Portsmouth CITY COUNCIL

Portsmouth Access Team Development Manager

Salary: Band 11 - £48,738 - £53,051 p.a.

Hours per week: 37

Location: Civic Offices, Portsmouth

Contract type: Fixed Term Contract/Secondment until 31.03.29

What is the role?

Located in the Civic Offices, Guildhall Square, Portsmouth, you will report to the Commissioned Support & Safeguarding Manager within the Housing Needs, Advice & Support (HNAS) Service of Portsmouth City Council.

You will work with senior managers and leaders across directorates within the council to assist the organisation and its partners in improving outcomes for residents presenting with multiple disadvantages; these may include (but are not limited to) homelessness, substance use, mental ill-health, domestic abuse and involvement with Criminal Justice services.

Working arrangements

You will work with key stakeholders including:

- Residents, users, carers and their representatives
- Senior managers and commissioners across Portsmouth City Council
- Senior managers and clinical leaders as part of Health & Care Portsmouth
- Leaders and partners within local integrated care systems
- Service managers and clinicians in primary and secondary care health services and Social Care services
- Probation and Criminal Justice services
- Commissioned care and support providers

You will be expected to develop excellent working relationships with peers and colleagues such as other project managers, contract officers, finance, administration and support staff as required.

Key Responsibilities

You will support the implementation and development of the Portsmouth Access Team, a new multi-disciplinary team comprised of frontline professionals and subject matter experts providing interventions, support and safeguarding to service users presenting with multiple disadvantage and complex needs.

Members of the team may include a senior social worker, a probation officer, housing professionals, mental health lead professionals, substance use practitioners/ alcohol nurses and a domestic abuse advocate. Frontline professionals from other services may be added to the team in the future as it further develops.

You will provide operational oversight and day-to-day resource and line management functions for the new team, enabling and facilitating the multi-disciplinary approach that the team model offers to reap full benefit for its service users. Alongside this, a flexible, matrix

management approach will ensure detailed, role-specific casework supervision is provided to individual team members by their "parent" service or agency.

You will utilise research, systems evaluation and analysis skills in order to interpret data and information from the team's work to support the further development of strategies, service models and delivery plans for supporting individuals with complex needs and multiple disadvantage; providing performance management information; recommending housing, health and substance use priorities for the Health and Well Being Board and identifying and executing further research to address gaps in knowledge.

You will work closely with, and seek to influence, senior leaders from multiple agencies to ensure their continued engagement and support for the Portsmouth Access Team, including providing staff to work as part of the integrated and co-located team. You will develop and maintain positive partnerships with key stakeholders across all sectors to ensure achievement of strategic goals for Portsmouth City Council and its partners, improving the quality of services and encouraging innovation.

You will develop care and support pathways for service users presenting with multiple disadvantage which are effective and person-centred, using innovative approaches to facilitate service improvement and integrated service delivery, identifying opportunities for efficiencies and value for money.

You will consult with and involve service users and carers in the design and review of public health services.

You will undertake service reviews / audits and quality monitoring initiatives, informed by "Systems Thinking" principles.

You will use a wide range of data sources to analyse need, identify gaps in service provision and develop strategies to tackle unmet need.

You will line manage staff, taking responsibility for appraisals, performance, disciplinary and grievance matters.

As a manager you will be expected to undertake a broad range of business functions and processes in support of the service including budgetary responsibility.

Analysis and data management

In order to understand and demonstrate the effectiveness of the new team's work you will analyse and interpret highly complex and sometimes conflicting data and information including:

- Performance data
- Capacity and demand data
- Benchmarking data relating to existing or comparable services
- Financial data

Prioritising

You will work collaboratively to lead and support on the delivery of key priorities and strategic objectives for the council to ensure the best possible outcomes for residents presenting with multiple disadvantages.

You will appraise priorities and develop strategic plans whilst ensuring robust risk management. You will ensure these strategies align with the council's short-, medium- and long-term strategic objectives and the priorities of the Homelessness Partnership Board, the Portsmouth Safeguarding Adults Board and the Health & Well Being Board.

