

# Service Development Worker

| Service      | Reporting to                     | Administrative Base           | Grade     | Hours                 |
|--------------|----------------------------------|-------------------------------|-----------|-----------------------|
| Shared Lives | Integrated Commissioning Manager | Salford Civic Centre / hybrid | <b>4B</b> | Up to 36 hours a week |

## About the role

*Reporting into to the Integrated Commissioning Manager and working in close partnership with the Shared Lives Registered Manager as the Services Development Worker you will play a key role in the successful development and delivery of an enhanced Shared Lives offer. This role will look to enhance the Shared Lives service (CQC inspection rating of GOOD, November 2023) focussed on service growth that will help provide greater access to services and relieve pressures on formal care and support. Approaching the role with a positive can-do solution focused attitude you would be expected to:*

- Working with our media and communications team, look to shape a communication plan outlining the benefits of the Shared Lives service for people who are looking to provide caring roles in Salford and to professionals seeking alternative forms of support outside of traditional models of care.
- Further understand the experiences of people who are cared for and support transformational change that will positively impact on the person supported.
- Use a service design approach to effect change, building systems and processes around experiences of people and practitioners.
- In partnership with adult social care service leads and operational practitioners, understand the art of the possible, testing and piloting new approaches to improve the quality of life to those accessing the service.
- Support a future shift of carer demographics to ensure the caring role is wide reaching and people are matched well, and that the service is future proofed with built in contingency supporting service development and growth.
- Gain insight into the caring role and develop provision to support this.
- Collaborate with cross-functional teams and service areas to identify, design, and implement innovative solutions that enhance efficiency, accessibility, and improve experiences of people.
- Thorough research to understand the needs of people accessing Shared Lives and how the service can grow and develop to raise peoples aspirations whilst supporting people to have greater independence.
- Ensure people's views are captured and use this to influence the future design of and implementation of service improvement, recognising that individual experience and collective insight should be used to inform change.

- Plan and deliver workshops with internal and external stakeholders, resulting in viable solutions that can be implemented within the service. Shared Lives is an active solution that reduces reliance of more formal care and support.
- Collaborate with internal and external stakeholders, including partners, residents, and wider workforce to gather insights and raise awareness of the service to enhance service delivery.
- Work closely with key stakeholders, people and their families to design concepts into feasible and effective service solutions.
- Monitor and evaluate the effectiveness of the Shared Lives service, collecting feedback to make service improvements.
- Work with all key stakeholders/organisations to research, design, deliver and implement innovative solutions to deliver transformation that are aligned to our culture, values, leadership behaviours and the principles of hybrid working.
- Provide specialist advice and expertise at appropriate meetings both internally, externally and across the GM collaboration, and representing Salford City Council to a high standard.
- Play a leading role in providing a comprehensive service design plan that delivers the best outcomes for Salford people at an organisational, service, team, and individual level.
- Contribute to the development of our integrated commissioning strategies, plans and approaches, working with Integrated Commissioners, Heads of Service and Senior leaders to develop cohesive and co-ordinated people plans.
- Ensure that the organisation has consideration of the service to the public and the wellbeing of our people at the heart of applying our people processes and practices.

## Key outcomes

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- The Spirit of Salford is embodied in the heart of the Integrated Commissioning and Shared Lives teams.
- Increase opportunities for people and carers in the city through development of Shared Lives provision.
- Engaged teams and carers, who are ready for supporting change and future growth. The voice of the workforce, residents and people, and the way in which they are supported to engage is a priority for the council and our co-design methodologies.
- People are at the heart of our change methodology and the development of the scheme will be achieved through co-production involving all interested parties.
- Service transformation and change is developed using data, insight and analysis in the most appropriate way with co design being a key consideration.
- Service design and transformation is co-produced with our communities and key stakeholders.
- Increase the number of Shared Lives carers and in turn the number of people supported by Shared Lives.
- Explore opportunities and develop new pathways for Shared Lives to provide support to a wider range of people.
- Work with other organisations to seek out and share good practice and look to embed into future plans.

- The service and wider partners is engaged and ready for change with the skills, knowledge and confidence they need to adopt new systems and ways of working.
- The project is delivered ensuring our values of people, pride, passion and personal responsibility are the core foundation of development.
- Working relationships are effective, managers are actively engaged and influenced to support transformation and change that are focussed on achieving identified Shared Lives service outcomes.
- Shared Lives solutions are creatively developed in response to the demand and to support prevention into formal services.
- Our people have the right skills and support to thrive in their roles and progress in their careers through the development and promotion of our learning and development offer.
- Data and analytics are used to support the development of a range of solutions to support people to be as independent as they can be.
- Disciplines are all people centred, solution focused and innovative in their approach.
- Team capability is assessed, supported and grown to deliver an excellent Shared Lives service.
- Service transformation supports our ambition to be an outstanding service provider as recognised by the Care Quality Commission.
- Service transformation ensures compliance with regulations as set out by Care Quality Commission.

