Job Title: Head of Lifelong Services
Directorate: Care, Wellbeing and Education
Reports to: Director of Adults Operations
Direct Reports: Operational Managers (detail tbc)

Job Context and Purpose
West Sussex County Council has just refreshed its ambitious and far reaching corporate plan, Future West Sussex, which aims to make things easier and better for people living in our county so they receive the very best service for the best value for money.

Our priorities are:
- Best Start in Life,
- A Prosperous Place,
- A Strong, Safe and Sustainable Place,
- Independence for Later Life,
- A Council that works for the Community.

The Head of Lifelong Services will lead and deliver a coherent approach to working in partnership with people with lifelong disabilities and autism of all ages, and their families, and other stakeholders which will:
- offer early intervention, build on their strengths to develop skills and independence;
- promote and maintain safety and good health;
- encourage and facilitate employment, valued roles and relationships within their communities; and
- make best use of public money.

Working with elected Members and the departmental leadership team, the Head of Lifelong Services will lead and direct services for people with lifelong disabilities or autism from their first contact with social care services. This will include strategic planning; operational, financial and performance management; ensuring effective service delivery; safeguarding in line with Children’s and Adults’ procedures as relevant; and compliance with legislative requirements.

We are expecting approximately 3600 children, young people and adults will receive support via Lifelong Services. It is estimated that the budget will be in excess of £110 million pa and incorporate the Learning Disability Pooled Budget; and that there will be in the region of 120 staff employed by the Council reporting to the Head of Lifelong Services. In addition, there are currently 40-50 NHS staff who are based within Community Learning Disability Teams who will be part of Lifelong Services.

This role will work with a wide range of stakeholders, particularly people with lifelong disabilities or autism and their families, in relation to service development and effective delivery, in order to secure better outcomes and to strengthen and increase individual and family resilience. The Head of Lifelong Services will also have responsibility for operational commissioning and contracting functions.
Key Accountabilities
Lead the implementation of the transformation to and delivery of Lifelong Services for the Council, ensuring that intended outcomes are being achieved through effective management against key performance indicators.

Be responsible for significant delegated financial budgets (approximately £110m per annum) and resources ensuring that they are allocated effectively for the delivery of intended outcomes in a manner which demonstrates value for money and compliance with relevant legislative requirements, policies and guidelines.

Develop business plans to implement the agreed business strategies for the Council and its partners which are focused on delivering the political objectives and priorities of West Sussex and which mitigate all identified risks.

Provide strong, visible and collective leadership across the Council and its partners which builds a culture of high performance, inspires people and supports the delivery of the Council’s strategic objectives.

Ensure that there is a clear and consistent focus across the Council and its partners on delivering an inclusive and outstanding customer experience to all of the citizens and communities of West Sussex.

Lead the analysis of the needs of the individuals with lifelong disabilities or autism of West Sussex and the available market provision for them and their families to support the commissioning and delivery of the best possible outcomes.

Lead the planning and design for individuals with lifelong disabilities or autism to support the commissioning and delivery of the best possible outcomes for the citizens and communities of West Sussex.

Lead the procurement and contracting for individuals with lifelong disabilities or autism to ensure that they deliver intended outcomes in a manner which represent long-term value for money at an acceptable level of risk for the Council; and to take into account the needs other adults who have acquired a disability later in life.

Contribute to the development of key relationships for the Council with a defined range of external organisations to enable the development and delivery of effective outcomes through collaborative, joined-up working.

Behavioural Competencies
Customer Centred – Putting the customer at the centre of what we do
Embeds a customer focussed culture
• Ensures that the workforce/partners keep customers’ needs at the forefront of what they do e.g. through the use of performance management processes, modelling etc.
• Acts as a role model for engaging and empowering the customer. Ensuring that the customer’s voice is always heard and informs the way we work

Customer Centred – Drives continual improvement
Challenges performance levels
• Challenges the status quo and existing performance levels.
• Sets challenging goals that focus on step change improvements
Maintains focus over the long term and delivers even in the face of significant challenges
Is at the forefront of thinking in their area and informs the thinking of policy makers

**Listens and acts upon** – Involves and engages
Makes time for conversations
- Is approachable and invites conversation, discussion and sharing of ideas and opinions across the organisation with partners, customers and other external bodies
- Constructively and appropriately challenges peers, partners, Members and more senior leaders to model the agreed values and behaviours
- Models empowering conversations by adopting a coaching style approach were appropriate

**Honest and realistic** – Is confident and self-aware
Takes Calculated risks
- Pro-actively takes on challenges
- Remains open, confident and willing to speak out even in the face of unpopular or high risk situations
- Willing to take risks and push boundaries even when this may be uncomfortable, unpopular or when others can’t see the need to do this

**Trust and support** – Works collaboratively to achieve goals together
Builds cross partner alignment across the area
- Acts with integrity. Is open and honest in decision making and responds consistently
- Creates collective commitment to goals across different partners
- Helps create joined up solutions across partners and high value solutions

**Genuinely valued** – Engages with others and support continual learning and creativity
Creates a learning culture
- Establishes systems to ensure that future organisational development needs/culture are assessed and met on an on-going basis
- Acts as a role model e.g. when things go wrong they support the organisation to use it as an opportunity to learn rather than ‘blame’, provides on-going opportunities for organisational learning
- Publicly invests time in learning and development activities.

**Visible Leadership**
- Creates opportunities to engage with employees at all levels of the organisation
- Is approachable, inviting opinions and views and suggestions from employees, partners and customers
- Able to communicate a compelling vision to key stakeholders internally and externally to achieve operational outcomes.

**Dimensions**
Area of impact – shared responsibility for a budget circa £110m
Knowledge, Experience and Qualifications

- Educated to post-graduate level or equivalent experience with a Social Work, Occupational Therapy, Nursing or related professional qualification.
- Management qualification desirable.
- The post holder will need to demonstrate good knowledge in relation to:
  - The main legislation relating to Adults’ and Children’s social care
  - Regulatory frameworks and requirements
  - Impact of disability or autism on individual development from social care and health perspectives
  - The current challenges facing local government and the NHS generally and West Sussex County Council and the NHS in West Sussex particularly
  - Commissioning and contracting with sound financial and commercial awareness
- Significant experience of working with individuals with physical or learning disabilities and/or autism.
- Recent experience of successfully leading the delivery of strategic objectives and business plans
- Extensive prior experience of leading a team or affiliated discipline in a large organisation, translating business strategy into effective operational plans
- Successful experience of establishing and embedding business processes and governance including strategic planning and performance, financial and risk management
- Significant experience of working closely with partners including service users and families, NHS and independent sector providers
- Demonstrate knowledge and experience of leadership processes, planning and performance and risk management in children’s and family services.
- Broad knowledge of public sector services, the macro social and economic context within which local authorities work and the implications of this for delivery of County Council’s aims.
- Experience of working at a senior leadership level in a political environment with the ability to demonstrate leadership and management interventions which have resulted in improved outcomes for service users.
- Experience of successfully managing competing budgetary priorities within the tight financial limits and delivering effectiveness and value for money.
- Evidence of continuing professional development in leadership and business management.

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