Design, Delivery and Collaboration

You will lead on the planning, implementation and operational delivery of a new multi-disciplinary team that will work with and support some of the city's most complex and marginalised residents. You will collaborate across organisations and boundaries, working in partnership with organisations, teams and individuals to deliver the service, demonstrating project management skills to ensure the timely achievement of plans.

You will ensure effective mechanisms for consultation with service users and their carers and ensure that their needs are appropriately reflected in service delivery and commissioning plans.

You will develop and implement performance measures to understand the success of the team's work and approaches to service delivery. You will support commissioners with the transformation of service provision, informing the development of new service specifications and delivery models with measurable outcomes and KPIs.

Leadership, Management and Governance

The post sits within the Housing Needs, Advice & Support (HNAS) Service of the Housing, Neighbourhoods & Building (HNB) directorate, reporting to the Commissioned Support & Safeguarding Manager.

Reflecting the matrix management element within the team itself, you will also work closely with senior managers within Public Health and Adult Social Care to support and assist all three directorates to improve service delivery and outcomes for some of their most vulnerable and marginalised customers; ensuring people have access to the right accommodation, care and support and reducing health inequalities across the city.

You will engage with the Portsmouth Access Team's Steering Group, deploying high-quality interpersonal skills to establish credibility and confidence amongst commissioners, service managers and other stakeholders.

You will need to inspire and motivate stakeholders by articulating a clear vision for services in Portsmouth where there may be resistance to change or divergent opinions on the direction of change.

You will promote the corporate image and act as a role model for promoting Portsmouth City Council's purpose and values.

You will chair meetings and participate in or lead events in a professional and competent manner.

Taking responsibility

You will need to prepare complex reports and present these in a range of formal settings when required.

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You will ensure that the Portsmouth Access Team's workflow and outcomes are properly documented throughout and that all stakeholders use an agreed set of processes and systems where appropriate to support the team and project delivery.

You will ensure that service implementation and delivery outcomes have clear milestones and that they are delivered to time.

Who is the person?

You need to have:

- Relevant degree/ postgraduate qualification or evidenced professional experience in a related field.
- Project manager qualification e.g. Prince 2 practitioner would be advantageous but not essential.
- A good understanding of the needs, services, issues and barriers for people experiencing multiple disadvantage.
- Knowledge of strategic planning and commissioning, acquired through training and experience.
- Relevant experience working in a health, care, criminal justice or local government setting.
- An understanding of local authority and NHS decision making procedures.
- Programme and / or project management experience.
- Experience of involving service users, their carers and the public.
- A good understanding of child and adult safeguarding principles, procedures and referral mechanisms
- The ability to manage a budget.
- Line management experience.
- A good understanding of change management relevant to the job and team, including Systems Thinking principles.
- The ability to communicate across a wide range of organisational and cultural boundaries.
- An ability to facilitate constructive discussion and debate and to formulate programmes of action; ability to communicate goals in a compelling way.
- An excellent standard of report writing & IT skills.
- The ability to analyse and review highly complex facts and situations, where there may be a range of possible options, in order to formulate appropriate decisions.
- An ability to think strategically, exercising political sensitivity and judgement in difficult circumstances.
- An ability to manage complex projects of work with multiple stakeholders.
- An ability to exercise judgement when conflicting information and advice is provided.
- The ability to prioritise when working under pressure.
- An ability to work flexibly and adapt easily to matrix working.
- A proactive, responsive and enthusiastic approach; able to work on own initiative.
- A practical approach to problem solving.
- A person-centred and trauma-informed approach.
- An ability to easily travel across the Portsmouth area.
- A commitment to your own continuing professional development (CPD)

You will need to demonstrate that you have the Right to Work in the UK. No post will be offered without it.

General Data Protection Regulation (GDPR)

Portsmouth City Council is the Data Controller of any personal information you provide when applying for a job. It will only be used in connection with the recruitment process and will not be kept for longer than necessary. For more detailed information you can access the Data Protection Privacy Notice on our careers portal.