JOB PROFILE

# JOB Profile SUMMARY

Job Title: County Adaptations Manager (CAM)

Reports to: Director of Housing & Communities CDC & dotted line to Executive Director, WSCC

Date: 1/6/2018

## Organisational Chart

# Main Purpose of JOB

***Why*** *the job exists (summarise)*

* To lead and develop an efficient and innovative shared Adaptations Service on behalf of West Sussex County Council and 7 District & Borough Councils within West Sussex. Ensuring legislative and budgetary duties are complied with in regard to Disabled Facilities Grants (DFG) and the Better Care Fund.
* To develop and implement the new operations model for the delivery of DFG and other adaptations as agreed by West Sussex Chief Executives and Leaders
* To facilitate collaboration and co-ordination across 7 districts/boroughs, the County Council and other stakeholders, as a single coordinating point for delivery of home adaptations in accordance with the new operations model.
* To maintain and improve performance throughout the customer journey ensuring people are supported to stay in their homes for longer, or return from hospital sooner.

***What*** *it has to achieve (this should describe the ultimate aim of the job rather than its component parts e.g. WHAT is done, to WHAT/WHOM, to WHAT end)*

* To improve delivery of adaptations across the county of West Sussex , for Customers to *“Help me to live in my own home – easily and with dignity with the right adaptation when I need it”.*
* To ensure a pooled budget and resources is used to maximise benefit to the county’s residents through a uniform policy and effective and responsive service delivery.
* To ensure performance is consistent across all authorities and work with DFG managers and OT managers to resolve performance issues where they occur.
* To innovate and use new technology to support people to stay in their own homes for longer.

# Key Duties/Accountabilities

1. Develop and implement a uniform policy for approval.
2. Prepare, monitor and control pooled budget for adaptations across all 7 districts/boroughs in West Sussex and the County Council, to ensure that expenditure is within budget and directed to areas of County with greatest need.
3. Ongoing strategy and policy development for adaptations delivery so that it continues to evolve in line with national policy, technical innovations and learning from others.
4. Co-ordinate operational staff across the districts and boroughs to ensure that suitable local resources are applied consistently to adaptations delivery across the County.
5. Manage performance of delivery across the whole customer journey, from 1st contact to completion of adaptations, to ensure that performance improves significantly and is then maintained at an acceptable level.
6. Analyse and report on key measures of demand and delivery to identify trends and areas for improvement.
7. Deliver multiple sub-projects to achieve implementation of strategy and policy.
8. Keep abreast of national policy matters to inform local policy development.
9. Work with external stakeholders such as CCG, hospital trusts, GP’s, Housing Associations etc, to ensure the outcomes are achieved.
10. Develop and implement a new procurement framework for DFG’s to be used across the West Sussex authorities.

# ADDITIONAL DUTIES AND ACCOUNTABILITIES

*(add additional rows as necessary)*

# KNOWLEDGE, SKILLS & EXPERIENCE

*(This section is to define/qualify the expertise/capability which is ESSENTIAL to meet job demands)*

## Business Knowledge

*(summarise areas of business knowledge required to perform the role effectively)*

1. Broad knowledge of housing and social care matters, and wider local government and health context.
2. Understanding of all relevant legislation.
3. An understanding of the adaptations process in wider context.
4. Knowledge of business transformation and systems redesign. Prince II or equivalent.

## Essential Functional / Technical Skills

*(summarise essential skills / experience / specialised knowledge required to perform the role effectively)*

1. Extensive experience of leading and delivering complex partnership projects
2. Complex policy development
3. Track record of delivery of innovation and transformation
4. Data analysis and reporting
5. Proven ability to manage and direct resources
6. Co-ordination of staff across a wide range of stakeholders
7. Clear written and oral communication
8. Proficient in relevant IT software applications
9. Strong negotiation and influencing skills to deliver outcomes

## Qualifications

*(what qualifications are essential to do the job?)*

1. Management qualification or qualified by strong relevant experience
2. Degree or equivalent

## Personal Attributes / Competencies

*(summarise essential personal characteristics required to perform the role effectively)*

1. Able to think corporately and strategically
2. Ability to drive and deliver results and improve performance
3. Good communicator and team player
4. Ability to think innovatively and practically
5. Flexible and proactive approach
6. Resilience to challenge and accept challenge
7. Ability to travel across the County
8. Ability to manage relationships in a complex partnership setting
9. Ability to instigate change within a complex environment
10. Self-motivated and able to work under pressure, both autonomously and within a team.

This Job Profile is a description of the job as it is currently comprised.  The Council reserves the right to review and amend this Job Profile from time to time, if required to enable it to effectively carry out its functions.  Any changes that are made would be done so in consultation with the post holder and would be commensurate with the grade or salary of the post.