Job Description

Post title: Programme Director Integrated Care

Service area: Adult Social Care

Grade: CO4

Reports to: Deputy Director, Assurance, Strategy and Improvement

Your team: Assurance, Strategy and Improvement

Number of supervisees: 3 – 4

Our ambition

We’re determined to make Islington more equal. To create a place where everyone, whatever their background, has the opportunity to reach their potential and enjoy a good quality of life.

We also have an ambitious goal – to be the best council in the country – with every employee clear about the part they play and inspired, focused and supported to give their very best.

We want to build an organisation where employees feel valued, inspired and empowered to help us achieve our goals and provide the best services possible to our residents.

Islington Borough Partnership have agreed a broad range of high-level priorities and outcomes to deliver real impact for residents. **The Islington Borough Partnership vision is:**

Islington is a place where people live healthier, happier, longer and more independent lives

The programme plan includes four core priority programmes and a range of enabler programmes, led by local partner leads who facilitate operational and strategic groups. The Borough Partnership is responsible for the oversight and progression of the vison, outcomes, delivery programmes and embedding integrated approaches across the health and care partner organisations.

Our values and behaviours

‘Be Islington’ is about setting a clear challenge about what it means to be an Islington employee and sets the standard for every new recruit.

We ask our employees to ‘Be Islington’ – playing their part in working together for a more equal borough and to always be collaborative, be ambitious, be resourceful, and be empowering (‘CARE’).

Our commitment to challenging inequality

We are committed to tackling inequality, racism and injustice and creating a more equal borough for all. In order to do this, we need to set the example by being a fair employer and creating a workplace environment which is free from discrimination, racism and inequality. Our approach needs to be proactive, consistently learning to create a more equal workplace and foster a culture which empowers all staff to challenge inequality. Equality is at the heart of what we do. We want to celebrate and embrace our differences by:

* Ensuring our workforce is representative of the people we work on behalf of, our residents
* Creating equitable working environments and diverse teams
* Understanding our residents in order to design and deliver services that help tackle inequality and improve life chances for our residents
* Getting to know people and their differences
* Interpreting issues and concerns from a cultural perspective and address situations or problems from the points-of-view of multiple cultures

Key responsibilities

As part of the Divisional Management Team in Adult Social Care you will help lead on the delivery of the vision for Adult Social Care: *For Islington to be a place made up of strong, inclusive and connected communities, where regardless of background, people have fair and equal access to adult social care support that****enables residents to live healthy, fulfilling and independent lives.***

Your leadership will ensure that we do this by working with residents and partners to enable new ways of working in the following areas:

* Prevention and Early Intervention - Working proactively to build on residents' skills, resilience and capacity to make positive and sustainable changes
* Problem Solving at the first point of contact – Highly skilled staff utilising a strengths-based approach to ensure a proportionate enabling solutions and support
* Outcome focused short term interventions – A focus on maintaining or improving independence by initiating short term creative interventions
* Responding to complex needs – Holistically managing complex situations to achieve the best life outcomes for the vulnerable residents

Islington is committed to providing high quality adult social care to its residents. In line with the changing needs and expectations of our residents and communities, our services must continually evolve and transform to ensure that we continue to meet their needs.

We have increased budget pressures and the ongoing need to deliver services in line with our statutory obligations and other legislation, which you will manage and deliver against.

We place high importance on strategic leadership and management and leadership skills. The person appointed will make a key contribution to the leadership and direction of Adult Social Care and the council as a member of the Senior Leadership Team and the directorate’s management team.

We are looking for someone who has achieved significant success and can apply fresh thinking and new ideas to Islington, challenging the status quo and driving forward innovation and service excellence across ASC.

For us leadership involves balancing the development and the driving through of strategy and change with keeping an eye on the detail in order to drive performance improvement. We are looking for someone who can achieve this balance as well as create a positive, development culture for staff that supports and encourages a representative and diverse workforce.

We’re looking for someone who is setting their sights high. We want only the best for Islington, and you will play a key role in ensuring that Islington Council continuously improves, delivers its key change programmes and provides first class services to the people of the borough. As part of this we expect you to help evolve and deliver against our commitment to co-production, ensuing the voices of residents are at the heart of everything we do.

