

Head of Service - Learning Disability, Transition to Adulthood & Sensory Services

Service	Reporting to	Location	Grade
Adult Social Care	Assistant Director of Adult Social Care	As required across the organisation	Senior Management Band D

About the role

This is a key senior leadership role at a pivotal time for Adult Social Care in Salford.

The service is delivering a significant programme of improvement and transformation, alongside managing complex operational pressures and system change. There is a clear focus on strengthening practice, improving outcomes for residents and ensuring services are sustainable, well-governed and aligned to statutory responsibilities.

The Head of Service for Learning Disability, Transition to Adulthood and Sensory Services provides strategic leadership, operational management and professional oversight for services supporting adults with learning disabilities, autistic people, young people transitioning into adulthood, and people with sensory impairments.

The postholder will ensure the delivery of high-quality, person-centred, strengths-based and legally compliant services that promote independence, wellbeing, inclusion, choice and control. They will lead service transformation, commissioning collaboration, partnership working and safeguarding responsibilities while ensuring services deliver positive outcomes for residents and achieve value for money.

The role is responsible for ensuring that statutory duties under the Care Act 2014, Mental Capacity Act 2005, Autism Act 2009, Equality Act 2010 and other relevant legislation are effectively discharged.

The Head of Service will:

- Provide visible and effective leadership across Learning Disability, Transition to Adulthood and Sensory Services.
- Lead the development and implementation of strategic plans, service improvements and transformation programmes.
- Ensure services are person-centred, strengths-based and outcome-focused.
- Promote independence, community inclusion and co-production with individuals, families and carers.
- Oversee operational performance, quality assurance, safeguarding and risk management.

- Develop strong partnerships with health organisations, education providers, housing partners, voluntary sector organisations and other stakeholders.
- Ensure effective use of resources and budgets while delivering high-quality services.
- Lead workforce development to ensure a skilled, motivated and high-performing workforce.
- Contribute to wider Adult Social Care and corporate priorities as a member of the senior leadership team.

Key areas of responsibility

Strategic Leadership

1. Lead the strategic development of Learning Disability, Transition to Adulthood and Sensory Services in line with the Council's vision, priorities and statutory responsibilities.
2. Develop and implement service strategies, business plans and transformation programmes that improve outcomes for residents.
3. Provide expert advice to senior leaders, elected members and partners on policy, legislation, emerging trends and best practice.
4. Lead service innovation and continuous improvement, ensuring services remain responsive to changing needs and demands.
5. Champion co-production and ensure the voices of people who draw on services, carers and partner organisations influence service design and delivery.

Operational Management

1. Provide overall operational leadership for Learning Disability, Transition to Adulthood and Sensory Services.
2. Ensure services are delivered safely, effectively and in accordance with statutory requirements, regulations and council policies.
3. Maintain robust systems for performance monitoring, quality assurance and service improvement.
4. Ensure effective management oversight of complex cases, safeguarding concerns, provider risks and organisational risks.
5. Lead responses to audits, inspections, reviews and external assessments.
6. Ensure effective management of demand, capacity and resources across all service areas.

Transition to Adulthood

1. Lead the strategic and operational development of Transition to Adulthood services for young people with assessed needs.
2. Ensure effective transition planning from children's services to adult services, promoting continuity, independence and positive outcomes.
3. Develop strong partnerships with Children's Services, Education, Health and SEND services to improve transition pathways.
4. Ensure young people and their families are supported to prepare for adulthood, including employment, independent living, community participation and health outcomes.

Learning Disability and Autism Services

1. Ensure services support adults with learning disabilities and autistic people to live independent, fulfilling and meaningful lives.
2. Drive delivery of national and local ambitions relating to learning disability and autism.
3. Promote strengths-based practice and personalised approaches that maximise independence and choice.
4. Lead initiatives which reduce unnecessary reliance on institutional care and increase community-based support options.
5. Work collaboratively with commissioning and health partners to deliver integrated and outcome-focused services.

Sensory Services

1. Ensure effective provision of services for people with visual impairments, hearing impairments and dual sensory loss.
2. Promote accessibility, inclusion and independence through innovative and responsive sensory support services.
3. Develop partnerships that improve access to specialist support, assistive technology and community resources.
4. Ensure statutory responsibilities relating to sensory impairment are effectively delivered.

