**Agenda For Change Job Description Template**

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| 1. **JOB IDENTIFICATION**   **Job Title:** Service Manager – Learning Disability  **Responsible to:** Head of Mental Health, Learning Disability and Addictions  **Department:** Mental Health, Learning Disability, Addictions  **Directorate:** West Dunbartonshire HSCP |
| **2. JOB PURPOSE** |
| To be accountable for the management and delivery of a range of services for Learning Disability and Transitions for West Dunbartonshire Health & Social Care Partnership incorporating operational, strategic and quality aspects combined with the future development of the service.  The vision of West Dunbartonshire Health and Social Care Partnership is that the people of West Dunbartonshire will live longer, healthier, happier, independent lives. The core values of West Dunbartonshire Health and Social Care Partnership are: compassion; respect; integrity; team work; equality; fairness; transparency; improvement; involvement, co-production and a person centred approach.  This role will support the Head of Service in the strategic management, development and performance of services taking a lead role in delivering organisational change that seeks to embed the culture and practice of the Health and Social Care Partnership in order to ensure the delivery of the Partnership’s key objectives, specifically in relation to the Community Plan; Community Living Change Fund; Single Outcome Agreement and Community Health Care Plans. The post holder will accept delegated accountability for the delivery of safe standards of multi-professional teams ensuring a focus on service user safety, effective management of resources, continuous improvement and staff training and development.   * Ensures robust governance arrangements through the HSCP including direct liaison with the Head of Mental Health, Learning Disability and Addictions. * Provides visible leadership, directing and supporting the achievement of local and national priorities and targets.   Overall strategic and operational responsibility for all Learning Disability staff working in clinical, social care and registered settings, including those working in support roles.   * Is accountable to the Head of Mental Health, Learning Disability and Addictions for the delivery of high quality, safe and effective clinical and social care services. * Leads on planning, developing and consulting on the re-designing of services within the remit of the role across West Dunbartonshire and as part of the NHSGGC Board wide response to the Coming Home Implementation report published in February 2022. * Is responsible for specific initiatives/projects agreed with the Head of Mental Health, Learning Disability and Addictions. * Leads on identified service re-design as delegated by the Head of Mental Health, Learning Disability and Addictions. This may include specific responsibility for organisational change tests of change, through a consultation process, with all learning disability services across all sites, and other areas, as appropriate. |
| **3. ROLE OF DEPARTMENT** |
| Delivery of all Learning Disability services, including Transitions, in West Dunbartonshire. These are developed, supported and facilitated by the HSCP.  The HSCP will be action focussed and will provide a clear two-way link between strategic direction and local solutions.    This will involve Councillors, relevant managers, community representatives and representatives of professional groups (including Social Work, Nursing, Allied Health Professional, Psychology and Psychiatry). The Health and Social Care Partnership is responsible for the planning and delivery of health and social care services across West Dunbartonshire. This includes direct management responsibility for social care services and for all health services that are agreed to be within the HSCP Agreement for this delegated area of responsibility.  Mental Health, Learning Disability and Addictions services are responsible for the management and delivery of all adult services for these areas across West Dunbartonshire. The remit of this role and its span of control within the service area is to:  Provide leadership and strategic direction to teams across Service areas, leading on the transformation of services, setting of standards, performance improvements and delivery of outcomes in order to meet the Partnership’s strategic development and implementation of the Best Value Quality and Performance Agendas.  Lead the development of strategic policy and service review for defined Partnership areas, ensuring Social Work, NHS legislation, Care Inspectorate regulations, national guidance and policy are implemented consistently to communicate what is expected in terms of acceptable performance from employees and services.  Lead on the overall management of Learning Disability services, including Transitions, assessing and providing policy advice/guidance on service specific agendas and to identify, analyse and create solutions to diverse and complex matters.  Manage the delivery of a range of Health, Social Work and Registered Services and provide strategic guidance in the development of partnerships and communications with a wide range of stakeholders, in accordance with legislative guidance and Health and Social Care Partnership policies and practices.  Contribute to Service and Corporate agendas while maintaining productive and co-operative working relationships with Elected Members, Trade Union representatives, NHS Board, Heads of Service, senior officers and stakeholders across partner organisations.  Chair the Future Landscapes workstream at NHSGGC Board level for Specialist Learning Disability Services (SLDS) and contribute to other workstream areas to deliver the Coming Home Implementation Report 2022.  Responsible for ensuring WDHSCP meet Dynamic Support Register reporting deadlines, and all work associated to achieve the requirements, for Scottish Government and Public Health Scotland, from July 2023. |
