilitates and supports a positive and flexible approach to change. - Encourages continuous improvement and commitment to change. - Anticipates and interprets the likely future and direction of changes in Health and Social Care
Achieving Success	Responsibility for Financial, Physical and Information Resources	- Aware and sensitive to the political and social climate in which the Partnership operates. - Takes broader Partnership objectives and priorities into account in decision making and planning. - Engages in effective resource and budget planning and management. - Responsible for all the Area budgets including hospital workforce, community care commissioning, community workforce, as well as other ring fenced budgets and future budget setting - Initiates and develops proposals, pursues funding opportunities including preparation of business cases and bids - Recognises the implications of politics for actions and plans. - Collating service and performance information from a wide range of sources, to assist with performance management, planning and developing business cases.

9. ADDITIONAL REQUIREMENTS

Driving Compliance	Not applicable to this post
Politically Restricted	This is a Politically Restricted position as identified by the Local Government and Housing Act 1989. Further information on restrictions as a result of this designation is available by visiting the recruitment pages.

AGREED