NORTH LANARKSHIRE COUNCIL
COMHAIRLE SIORRACHD LANNRAIG A TUATH

# Senior Officer – Adult Services Recruitment Pack

NLC 12 - £52,252 - £56,329

**WE'RE MOTIVATED**

**ARE YOU?**

**JOIN A TEAM**

**THAT ACHIEVES GREAT THINGS**

**WORK HERE**




## It’s an ambitious time for the council, our residents, our businesses and the people who work here.

If you’re motivated, ambitious and driven by achievement, then come and join us. We want you to play a part in the regeneration and transformation of our towns and communities.
At North Lanarkshire Council, we’re full of energy and ideas to transform our towns and communities into vibrant places to live, work and visit. As Scotland’s fourth largest local authority, we’ve got lofty ambitions, bags of determination and we’re moving at a pace to generate real change in our communities and how we deliver services. We’re providing services that enhance lives, communities and experiences of over 341,000 people living in the area.

There’s a real story to tell about North Lanarkshire.
It’s a place that is growing, changing, developing and thriving. The scale of change is vast. And the rate of change is considerable.
However, we recognise that not everyone in North Lanarkshire is sharing equally in its successes.
Considerable challenges continue to exist, such as unacceptable levels of child deprivation, a growing demand on services such as health and social care and the visible and very real impact of inequity and inequalities on our communities.
The Plan for North Lanarkshire was agreed by all Community Planning Partners. It’s an ambitious strategy which, by working with our partners, residents and businesses, aims to completely transform towns and communities, to make them better, more inclusive and happier places to live.
The Plan is underpinned by five priorities and 25 ambition statements with the aim of inclusive growth and prosperity for all, to bring equal benefits and a fairer distribution of wealth. We measure our progress through 28 health check indicators which track changes and trends to demonstrate whether The Plan and the activities and projects under the Programme of Work, are making a difference.
A new five-year strategic investment programme is underway to improve the region’s physical and digital infrastructure and help create the right economic, social and community conditions that will enable businesses, local people and communities to thrive. It’s about providing whole-family support locally when they need it so people can lead healthier, safer and more independent lives and in a way that addresses the impact of poverty and reduces inequality. The new programme of work will deliver care, supports and council services that will improve the lives of local people and improve their life chances. Making them healthier, wealthier, happy and more resilient.

## Our priorities are clear. We want to:

- Improve economic opportunities and outcomes
- Support all children and young people to realise their full potential
- Improve the health and wellbeing of our communities
- Enhance participation, capacity and empowerment across our communities
- Improve North Lanarkshire's resource base

We know that we can only achieve the outcomes to meet these priorities by working together and by being focused on solutions. North Lanarkshire Council is high-performing but we can do so much more.

We have bright and determined people working here, that believe in what we do. If that sounds like you, then read on.

In this pack you'll find more information about North Lanarkshire, the relevant job description and links to other useful documents.

To be successful you'll need to be innovative, determined and resilient. You'll be prepared to do what it takes to deliver our shared ambition to make North Lanarkshire the place to live, learn, work invest and visit.

**If you have all these qualities, we look forward to connecting with you.**

## BENEFITS

- Attractive pension and avc option
- 27 days annual leave and 6 fixed public holidays, rising to 37 days in line with service
- Flexible working
- Buy and bank leave scheme
- Cycle to work scheme
- Green Car scheme
- Relocation policy

## ABOUT US

| | |
|---|---|
| 77 | **Elected members** |
| 21 | **Wards** |
| 32 | **Scottish Labour Party councillors** |
| 24 | **Scottish National Party councillors** |
| 5 | **Scottish Conservative and Unionist councillors** |
| 14 | **Independent councillors** |
| 1 | **Scottish Greens councillor** |
| 1 | **British Unionist Party councillor** |

## Workforce

(Full-time permanent)

**13,080**

# ABOUT NORTH LANARKSHIRE

**Located in the very hub of the country with exceptional transport connections, we attract talent and business that has revolutionised North Lanarkshire into one of Scotland's fastest-growing economies (pre-pandemic).**

We're Scotland's fourth largest council by population, covering around 181 square miles, stretching from Stepps to Harthill and from Cumbernauld to Wishaw. The council was formed in 1996 following local government reorganisation and includes the main towns of Airdrie, Bellshill, Coatbridge, Cumbernauld, Kilsyth, Motherwell, Shotts and Wishaw, interspersed with many villages and hamlets, including places like Moodiesburn and Stepps, along the Northern Corridor.

With a population of around 340,000 people, we have a wide range of age groups living in the area, as well as diverse communities with a range of religions and cultures. We're also brimming with ambition, have stacks of resolve and are moving at pace to effect real change in our communities and how we deliver services. The council is investing billions of pounds over the next ten years to help create jobs and generate close to £1bn for the local economy. Reducing inequalities is central to our vision for a brighter, better North Lanarkshire and we're investing in new schools and community facilities as well as doubling our affordable housing programme to build 5,000 modern homes by 2035.

Around £240million Glasgow City Region City Deal funding is helping to improve the road and rail transport network, create locations to attract business and industry that are relevant to our future economy, and maximise our greenspace for residents and visitors to enjoy. Embracing our shared vision for North Lanarkshire is crucial, particularly as we face challenges to make savings as local government budgets are reduced.

Being big and bold means attracting large international events to our area. We hosted the Glasgow 2018 European Sports Championships, showcasing our world-class venue in Strathclyde Country Park to a television audience of more than a billion people for the rowing and triathlon competitions, a role we fulfilled at the 2014 Commonwealth Games.

**Creating modern, vibrant communities where people live, work and socialise is North Lanarkshire's shared ambition for the future.**

£1104m revenue budget 2025/26

£660m capital budget 2028/29

£186m housing revenue 2024/25

£90m housing capital 2024/25

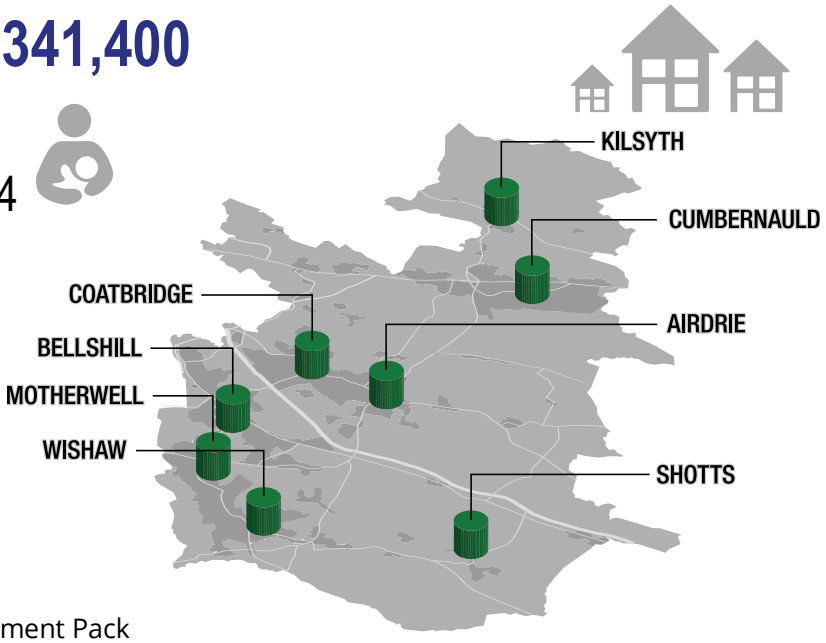
**Population 341,400**

17.7% under 16

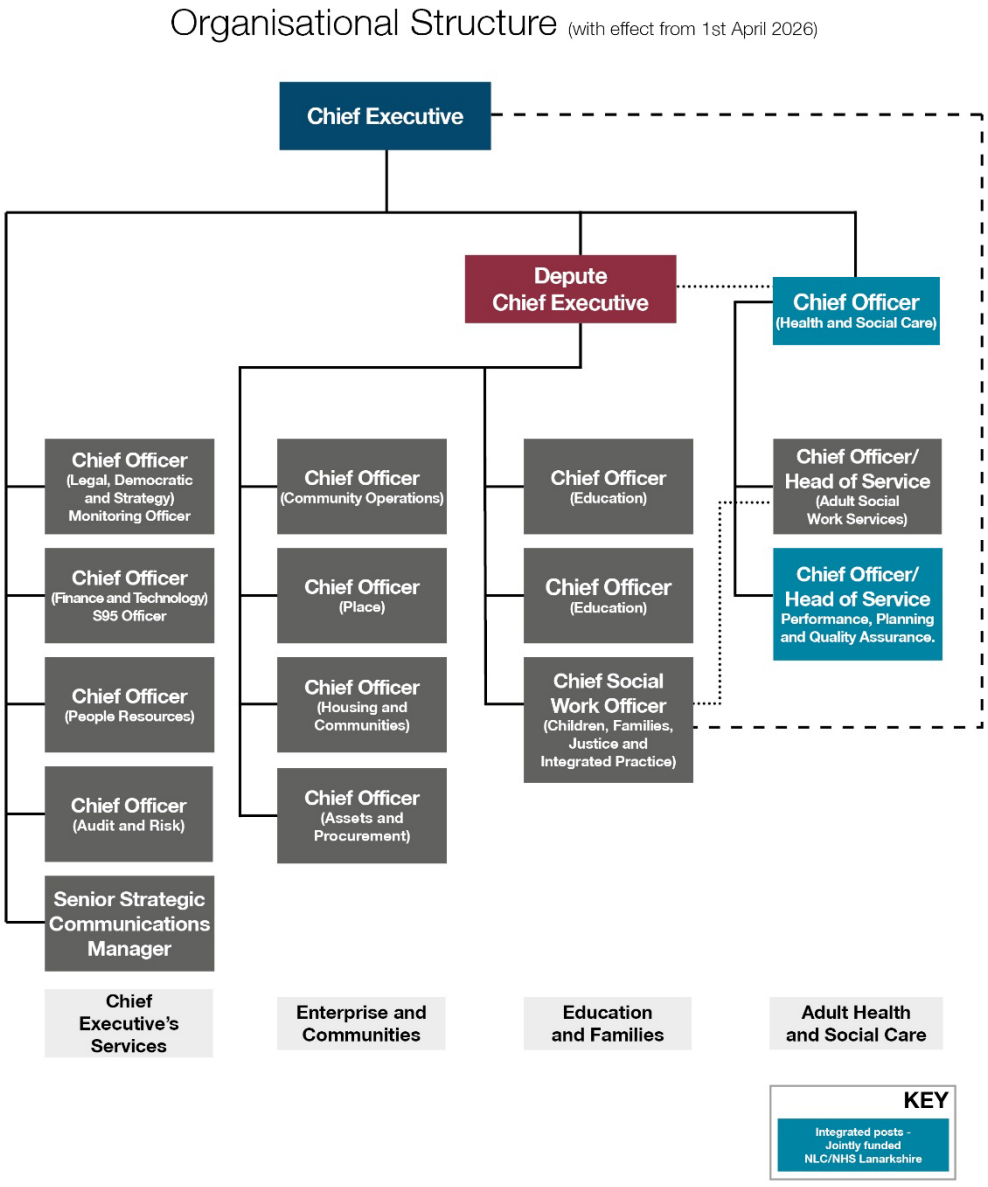
64.5% age 16-64

3.2% unemployment



# Organisational Structure



# THE ROLE

# Senior Officer - Adult Services

**Service:** Health & Social Care

**Division:** Adult Social Work Services

**Job Title:** Senior Officer - Adult Services

**Responsible to:** Service Manager

**Grade:** NLC12

**Conditions of Service:** SJC

## ROLE SUMMARY

1. To contribute to promotion of social work values and ethos as represented in the Changing Lives agenda.
2. To provide day to day operational management and leadership across designated service areas for an identified group of staff.
3. Ensure delivery of high-quality services within their area of responsibility.
4. To work in partnership with other sections of the Service and Council and with other agencies.
5. To contribute within their field of responsibility to compliance with North Lanarkshire Council's corporate and Social Work's policies, services, and strategies.
6. Contribute to social work service delivery as a member of the designated management team
7. Deputise for other managers as appropriate.