| **4. ORGANISATIONAL POSITION** |
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| **5. SCOPE AND RANGE** |
| Strategic and operational responsibility for the delivery of Learning Disability services, including transitions to adult services, across West Dunbartonshire. As a member of the Senior Management Team within Mental Health, Learning Disability and Addictions, responsible for leading service provision and transformational change for learning disability, the Service Manager will work alongside other managers and leaders for Social Work, Nursing, Allied Health Professionals, Medicine, Finance, as well as Business Support services colleagues, to develop tests of change to deliver the priorities outlined in the Coming Home Implementation Report. As part of this the Service Manager will Chair the ‘Future Landscapes’ workstream as part of the NHSGGC LD Board wide governance structure to develop new models of care to support hospital discharge, out of area placements and complex cases to ensure all of those with complex needs within learning disability are offered community based solutions, where possible.  Manages all Learning Disability budgets (including transitions to adult services), SLAs and commissioning arrangements within West Dunbartonshire. HSCP Annual budget : £184M   **Staff head count:** 2392 approx  **Population:**  West Dunbartonshire 90,000 approx  **Operational Unit Budgets:** Learning Disability - circa £19.6M  Reporting to the Head of Mental Health, Learning Disability and Addictions, the post holder will be employed by West Dunbartonshire Council or NHS Greater Glasgow and Clyde. The post holder has delegated responsibility for the Health and Social Work resource and Care Inspectorate registered services within a specific span of control.  Mental Health, Learning Disability and Addictions employs approximately 750 staff. Of those staff approximately 140wte are within the post holder’s span of control.  The post holder has responsibility for:   * Monitoring of performance and quality standards * To deliver a two year test of change model to support the Scottish Government’s Coming Home Implementation Report * Strategic development of partnership arrangements to support LD community resource * Recruitment of staff * Budgetary control * Overall strategic and operational leadership and management of staff   To achieve effectiveness across the organisation an integrated management approach and collaborative working is essential. This will require explicit agreement between postholders to facilitate new ways of working and clarity of roles and expectations of staff.  **Line management/staffing responsibility.** All Adult Learning Disability services, including Transitions, across West Dunbartonshire.  **Budgetary responsibility**: all Adult Learning Disability services, including Transitions, across West Dunbartonshire. |
| **6. MAIN TASKS, DUTIES AND RESPONSIBILITIES** |
| Corporate management/service planning    * To direct, lead, manage and be accountable for the planning and delivery of services in line with the Scheme of Delegation and Accountability, and to use the integrated model to ensure comprehensive Learning Disability services, including Transitions, for adults throughout West Dunbartonshire. * To lead and be responsible for a robust transitions strategy and programme for young people transitioning to adult care, particularly those with complex needs. * To have knowledge and be experienced in self-directed support and support clients and their families, where required, to be informed about access to different options. * Further develop formal community based pathways for those with critical and substantial need within LD. * Work with Housing to develop appropriate housing strategies for service users including core and cluster and day services. * Demonstrate a comprehensive working knowledge of National policies for Learning Disability, Autism, Carers and good practice in relation to Transitions. * Work with the strategy and transformation team and procurement to develop, manage and review those services commissioned through the Independent/third sector with responsibility for ensuring good practice and financially sustainable solutions that meet the needs of service users. * To underpin the corporate agenda by redesigning and being accountable for services to meet local and national targets and outcomes within allocated resources. * To develop service delivery plans in line with local needs and the agreed corporate strategy, involving local staff, service users, carers and the community in this process so that they meet local need. * To be accountable for the design, implementation, management and evaluation of service plans addressing local and national priorities and the delivery of the West Dunbartonshire HSCP Strategic Plan. * To redesign services through organisational change policies, involving multidisciplinary teams and Trade union representatives, to ensure buy-in, co-production and ownership across a range of stakeholders within West Dunbartonshire. * To have accountability and responsibility for the governance, risk management and health and safety agendas within Learning Disability services, including Transitions, identifying, managing and escalating risk appropriately. * To lead on specific projects assigned by the Head of Mental Health, Learning Disability and Addictions or the Chief Officer. * To develop and manage LD Contracts and Service Level Agreements in accordance with the strategic plan, good commissioning practice, as outlined in the Review of Adult Social Care Report and in line with the Coming Home Implementation Report. * To redesign services while ensuring robust clinical, social care, financial and staff governance.  