

MIDDLESBROUGH COUNCIL
SOCIAL SERVICES
MODERNISATION & PERFORMANCE UNIT
JOB DESCRIPTION

JOB TITLE: User/Carer Support Services Manager	GRADE: POC/D
CAR USER STATUS: Essential	TELEPHONE USER STATUS: N/A
LOCATION: Civic Centre (initially)	

Responsible to: Head of Modernisation & Performance

Job Purpose: To support the Head of Modernisation & Performance in the provision of effective management within the Modernisation & Performance Unit, ensuring that it meets its stated aims and objectives

Main Duties and Responsibilities:

1. Management of all staff and resources within user/carers support services.
2. Contribute to the strategic development of Social Services, both through the activities of the service and through wider corporate involvement, as appropriate.
3. Within the post's designated area of responsibility, to ensure :
 - effective management of resources within budget
 - delivery of agreed outcomes
4. Develop effective relationships with all stakeholders, including :
 - Social Services operational leads
 - other Council Directorates
 - external partners/stakeholders (e.g. Health)
 - Service Middlesbrough

5. Aim to achieve equality of access and treatment in employment and service delivery by the development of key strategies and monitoring of performance.
6. Assist the Head of Modernisation & Performance with the process of review and change.
7. Assist in the development of a culture consistent with the Council's vision of enthusiastic and forward looking partnership working and the delivery of efficient and effective services.

Other duties and responsibilities as directed by management in line with the nature and grade of the post.

General / Miscellaneous

1. The above duties and responsibilities cannot totally encompass or define all of the tasks which may be required of the postholder. The outline duties may therefore vary from time to time without materially changing either the character or level of responsibility. These factors are reflected in the post grade.
2. Middlesbrough Council is totally committed to continuous organisational and employee development. The postholder is required to participate fully in all initiatives which facilitate continuous improvement in both service quality and employee development and performance.
3. All employees are expected to demonstrate a commitment to the principles of equal rights both in relation to employee issues and service delivery and adhere to the policies of the Council in the performance of their duties.

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PERSON SPECIFICATION

POST TITLE: User/Carer Services Manager

FACTOR	ESSENTIAL	DESIRABLE
Qualifications	Degree standard education (or suitable work related experience)	Evidence of further professional development Management qualification
Experience/knowledge	At least 2 years senior management experience with Local Government Social Services legislation and developments in Government guidelines Budget management and control	Management experience within Social Services Establishing and monitoring quality control and quality assurance systems
Skills / Abilities	Leadership skills Financial management Inter-agency collaboration / working Strategic thinking	Quality management processes Project management
Other (e.g. attitudes, interests etc.)	Team Player Good inter-personal skills Confident and self motivated	