

Service Development Officer

PO6

Group: Community Based Services

Location: Civic Centre

Service: People with Disabilities

Line Manager: Service Manager

Car User Status: Casual

To support the Physical Disability & Sensory Impairment Health Improvement Group to develop, manage and sustain a service planning framework delivered through a skilled workforce in which people with a physical disability or sensory impairment and their families are at the heart of service development

The key roles of this post will include:

1. Assist the Service Manager for Physical Disability & Sensory Impairment to deliver the Health Improvement Group's priorities through the work of its sub-groups.
2. To research and evaluate the core skills needed to deliver quality services across the range of health and social care provision within Physical Disability and Sensory Impairment Services and inform a workforce planning strategy.
3. Build and maintain partnerships within the Health Improvement Group, Community Based Services, the Council and Health to ensure that the targets and priorities of the HIG and Physical Disability and Sensory Impairment Service is delivered.
4. Work strategically to plan the route for new developments and support work to mobilise resources for projects and initiatives.
5. Actively promote and open, transparent and inclusive service development system in the pursuit of change, ensuring information is shared in an accessible format including, sharing documentation, offering briefing sessions, and doing presentations.
6. Publicise the work of the HIG and its partnerships, and promote practice that is informed by the Social Model of Disability.
7. Ensure that service users and carers are at the heart of all service development, and are involved in all aspects of the work of the HIG, including leading sub-groups, delivering training, developing ideas and projects, and monitoring and review.
8. Organise meetings, seminars and training that contribute to service development.
9. Write reports, minutes, strategies and proposals and ensure they are accessible to users and carers.
10. Such other responsibilities allocated appropriate to the grade of the post.

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new types of worker
new types of working



Essential

Knowledge of:

- An up to date, working knowledge of recent legislation affecting services to the community in the social care / health sectors
- An understanding of the main national initiatives for improving the quality and standard of services to the community in the social care / health sectors.

Qualifications:

- Relevant degree / post graduate qualification in social work, nursing, occupational therapy and/or related training / educational qualification / discipline

Experience of:

- At least three years of policy and/or service development work within local government, health or the voluntary sector.
- Experience of working with disabled people and / carers within a social care and social inclusion context

Desirable

Knowledge of:

- Understanding of the management and impact of change and evidence of ability to manage human, financial and other resources to successfully deliver positive outcomes for users of services.
- Understanding motivational factors in day to day work settings

Experience of:

- Facilitating joint partnership working.
- Using MS Office or compatible software applications.
- Financial and performance management.
- Managing projects and/or services
- Planning services and service development.
- Evidence of the design, development and delivery / facilitation of a range of adult learning programmes

Serving the Community

Develops responsive customer focused services, operates professionally and with sensitivity.

Delivering Partnerships

Promotes co-operation by working with external partners to plan, develop and deliver the best service.

Political Awareness

Appreciates political interests, positions and policies and their impact on the Council and their management role.

Personal Impact

Is self-aware, acts proactively, accepts personal responsibility and communicates effectively.

Focusing on Results

Plans and monitors service delivery. Works with others to enhance provision. Strives to provide a quality service and continuously improve delivery.

Leading & Developing Others

Motivates and encourages teams and individuals. Provides direction and feedback and creates a climate of respect.