Functional leadership  * To ensure managers develop individual objectives and personal development plans and create a vision of personal continuous improvement for all staff. * To direct and be accountable for the implementation of corporate strategy within West Dunbartonshire through the work of key professionals. * To have overall responsibility for the performance management of individuals throughout Learning Disability services including Transitions. * To lead and manage the development and delivery of services within West Dunbartonshire, ensuring effectiveness, efficiency and integration of all services at a local level. * To direct, manage and be accountable for service change, reflecting local, regional and national initiatives such as the Community Living Change Fund and the Coming Home Implementation Report priorities. * To provide overall management advice, across all levels of management, for Learning Disability services. * To work with staff and Unions to follow organisational change policies to develop and review service standards and act as an interface between strategic and operational management. * To provide leadership and strategic direction to all Learning Disability and Transitions staff in the face of conflicting guidance within, and between, professional groups and registered bodies, in line with current governance, legislation and evidence based practice frameworks. * Ensure legal responsibilities under the Adult Support and Protection Act are fulfilled to ensure that adults at risk of harm are protected through multi-agency work and the appropriate legal pathways. * To provide intuitive and adaptive leadership in volatile and complex situations. * To provide cover, as required, in the absence of the Head of Mental Health, Learning Disability and Addictions.  Service Redesign  * To oversee, manage and take the lead role in service redesign to ensure effectiveness and responsiveness as part of the network of comprehensive integrated services. * To develop business cases and service plans in conjunction with partners in the statutory and voluntary sector. * To access funding to support the development of services from a variety of sources e.g. Community Living Change Fund and to deliver the outcomes as reported to Scottish Governement. * To be responsible and accountable for the leadership and management of complex projects (both revenue and capital), such as chairing the Future Landscapes initiative for NHSGGC, implementing them within agreed timescales and within available resources. * Use research findings to evidence best practice and inform the development of services.  Service user focus  * To facilitate the involvement of service users and carers in planning, review and development of services at all levels. * To establish and develop partnership working with all stakeholders within and external to West Dunbartonshire HSCP; to anticipate area wide clinical and social care need and to monitor clinical and social care effectiveness and service efficiency through audit. * To be responsible for involving patients, clients, carers, staff, service users and other external organisations in the redesign of services. * To work with local community groups to achieve a local community perspective and a shared understanding of issues. * To meet with MPs and MSPs elected members and Board members as required providing a perspective on Learning Disability and Transitions issues.  Regional and national working  * Contribute, as appropriate, to the West Dunbartonshire Health and Social Care Partnership and NHS Greater Glasgow and Clyde LD Board and Regional developments reflecting experience within West Dunbartonshire Council and NHS Greater Glasgow and Clyde and adding value to work within the Operational Unit. * To foster good and effective partnership arrangements with a range of partners. * Communicate and engage with a wide range of people through all disciplines within the Area and Operational Unit, the West Dunbartonshire Health and Social Care Partnership, wider Council and NHS Greater Glasgow and Clyde. Postholder requires good communication skills, tact, or patience in order to get complex messages understood and acknowledged. The skill set must include the ability to motivate, negotiate, present and persuade groups of staff who may on occasions be hostile to the information being relayed. * Communicate changes/new ways of working so that all are aware and understand. Some staff may not agree or adapt to change necessitating a high level of influencing and persuasive skills. * Utilise listening and reflective skills with the ability to negotiate and reach satisfactory conclusions. * Manage conflict positively, listening to and guiding staff in the agreed course of action to remedy conflict. * Be aware of and improve organisational cultures, the nature and use of different approaches and to be adaptable and sensitive in a range of communication skills to facilitate these differences. * Ensure the effective interpretation of operational data, producing and organising information in a way that allows all staff to understand the local priorities in the context of the wider agenda. * Work within a matrix model ensuring clear alignment of operational priorities with professional requirements.   **Working collaboratively**   * Ensures robust governance arrangements through West Dunbartonshire including direct liaison with the IOMs and Registered Managers. * To provide HSCP leadership and representation in local community planning forums. * Develop strong, positive working relationships with external partners and our communities to facilitate achievement of the HSCP goals and delivery of a quality, safe person centred service. * Ensure that staff, service users and public are informed, consulted and engaged with appropriately in all areas of activity. * Communicate and engage with a wide range of people through all disciplines within WD Health and Social Care Partnership, wider Council and NHSGGC. Postholder requires good communication skills, tact, or patience in order to get complex messages understood and acknowledged. Be aware of and improve organisational cultures, the nature and use of different approaches and to be adaptable and sensitive in a range of communication skills to facilitate these differences.  Lead, support and develop staff  * To create a positive culture in which Staff Governance is a key priority for all local leaders/ managers. * To lead and develop local leaders and managers, creating capacity and infrastructure for the future. * To lead, develop, and be accountable for Personal Development Planning and Review for all staff within the Learning Disability services including Transitions, taking into account the different systems in place for health and social care staff respectively. * To lead, plan, and undertake an effective Training Needs Analysis based on the needs of the individual and the organisation to ensure achievement of the Staff Governance standard. * To support departmental managers to develop individual objectives and personal development plans and to create a vision of personal continuous improvement for all staff. * To line manage key professionals and be accountable for the implementation of corporate strategy within Learning Disability services, including Transitions. * To be responsible for ensuring that there are communication and audit systems that demonstrate quality improvement and measurable benefits to all stakeholders across the organisation, e.g. caseload analysis. * To chair disciplinary, grievance and other hearings and make decisions in line with the NHS/Council delegated authority.   **Clinical Governance**   * Ensure there will be no avoidable injury or harm to people from healthcare, advice or support they receive, and an appropriate, clean and safe environment will be provided for the delivery of healthcare services at all times * Ensure services and care are safe, effective and timely and use best evidence based practice * Encourage and lead use of serious incident review, near misses, complaints, audit data to help staff and organisation to learn and continuously improve service  Resource/performance management  * To exercise overall control of all resources for Learning Disability services, including Transitions, within performance management arrangements of HSCP and Performance Assessment /Framework. * To draw up, negotiate and monitor contracts with external agencies. * To work with team leaders to ensure long and short term sickness is effectively managed within NHS and Council policies. * To prepare and present capital and revenue bids. * To lead and be accountable for the implementation of HSCP strategies and performance management arrangements, e.g. Staff Governance, Financial Governance, Risk Management and Health and Safety within the HSCP Performance Assessment Framework. * To lead, develop and implement auditable reporting systems based upon effective and current information strategies. * To lead, develop and implement effective financial strategies across West Dunbartonshire. * To have direct budgetary responsibility for resources for Learning Disability services, including Transitions. This includes the acquisition of sufficient funding for services. * To be an Authorised Signatory in accordance with the Standing Financial Instructions and Delegated Levels of Authority. * To lead the development of Learning Disability services, including Transitions, across West Dunbartonshire working in conjunction with key partners including Education, Police Scotland and the Voluntary Sector, Third Sector and other community planning partners. * To effectively manage delegated budgets for the service area. * To maintain a database of all services and service developments through the effective use, maintenance and management of the CareFirst system to ensure an efficient and equitable delivery of services across West Dunbartonshire. * To ensure the effective implementation of Health & Safety procedures and report any shortfalls to senior management. * To ensure the effective administration of all personnel procedures within Learning Disability services, including Transitions. * To ensure that all services meet the required national standards set by NHS HIS and Care Inspectorate for adult health and social care services. * To reduce the risk as far as possible of infections and other healthcare acquired injuries to all people accessing health and care services. * To provide reports to the Head of Service as required. |
| **7a. EQUIPMENT AND MACHINERY** |
| * Computers and associated hardware/software/accessories. * Telecommunications and video conferencing equipment. * Audio-visual aids. |
| **7b. SYSTEMS** |
| * Frequent use of computer software including e-mail, internet, intranet PowerPoint and Excel * Management and authorisation of travel and expenses claims forms * Analysis of activity data – ASP and occupancy of registered services * Supplies/equipment ordering systems * Payroll * Management accountancy systems * Absence monitoring systems * DATIX reporting * CareFirst * HR systems – HR21, eESS, SSTS, Turas |
| **8. DECISIONS AND JUDGEMENTS** |