You need to be a strong collaborator with experience of working with colleagues and partners to make a strategic contribution. You should be able to evidence your ability to gain the trust and support of key stakeholders, including Councillors, senior managers and partners.

You will drive wider quality assurance and best practice initiatives across internal and external provision, ensuring a strengths-based approach permeates decision making at all levels and that a culture of reflective learning and improvement is developed and embedded.

Our aim is to create a health & social care workforce that works seamlessly together to improve outcome for residents. This will include an integrated point of access which supports effective and efficient multidisciplinary decision making and planning, to reduce delays, avoiding duplication and bridge gaps, whilst ensuring the delivery of the right support at the right time to optimise independence and confidence, enable recovery and prevent decline.

The post-holder will be responsible for the delivery of the Integrated Care – Programmes of work​. This will include an integrated front door to jointly screen and triage Urgent Health and social care referrals, aligning urgent response and recovery processes and resources to prevent hospital admission and support hospital discharge and exploring the option of creating 3 integrated community hubs for Health + Social Care professionals to support those with longer term more complex needs.

Leadership

To contribute proactively to the collective leadership for the council, working collaboratively with the ASC Senior Leadership Team, Members, services across the council, partners and stakeholders to deliver the council’s objectives and priorities.

To drive positive cultural change, embodying and promoting the values and behaviours of the council and empowering staff to reach their full potential. Ensure that the performance and development framework is effective for all staff. You will be committed to the strength-based practice model, with a person-centred approach, promoting independence, community connection and measurable outcomes.

You will be expected to lead on and ensure the effective implementation of corporate initiatives and transformation programmes that cut across the whole or part of the council’s activities.

To lead continuous improvements within Integrated Care, working in collaboration with managers, practitioners, partners, providers, service users and carers ensuring consistently high standards of practice.

To support the Deputy Director for Assurance, Strategy and Improvement, deputising for meetings and duties as required.

Team and supervision

Ensuring the multi-disciplinary staff team is supported and developed to manage their careers successfully and to enable and empower them to deliver improved outcomes for residents.

Chair meetings, including inter-agency, multi-disciplinary meetings and Partnership Boards as required.

Achieve agreed service outcomes and outputs, and personal development targets, as agreed with your supervisor.

Ensure that duties are undertaken with due regard and compliance with the Data Protection Act and other legislation

Carry out duties and responsibilities in accordance with the Council’s Health and Safety Policy and relevant Health and Safety legislation

Follow all required legislation, procedures and guidelines and ensure staff do the same.

Service delivery

To Programme Manage the implementation of a transformational change programme, supporting the delivery of an integrated model of recovery, independence and self-directed support in which service users and carers are supported to determine their own outcome focused solutions.

To develop effective partnerships with other services and agencies, and in particular the Whittington Health Trust, the Camden and Islington Foundation Trust, NHS Commissioning organisations and the Voluntary Sector organisations, in order to provide seamless services and support to service users and their carers and promote a multi-agency and multi-disciplinary approach with the service.

Ensure the programme has a clear and proportionate programme management infrastructure including suitable governance and reporting arrangements and resources.

To identify risks, issues and dependencies within the programme and with other programmes and projects.

To ensure that the programme is supported by a clear and effective communication plan directed to all relevant stakeholders

To ensure that co-production with service users and family carers is embedded within the programme and ensure delivery of a resident engagement plan

Develop integrated systems to enable reliable data collection, monitor performance of functions, baseline current performance, provide insight for service development and track journey to improved resident experience.

To identify and address capacity and performance issues within the Services and implement changes that need to be made.

Support engagement work with PCNs in the three Islington Localities.

Support the development of the Mental Health workstream which has a thread through all the other programmes.

Support exploring estates opportunities for co-location of services.

Develop delivery pathways creating a standardised assessment, with automated referrals and advice.

Develop dynamic MDT forums to collectively manage risk and make timely decision, building on strengths and enabling independence.

To ensure that strategic decision making, and organisational change is influenced by expert professional knowledge and practice and ensure that the needs of adults at risk and carers are effectively addressed.

To develop and maintain effective relationships with external stakeholders, partners and agencies, representing and promoting the Council’s interests with these groups.

To lead on member’s enquiries, complaints and freedom of information requests within the council and the Trust.

Write complex reports and present these in a range of formal settings when required, as well as to be able to present and explain highly complex reports to internal and external stakeholders.

