Post Title:	**Service Manager (Children and Families (Disabilities) & Adults with Learning Disabilities**
Grade:	**14**
Date Created:	**26th October 2026**

ROLE DEFINITION

To provide leadership and management to Children and Families (Disabilities) Team (CFDIS) and the wider integrated adults with Learning Disabilities Service (LDS).

KEY TASKS AND RESPONSIBILITIES

Corporate Responsibilities

- Manage/deliver the Service in accordance with the Council's corporate policies and procedures and relevant strategy provision.
- Manage/deliver the service outcomes, in the most efficient and effective way, that delivers the Council's Strategic Priorities within the Council Plan and contributes to the production of Directorate Plans.
- Manage and monitor Capital and Revenue budgets as assigned and contribute to budget development.
- Lead, or contribute to, the preparation of cross-service business development plans, as required.
- Ensure the effective management and leadership of employees, where appropriate.
- Prepare and co-ordinate reports for the Council, its Committees or working parties and to attend these meetings as required.
- Undertake any other reasonably required duties as instructed by Management or someone acting on their behalf, in addition to the role specific tasks & responsibilities detailed below.

Role Specific Tasks & Responsibilities

- Contribute to and oversee a range of health and social services across adult Learning Disability and Children and Families (Disabilities) (CDALDT) including services purchased by the council.

- Lead, manage and develop the implementation programme to ensure the integration of social work services for CDALDT including the review of the Transitions Planning group.
- Work in partnership with all internal and external stakeholders including clients, families and carers to transform the pathways into and through support/services.
- Create a culture that supports and empowers staff to identify, implement and develop quality and high standards of service delivery to CDALDT.
- Promote Trauma Informed Practice and Nurture Approaches across all staff groups in relation to awareness raising, training and ongoing practice in these respective models.
- Ensure the effective workload/caseload allocation and management of service activities with teams.
- In line with guidance and legislation identify, initiate, promote and develop best practice.
- Implement new strategies, directives, guidance, best practice and legislation through appropriate systems and processes.
- Contribute to the development and implementation of, an effective strategy in terms of quality assurances and quality improvement process, across all service areas.
- Lead on and ensure the implementation and compliance of relevant strategic, local and national policies including CP, ASP, AWI etc.
- Contribute strategically as part of the management team, leading the development, consolidation and effective operation of integrated service pathways.
- Manage the development, monitoring and maintenance of practices providing by learning disability service teams, ensuring that service areas meet the required standards set by the Partnership, the Scottish Social Services Council, local and national NHS policy and guidance.
- Ensure appropriate arrangements for the professional supervision and development of staff and registration with professional bodies.

ESSENTIAL / DESIRABLE CRITERIA

	Essential	Desirable	Evidence
Education and Qualifications	• Degree in Social Work or equivalent	• Management qualification • Evidence of continuous professional development	• Application Form • Interview
Experience	• Managerial experience in a Social Services setting • Working with a range of IT packages • Proven track record in achievement in Social Service or equivalent service specific setting • Adults and children with disabilities • Change Management • Budget Management	• Working in a Partnership model • Evidence of skills in Strategic Development	• Application Form • References • Interview
Specialist Knowledge	• Management and leadership competencies • Understanding of professional issues as they relate to SSSC and Care Inspectorate	• Regulatory requirements for services • Operation of quality assurance models and processes	• Application Form • Interview • Pre/Post-Interview Check (if appropriate)

	• Relevant legislation and policies specific to the client groups		
Skills and Abilities	• Written and verbal communication skills • Ability to promote positive working relationships • Assessment and analytical skills • Ability to delegate effectively • Work efficiently and effectively to achieve outcomes	• Ability to present a range of information to a wide range of audiences • Conflict resolution and positive approach to problem solving	• Application Form • References • Interview
Other	• Required to join the PVG Scheme for this type of regulated work • Ability to work flexibly • Ability to travel out with North Ayrshire when required	• Full SSSC registration	• Application Form • Interview • Pre/Post-Interview Check (if appropriate)

Please be aware that the successful candidate must be able to travel throughout North Ayrshire (own car/public transport/pool cars etc) for work purposes, meetings, training courses etc.

OUR STAFF VALUES & BEHAVIOURS

Value	Behaviours
Focus we put our customers first we understand the bigger picture	• Provide excellent customer services • Meet and, where possible, exceed the expectations of internal and external customers • Understand the performance levels and standards required within our own role and strive to achieve and, where possible, exceed these • Know how the work we do fits into the overall performance of the Council
Passion we take pride in the jobs we do we are ambitious for our community	• Take ownership of our own actions and performance • Reflect on the work we do and consider how it could be improved • Have a positive impact on the lives of our customers and their communities • Push the boundaries to help our customers and communities realise their potential
Inspiration we all look for better ways to deliver our services we achieve the best results by working together	• Find new ways to deliver improvements, efficiencies and value for money • Embrace change with enthusiasm and creative ideas • Work together and creatively produce the best outcomes for our customers and communities • Plan all activities with the end goal in mind