| The post holder is guided by policy and guidelines but mostly is expected to interpret and apply them to individual situations frequently as they arise.  Specifically:   * Post holder has, where appropriate, discretion to interpret policies and procedures within agreed parameters including the application of Human Resources policies, e.g. management of employee conduct/capability Health and Safety policies and Risk Management strategies * Post holder has the autonomy to proactively identify and resolve operational issues that impinge on service needs/service users safety. * Responsible for ensuring policies are implemented and safe systems of work are in place. * Make autonomous decisions, analysing and acting on information using comprehensive knowledge, skills and experience of the service. * Manage the budget for Learning Disability services, including Transitions, making independent decisions about resource expenditure and priorities within budgetary limitations. * Through the training needs analysis and PDP process identify staff learning and development requirements and prioritise and allocate resources. * Review, amend and re-profile staffing establishments, skill mix, vacant posts and reallocation of resources. * Chair disciplinary hearings and taking appropriate action * Complaints responses – investigating officer including interviewing complainant and staff. * Responding to complaint and taking appropriate action as necessary. Involvement in mediation process if appropriate. * Interviewing and selection – chair panels. Appoint successful candidate and feedback to unsuccessful candidates on performance at interview. * Within agreed parameters contribute to decisions on clinical incident recommendations having considered the options available * The post holder will be responsible for a range of highly complex decisions and judgments within areas of responsibility including human resources, finance, Adult Support and Protection Case Conferences, complaint resolution and risk management * Initiates the disciplinary processes according to policy, where there has been a potential breach of conduct. * The post holder is required to deal with complex and often unique problems for which there may be no clear solution.  In dealing with these, the post holder will be required to draw on extensive personal experience, expert knowledge and good practice as identified at a national and international level to devise emergent plans that will respond to the associated issues. |
| **9. COMMUNICATIONS AND RELATIONSHIPS** |
| * The post holder is expected to provide and receive highly complex information that is made up of several components which can often be conflicting, where opinion differs and there is uncertainty. This involves the post holder analysing and interpreting situations where there are a number of options and the implications of each of these have to be considered. There is a requirement to consult and communicate with a wide range of stakeholders. * Requires advanced skills in team-building and convincing staff of the need for change while moving towards a fully-integrated model of health and social care. * Communicates changes/new procedures etc. so that all are aware and understand. Some staff may not agree or adapt to change necessitating a high level of influencing and persuasive skills. * Give formal and informal presentations to staff, colleagues and local community representatives. * Manage conflict by non-aggressive responses, listening to and guiding staff in the agreed course of action to remedy conflict. * Be aware of varying organisational cultures, the nature and use of different approaches and to be adaptable and sensitive in a range of communication skills to facilitate these differences. * Ensure the effective interpretation of complex strategic and operational data, producing and organising information in a way that allows all staff to understand the local priorities in the context of the wider agenda. |
| **10. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** |
| **Physical Demands:**   * Light to moderate: includes moving light equipment, e.g., briefcases/lap-tops, material for presentations; using keyboards regularly/frequently for data analysis, spread sheets, word processing etc. and email.   Driving between sites and to various meetings  **Mental Demands:**   * Intense concentration/in-depth mental attention frequently required, e.g. undertaking complex analyses and performing complex calculations; analysing problems and proposing solutions, leading meetings, influencing partnership and partner agency staff and managers at all levels of seniority, public speaking, often working under pressure and balancing multiple demands in complex/changing environments with a high degree of risk. Work pattern largely predictable but competing demands for attention each day. There should be in-frequent requirement to re-prioritise, although there may be daily interruptions, and they will be challenged by competing demands. * Highly developed negotiating and influencing skills are necessary, as is the need for accuracy in relation to all aspects of the post.   **Mental Effort**   * Unpredictability of workload – daily. * Concentration, decision making and organisational skills to cope with competing demands. * Mental and emotional resilience to be able to respond to high demands of the post. * Particular challenges of communicating with a large number of staff working over 24 hours 7 days a week. * Juggling competing demands of strategic and operational management with other aspects of the role. * Mental agility to understand and evaluate multiple scenarios and potential outcomes. * Manage multiple projects and their conflicting priorities and demands on time. * Frequently re-organise the working day to respond to a variety of operational and strategic demands.   **Emotional Effort**   * Dealing with staff who have long term illness. * Dealing with staff that are having personal difficulties that may affect their employment * Dealing with staff who have performance issues including capability and competency. * Meeting with staff to give information that may cause distress e.g. service change. * Meeting with patients, clients and/or relatives to discuss complaints. * Supporting staff through the complaints process, where appropriate. * Frequent direct exposure to the personal and professional concerns of staff, which need to be managed in a sensitive and confidential manner. * Coping with the emotional draining effect on self, following contact with clients and staff who may be abusive and aggressive. The ability to defuse such situations is essential. * Involves frequently dealing with conflict situations e.g., in emotionally charged meetings. * Occasionally required to assert emotional effort dealing with a variety of staff issues for example when dealing with areas of change management, staff conflict, discipline. * Frequent requirement to be emotionally assertive when considering service change with   Professionals, the public and their representatives.  **Work Environment** Mainly office based but regular visits to clinical areas, and other health or social care areas, including community settings. |
| **11. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB** |
| Working in an integrated health and social care environment, developing effective working relationships while delivering adaptive leadership to embed tests of change in line with Scottish Government policy.   * Management of a large diverse workforce over a wide range of sites and working environments. This has added complexity of working across employee terms and conditions of both NHS and Council. * Leading the management and co-ordination of the Health and Social Care Partnership’s strategic direction to modernise Health and Social Work Services ensuring an integrated and consistent approach to the setting, delivery and achievement of objectives, standards and performance indicators. * Ensuring that pathways are seamless and integrated. * Working with staff groups who come from different backgrounds, have different sets of terms and conditions, and different approaches to resolving issues in the workplace. * As a consequence of different organisational policies, the correct application of procedures to appropriate staff within the area is important to avoid HR Risk. The postholder will be required to appreciate issues arising from different organisational cultures and backgrounds and seek to create integrated working across staff groups where the staff have experienced diverse management arrangements. * Handling conflict and facilitating changes within the service, motivating staff at all levels to achieve a high standard of care. * Developing leadership across designated services within West Dunbartonshire HSCP and manage and direct the change process whilst contributing to the emerging and changing organisational structure. * Identifying savings and supporting staff to deliver these. * Liaison at strategic and operational level within the partnership and across NHS and Council in key areas of Risk Management, Health and Safety, Civil contingencies. * Managing an organisational change review across three different governance frameworks to deliver test of change outcomes in line with the Coming Home Implementation Report |
| **12, KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB** |
| 1. The postholder will be educated to degree level with significant experience as a middle/senior manager in the NHS, local authority or similarly complex organisation, preferably with a recognised and appropriate postgraduate or other relevant qualification OR be able to demonstrate knowledge at this level. 2. The postholder must have specific previous experience in Learning Disability and Transitions. 3. The postholder must be a qualified Social Worker registered with SSSC, or registered with NMC or HCPC. 4. Evidence of operational management in Learning Disability services and Adult Support and Protection practice. 5. Demonstrable understanding of the social and political agenda relating to the provision of health and social care. 6. Understanding of the Corporate Agenda, and a commitment to Corporate Governance. 7. The postholder will require to have a working knowledge of statutory requirements of all legislation relating to Learning Disability and Autism services.   **Knowledge and Experience required for the post:**   1. Exceptional knowledge of practice and proof of continuous personal development in the areas of Learning Disability and Transitions. 2. Professional leadership and vision. 3. Strategic planning and analysis. 4. Excellent people management skills, managing conflict and motivational skills. 5. Confidence and self-belief with the ability to recognise own strengths and weaknesses. 6. Innovative thinking. 7. Change management and problem solving skills and experience. 8. Results orientation, focusing on the needs of the service user, their family and the wider community. 9. Influencing and negotiating skills and a consistently effective communications capability. 10. Understand national policy and political context and sensitivities. 11. Ability to adapt to changing strategic forces and direction. 12. Influencing with impact. 13. Willingness to work in partnership. 14. Culturally and politically aware/sensitive. 15. Information management orientated/IT literate. 16. Presentation and communication skills. 17. Well-developed interpersonal, strategic and technical skills. 18. Personal and professional qualities to earn confidence and respect within WDHSCP. 19. Partnership working. 20. Change management and OD skills. 21. Strategic planning and analysis. 22. Understanding of corporate agenda and commitment to corporate governance. 23. Project management experience. 24. Financial Management skills and experience of managing pay and non-pay budgets. 25. Information management orientated/IT literate.   Influencing and negotiating skills to deal with a range of challenging situations including interpretation of data and decision making. |