To keep abreast of latest developments, thinking and innovation in integrated care to improve services in Islington.

Committed to the Council’s CARE values and ASC principles to demonstrate this commitment in the way duties are carried out.

Committed to tackling inequalities and improving access to services, increasing support for people with the highest levels of need.

Resources and Financial management

To manage people, delegated budgets and other resources, utilising them innovatively and creatively to improve service outcomes, ensuring expenditure is contained within cash limited budgets, that risk and need are balanced and ensuring that timely corrective action is taken to deal with any variances that arise.

Ensure the service complies with the Council’s corporate governance including risk management, performance monitoring, information governance, and staff supervision and performance management.

Comply with all resource and finance governance processes, cost controls and income maximisation in an ever-changing environment, fluctuating demands and priorities.

Compliance

To ensure the Integrated Care Service has effective systems for managing value for money and risk management, business continuity arrangements, commissioning plans, business planning, change management and contract management processes required to deliver high quality, cost effective, transformed and modernised services that meet the needs of our residents and help drive the quality and improvement required in readiness of the new CQC inspection regime. To also support the wider ASC Senior Leadership Team to provide this assurance service wide.

At all times to carry out responsibilities/duties within the framework of the Council's Dignity for all Policy. (Equal Opportunities Policy).

Ensure legal, regulatory and policy compliance under GDPR, Health and Safety and in area of your specialism identifying opportunities and risks and escalating where appropriate.

## **Budget responsibilities**

## **Responsible for budgets related to programmes and projects of up to £10 million.**

Work style

Islington Adult Social Care is committed to agile working and helping our people balance work

and home life. We trust our staff to work in the most appropriate way to deliver excellent services to our residents. Agile working and accountability go hand in hand. We expect everybody to take responsibility for ensuring their work is completed on time and to high standards.

## **Person specification**

You should demonstrate on your application form how you meet the essential criteria. Please ensure you address each of the criteria as this will be assessed to determine your suitability for the post.

#### Qualifications

| Essential criteria | Criteria description | Assessed by |
| --- | --- | --- |
|  | Programme Management qualification or equivalent experience | Application |
|  | Post-qualifying learning, extensive evidence of CPD | Application |

#### Experience

| Essential criteria | Criteria description | Assessed by |
| --- | --- | --- |
|  | Considerable experience of programme management | Application/Interview |
|  | Substantial experience of working in adult social care and/or health |  |
|  | Excellent understanding of the current context of health and social care | Application/Interview |
|  | Experience of multi-professional and interagency working and the challenges and opportunities that integrated working brings | Application/Interview |
|  | Experience of successfully delivering large and complex programmes within Adult Social Care or health | Application/Interview |
|  | Experience of managing budgets for a service within Adult Social Care, or a similar organisation | Application/Interview |
|  | Experience of working with people with differing needs and from black and minority ethnic communities in inner city areas | Application/Interview |
|  | Experience and understanding of strengths-based approaches and applying this in practice  | Application/Interview |

#### Skills

| Essential criteria | Criteria description | Assessed by |
| --- | --- | --- |
|  | Ability and credibility to build relationships influence and engage successfully with colleagues, partners and clients at all levels in complex or politically sensitive situations. | Application/Interview |
|  | Ability to write formal reports to a high standard for a range of audiences   | Application/Interview |
|  | Knowledge of innovative new models of care in adult social care and health  | Application/Interview |
|  | Knowledge of effective approaches to change management | Application/Interview |
|  | Excellent time management skills to manage a complex workload prioritise and set deadlines and cope with conflicting and changing demands. | Application/Interview |

## Special requirements of the post

| Essential criteria | Criteria description | Assessed by |
| --- | --- | --- |
|  | This role will require you to obtain an Enhanced satisfactory clearance from the Disclosure and Barring Service (DBS) | Employment Checks |
|  | Ability to meet out of hours commitments when required in connection with the responsibilities of the post.  | Application/Interview |
|  | This post is subject to the council’s policy on pecuniary and personal interest. | Application/Interview |
|  | This post is designated as politically restricted. | Application/Interview |

Our accreditations

Our accreditations include: the Healthy Workplace award; Timewise; London Living Wage Employer; Disability Confident Committed; The Mayor’s Good Work Standard; Stonewall Diversity Champion; and Time to Change.