Safeguarding and Quality Assurance

1. Ensure safeguarding responsibilities are effectively discharged and embedded throughout service delivery.

2. Promote a culture of professional curiosity, accountability and continuous learning.
3. Ensure robust risk management arrangements are in place and appropriately monitored.
4. Lead quality assurance activities and implement improvement plans arising from audits, reviews, complaints and feedback.
5. Ensure lessons learned from safeguarding reviews and incidents are embedded into practice.

Financial and Resource Management

1. Manage significant service budgets and ensure resources are deployed effectively, efficiently and sustainably.
2. Contribute to medium-term financial planning, budget setting and savings programmes.
3. Ensure robust financial controls and accountability arrangements are maintained.
4. Identify opportunities for service redesign, innovation and efficiency while improving outcomes for residents.
5. Work closely with commissioning and procurement teams to ensure quality, sustainable and cost-effective service provision.

Workforce Leadership

1. Lead, motivate and develop a high-performing workforce that reflects organisational values and behaviours.
2. Ensure effective recruitment, retention, succession planning and workforce development arrangements are in place.
3. Promote a positive culture that supports wellbeing, inclusion, learning and professional development.
4. Ensure statutory and mandatory training requirements are met across the service.
5. Foster a culture of high performance, accountability and continuous improvement.

Partnership and Stakeholder Management

1. Develop and maintain effective partnerships with NHS organisations, Integrated Care Systems, education providers, housing partners, community organisations and voluntary sector agencies.
2. Represent the Council at strategic boards, partnerships and regional networks.

3. Lead collaborative approaches to improving outcomes for people with learning disabilities, autism, sensory impairments and young people transitioning to adulthood.
4. Build effective relationships with service users, carers, advocacy organisations and community groups.

Governance and Compliance

1. Ensure compliance with all relevant legislation, regulations, statutory guidance and professional standards.
2. Prepare and present reports, briefings and recommendations to senior leaders, elected members and governance forums.
3. Ensure accurate and timely performance information is available to support decision-making and accountability.
4. Contribute to corporate emergency planning, business continuity arrangements and organisational priorities.

Key outcomes

- A clearly articulated and deliverable Adult Social Care Improvement Plan, with defined priorities, milestones and ownership, aligned to corporate and directorate objectives
- Strong and effective planning and preparation for the Adult Social Care Improvement Board so that each board runs smoothly and board members are fully informed on progress, risks and challenges.
- Improved grip, oversight and pace of delivery across improvement activity, with clear visibility of progress, risks and dependencies at a senior leadership level
- Strong and effective governance arrangements, ensuring timely and high-quality reporting into Directorate Management Group (DMG), Lead Member and other decision-making forums
- Demonstrable improvements in service performance, quality and outcomes for residents, with evidence of impact from improvement activity
- Increased organisational ability to translate strategy into delivery, with consistent approaches to planning, implementation and monitoring across the directorate
- A more coordinated and aligned approach to service improvement and transformation, reducing duplication and ensuring activity is focused on agreed priorities
- Improved performance monitoring and use of data, enabling informed decision-making, early identification of risks and a stronger focus on outcomes
- Effective identification, management and mitigation of risks and issues across improvement programmes, ensuring delivery remains on track
- Strengthened partnership working across Adult Social Care, health and wider system partners, supporting joined-up delivery of improvement priorities
- Evidence of sustainable change, with improvements embedded into practice, processes and ways of working rather than short-term interventions
- Increased confidence from senior leaders and elected members in the delivery of the improvement agenda, supported by clear, concise and reliable information
- Enhanced organisational capacity for continuous improvement, with learning from audits, inspections and feedback translated into tangible service developments

What we need from you

Knowledge and Experience

- Significant senior management experience within Adult Social Care.

- Extensive knowledge of Learning Disability, Autism, Transition to Adulthood and Sensory Services.
- Strong understanding of the Care Act 2014, Mental Capacity Act 2005, Autism legislation, safeguarding and related statutory frameworks.
- Experience of leading large multidisciplinary teams and complex service transformation.
- Experience of managing substantial budgets and delivering financial efficiencies.
- Proven experience of partnership working across health, education and voluntary sector organisations.

Skills and Competencies

- Strategic leadership and change management.
- