



Role Profile

Service Manager (Care at Home)			
Reference No.	A4878	Type	Generic
Service	Care at Home		
Job Family	Service Manager 2	Grade	FC12

Purpose
Manage and deliver high quality care at home services in Fife.
The Service Manager is responsible for the development of an effective performance management culture throughout their areas of operation, driving continuous improvement and contributing to strategic planning and development to improve care at home services across Fife.

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D
The post holder is a key member of the Health & Social Care Partnership's Community Care Services Team and reports to the Head of Service (Community Care Services). The post holder will identify, monitor and achieve relevant quality standards and represent the Council/Partnership, Directorate or Service at agreed internal / external meetings, producing reports and delivering presentations. In addition, the post holder will assume operational line management for Fife HSCP's care at home service and other reports as determined.	Managerial experience within a social work / social care setting	✓	
	Experience of service/resource management	✓	
	Educated to SCQF level 9 which includes a Degree or equivalent or equivalent relevant professional qualification	✓	
The post holder will directly manage team managers and lead officers within the Care at Home Service and will provide professional leadership.	Ability to manage complex staffing situations	✓	
	Ability to develop and maintain effective relationships	✓	
	Evidence of supporting staff development	✓	

E = Essential Criteria D = Desirable Criteria

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	Evidence of managing professional teams	✓	
The post holder will lead the design, implementation and delivery of new components of service where gaps are identified.	Ability to demonstrate project work delivering efficiencies or savings	✓	
The post holder will work in partnership with key stakeholders/partners to deliver the Health & Social Care Partnership's strategic aims.	Experience of collaborative working across partnerships	✓	
The post holder will manage change in consultation and collaboration with, employees, service users, trades unions and other key stakeholders as required to ensure efficiency and service redesign, minimising disruption to service delivery and risk.	Experience of strategic planning and positively facilitating organisational change	✓	
	IT skills	✓	
As appropriate the post holder will contribute to and represent the Council/Partnership on relevant national public and private sector bodies which develop and share policy, national standards and best practice (e.g. COSLA, Improvement Service and Scottish Government, professional bodies etc).	Report writing skills	✓	
	Presentation skills / confident delivery style	✓	
	Experience of actively working in the national arena and sharing best practice with other Councils and organisations		✓
Liaise with Elected Members as appropriate, to respond to queries, support policy development and improve the customer experience or reputation of the Council/Partnership.	Experience of working with elected representatives	✓	
	Understanding of the issues arising from working with non-executive stakeholders or politicians	✓	
Ensuring project and policy compliance with legal, regulatory, professional body and social requirements.	Ability to analyse problems and determine creative and practical solutions	✓	
	Ability to manage conflicting demands and meet timescales	✓	
Contributing to the development of the Service as a member of the wider Health & Social Care Partnership management team.	Experience of contributing to change outside of immediate area of responsibility		✓

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Managing the Health and Safety of staff working within their teams. Preparing and managing budgets and delivering agreed savings and efficiencies, ensuring compliance at all times with the Council's financial regulations.	Understanding and experience of Health and Safety requirements Financial management skills	✓ ✓	
Ensuring compliance with statutory, regulatory and governance requirements, reporting to strategic and other relevant Committees as part of the Council's governance framework.	Comprehensive knowledge and awareness of relevant regulation, legislation and statutory requirements Analytical skills	✓ ✓	
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required

Before confirming appointment: You may be required to obtain PVG scheme membership or a Disclosure check. Please refer to the job advert for clarification of the specific requirement.

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Additional Information – the following information is available:

- Skills Framework (if applicable)
- **How** we work matters

Expected Behaviours – It is essential that you display the following behaviours as they are expected of all our employees:

- Take Ownership
- Focus on Customers
- Work Together
- Embrace Technology & Information
- Deliver Results