# MAIN DUTIES AND RESPONSIBILITIES

**Delivering quality services:**

1. Promote the principles of person-centred, outcome focussed practice in social work service delivery.
2. Support development and maintenance of best practice in the field of public protection through ensuring that staff are aware of and operate within organisational policy and procedure and national standards.
3. Report on specified areas of responsibility utilising the Social Work performance management framework.
4. Promote appropriate targeting of resources and the principle of minimum intervention through joint working with partners in universal services.
5. Support staff through promotion of staff development, monitoring implementation of the supervision policy and effective workload management.
6. Provide support to key stakeholders in moving and assisting assessment and planning activities.
7. Contribute to the effective implementation of operational and strategic plans for their area of service delivery, working with colleagues across the organisation and with partners in their locality.
8. Research new and innovative ways of delivering learning and development solutions for moving and assisting. Embrace any new digital technologies available to maximise learning opportunities and make learning more accessible and flexible for all employees.
9. To ensure that all operational learning and development requirements are informed through regular consultation with colleagues and key stakeholders at service, team, and individual level, applying training needs assessment methods, tools, and techniques to ensure that all activity is aligned to the shared ambition, service priories and plans.

**Supporting sound governance and financial management:**

10. Exercise responsibility for service delivery decision making in compliance with necessary financial systems and procedures to effectively manage resources.
11. To exercise responsibility as delegated at the discretion of the Designated Manager for representing the Social Work service, in any management arrangements for jointly managed services.
12. Implement, manage and report on performance management using the Social Work performance management and devolved budgetary reporting frameworks.
13. Support establishment of effective complaint management and responses to elected member enquires within the locality.
14. Support the Designated Manager in providing inputs to the service evaluation and review of the effectiveness and the resource implications of existing service plans and new initiatives
15. To contribute to stakeholder liaison and community planning agendas as directed
16. Ensure adherence to corporate absence management, health and safety and equality and anti-discriminatory policies.

**Leadership:**

17. Lead and support staff providing guidance and support with assessment and planning activities.
18. Lead and motivate staff to ensure that a culture of effective service delivery and focus on quality of outcomes is established.
19. Lead on high quality induction programmes for new staff joining the service.
20. Review staff performance and identify training needs to support continuous development and succession planning using the service framework of Employee Development Plans.
21. Lead by example through demonstrating commitment to his / her own continuing professional development in accordance with Social Work CPD programmes.
22. Assume lead responsibility for specific themes as directed by the Designated Social Work Manager and provide consultation and professional development to colleagues on areas in which she / he has a specific qualification / expertise.
23. Lead the implementation within their area of responsibility of change management and service redesign programmes, including new practice requirements arising from reports from regulatory authorities and evidenced based practice e.g. proportionate care.
24. Contribute to the growth of an open organisation culture which supports effective communication and learning.
25. Operationalise Social Work Changing Lives implementation plans within their area of responsibility, including the promotion of the exercise of appropriate professional autonomy in Social Work practice.
26. Identify opportunities for and support local development of initiatives in the area of service user consultation and participation in line with agreed Service frameworks.

Relationships

Build effective working relationships with:

27. Designated managers and other staff within their area of responsibility.
28. Senior colleagues on a Service wide basis.
29. Colleagues on an interagency basis.
30. Elected members and other relevant stakeholders.
31. Service users and Carers.