## What we need from you

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- Innovative thinker with a passion for improving public services.
- Excellent attention to detail, ensuring a high level of accuracy in service design and implementation.
- Ability to write clear and concise reports to share key updates and service transformation with elected officials and Senior Leadership Teams
- Excellent problem-solving skills, capable of addressing complex challenges, working with others to develop creative solutions.
- Effective programme management skills to keep service transformation on track.
- Sustainability planning, short term interventions and actions that support future sustainability of delivering change.
- Facilitation skills to bring people and professionals together to create opportunities to innovate and create new opportunities within the service.
- To model and demonstrate our values and behaviours using them to guide you in how you do your job; being able to hold others accountable for demonstrating values by taking a tough stand and challenging behaviours.
- Professional credibility and capability through proven experience and professional knowledge, particularly related to service development and transformation.
- Utilising different skills and techniques to improve performance and resolve issues presented to the service.
- Working to high standards setting challenging goals that are focused on outcomes.

- Taking a 'whole system' approach, looking for every opportunity to solve problems and improve.
- Being a 'smart worker'; carrying out your role in the most efficient and effective way.
- Being honest, taking responsibility for your actions and decisions.
- Recognising and valuing the strengths of people and places taking a strengths-based approach to make the most of opportunities.
- Respecting and caring for others, treating everyone fairly; listening and acting on the things people say.
- Building strong collaborative relationships to find creative ways to make services more sustainable and flexible.
- Supporting others through change, in undertaking new things, and working differently.
- Being open to learning and sharing your knowledge and skills with others; providing coaching and support to others to help them achieve their objectives and potential.
- Seek out and act on feedback and coaching to continually learn and develop as a professional. Take responsibility for your own CPD.
- Experience of transformation, change management and service development or equivalent and experience of working within health and social care environments.

## What we can offer you

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Your ongoing professional development and success in your role is important to us, and that is why we provide a variety of learning and development opportunities. Within the sections below you will find development options tailored to you which will enable you to further develop your existing skills and learn new ones at a pace that suits you best. If you are joining us now, your development will form part of ongoing discussions with your manager. If you are an existing employee, you should use your Personal Development Reviews to discuss your development with your manager and create your development journey. It's important you also take full advantage of any informal learning available to you during the course of your work.

### Online learning

Develop your knowledge across a wide range of areas through our Me-Learning platform, with over 200 free courses to choose from. To have the best possible start and comply with current legislation, you must complete the following modules: Welcome to Salford, Health and Safety in the Office, GDPR, Equality Essentials, and Safeguarding Children and Adults. You may also benefit from a variety of courses in categories such as Business Skills, IT and Project Management which are available to learn at your own convenience and pace.

### Professional Development

Gain role specific skills and time to learn through a wide range of development opportunities. Learn whilst working and get support towards your qualification through an apprenticeship standard. Access professional development ranging from entry level to master's type qualifications, including achieving a role appropriate qualification. Details can be found on [the Institute of apprenticeships](https://www.instituteforapprenticeships.org/) website.

## A digital organisation

### Developing your digital skills

Our ambition is to provide our workforce with the right level of digital capabilities needed to be successful. Whatever your current digital abilities are, we can provide development ranging from essential workplace skills to specialist workplace skills. These will be delivered through our Digital Skills Academy using both self-directed and guided learning opportunities to enable you to develop. Additionally, you can access free online courses through the [iDea website](#).

### Sharing your digital skills

Our goal is to support you to share your digital knowledge with other people. Our Digital Eagles programme has been designed to cover basic digital skills and build your confidence to assist others. By the end of this programme you will join hundreds of staff members who already are digital eagles, and be able to help colleagues, customers, residents, or people in your personal life with all things digital.

## Our organisation's values

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**We have four values: Pride, Passion, People, Personal responsibility.**

[Our four values](#) are central to the way we communicate about the council and the way in which we behave with colleagues, customers, and partners - so that we live and breathe our values each day.

## Our values



**Pride**

**Passion**

**People**

**Personal responsibility**

## Application guidance

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We are a values-based organisation so reflecting our values or a values-based approach in your evidence will support your application.

The different sections of this role profile are there to give you an understanding of the purpose of the role. The 'what we need from you' section outlines the minimum criteria you will need to meet within your application.

