Role Profile

Post Title:	**Senior Officer (Community Care)**
Grade:	**12**
Date Created:	**6th July 2026**

ROLE DEFINITION

To assist in the promotion of practice and the development of policies within the Health and Social Care Partnership. Undertake the role of independent chair at various service user planning meetings and maintain National Standards, Service Standards and Guidance and participate in the promotion of self-evaluation across the service.

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

- Undertake the role of independent chair at various service user meetings, ASP/AWI case conferences.

- Monitor and report on operational systems and procedures to support continuous improvement and best practice.
- Co-ordinate self-evaluation and service audit programmes.
- Support the development of policies across Health and Social Care Partnership and partner agencies.
- Provide specialist professional input if required, in areas of practice where specialist qualification or expertise is required.
- Monitor and report on performance in relation to statutory and key performance indicators.
- Promote policy, procedures, best practice, research and relevant information and assist in disseminating this with staff, service users, carers, members of the public and other agencies, supported by an appropriate information strategy.
- Build effective working relationships with equivalent officers in Police Scotland, the Care Inspectorate, NHS Ayrshire and Arran and neighbouring councils and other service and agencies as appropriate to ensure best value and quality assurance.
- Ensure meaningful stakeholder and service user involvement in service design, review and delivery.
- Involved in case reviews and the dissemination of learning from these events.
- Assist and participate in Emergency Planning and Business Continuity.

ESSENTIAL / DESIRABLE CRITERIA

	Essential	Desirable	Evidence
Education and Qualifications	• Degree in Social Work or equivalent	• Relevant management qualification or equivalent • Mental Health Officer qualification or equivalent • Adult Support & Protection/ Council Officer award or equivalent • Child Protection qualification or equivalent • Practice Teacher qualification or equivalent • Specific post qualifying award or equivalent	• Application Form • Interview
Experience	• Proven record of achievement in practice area • Microsoft packages	• Working in a range of Social Services settings	• Application Form • References • Interview
Specialist Knowledge	• Models of quality assurance and self-evaluation • ASP/AWIA legislation, policy, guidance and procedures	• North Ayrshire Council specific policies and procedures	• Application Form • Interview • Pre/Post-Interview Check (if appropriate)

	• Issues and challenges currently facing Social Services		
Skills and Abilities	• Written and verbal communication skills • Time management and organisational skills • Assessment and analytical skills • Ability to deal conflict effectively and clear decision making • Ability to work effectively across Social Services and in multi-agency settings • Develop and maintain professional relationships with colleagues and partner agencies	•	• Application Form • References • Interview
Other	• Ability to work flexibly • Required to join the PVG Scheme for this type of regulated work • SSSC registered or in the process of registering	•	• Application Form • Interview • Pre/Post-Interview Check (if appropriate)

Role Profile

Please be aware that the successful candidate must be able to travel throughout North Ayrshire (own car/public transport 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