This job outline is intended to indicate the broad range of responsibilities and requirements of the post. It is neither exhaustive nor exclusive but, while some variation can be expected in particular duties, the outline is considered to provide a reasonable general description of the post.

| SPECIFICATION | ESSENTIAL | DESIRABLE | METHOD OF ASSESSMENT |
|---|---|---|---|
| **QUALIFICATIONS/TRAINING** | | | |
| CQSW/DipSW or equivalent, a BSc Occupational Therapy/DipCOT or equivalent, or a Professional Nursing Qualification | **X** | | Verification of qualifications/Application form |
| Previous supervisory/management experience is desirable | | **X** | Verification of qualifications/Application form |
| A relevant postgraduate or management qualification | | **X** | Verification of qualifications/Application form |
| Evidence of CPD | | **X** | Verification of qualifications/Application form |
| Moving and Assisting qualification/Training | **X** | | Verification of qualifications/Application form |
| Registration with either the Scottish Social Services Council (SSSC), or Health & Care Professions Council (HCPC) or Nursing and Midwifery Council (NMC) | **X** | | Verification of qualifications/Application form |
| **WORK EXPERIENCE** | | | |
| Substantial post qualifying experience | **X** | | Application form/Interview |
| Experience of working within the relevant discipline | **X** | | Application form/Interview |
| Evidence of person-centred approach to planning | **X** | | Application form/Interview |
| Track record of successful inter-agency working | **X** | | Application form/Interview |
| Evidence of leadership skills | **X** | | Application form/Interview |
| Previous supervisory or management experience | | **X** | Application form/Interview |

| | | | |
|---|---|---|---|
| Experience in a local authority setting | | **X** | Application form/Interview |
| Experience of managing and developing services in respect of the care group | | **X** | Application form/Interview |
| Experience of Moving and Assisting service users in community setting | **X** | | Application form/Interview |
| **KNOWLEDGE/SKILL/ABILITY** | | | |
| Clear vision of future social work agenda in relevant discipline | **X** | | Application form/Interview |
| Knowledge of risk assessment and risk management frameworks within relevant discipline | **X** | | Application form/Interview |
| Computer literate | **X** | | Application form/Interview |
| An ability to interpret policy and procedure and its practical application | **X** | | Application form/Interview |
| An ability to work to tight deadlines | **X** | | Application form/Interview |
| Understanding of commissioning and purchase of support services | | **X** | Application form/Interview |
| Experience of managing and reviewing performance to achieve agreed objectives and timescales | | **X** | Application form/Interview |
| Demonstrate ability in use of management information systems, budget management and personnel functions | | **X** | Application form/Interview |
| Experience delivering training | **X** | | Application form/Interview |
| Experience supporting colleagues with moving and handling | **X** | | Application form/Interview |
| Experience assessing for and providing Moving and Assisting Equipment | **X** | | Application form/Interview |

| | | | |
|---|---|---|---|
| **PERSONAL QUALITIES/ ATTRIBUTES** | | | |
| Excellent verbal and written skills | **X** | | Interview |
| Demonstrates personal and professional authority | **X** | | Interview |
| Able to self-motivate and work on own initiative | **X** | | Interview |
| Able to challenge | **X** | | Interview |
| Well organised | **X** | | Interview |
| Enthusiastic and passionate | **X** | | Interview |
| Team player | **X** | | Interview |
| Innovative | **X** | | Interview |
| **OTHER** | | | |
| Flexible to meet the exigencies of the service | **X** | | Interview |
| Sound social work value base | **X** | | Interview |
| Satisfactory PVG scheme membership (Protected Adults & Children) (application will be processed by the Council for successful candidates and must be attained prior to commencing employment) | **X** | | |

## USEFUL LINKS

In the documents below, you will find more information about the council, its priorities and its policies. You can also visit the council website at http://www.northlanarkshire.gov.uk to find out more about what we do and the communities and partners we work with.

We ASPIRE
- A Shared Ambition for North Lanarkshire

The Plan for North Lanarkshire

## CONTACT DETAILS

For further information on the post, contact Carrie MacLeod - Service Manager - Professional Lead OT - MacLeodCa@northlan.gov.uk

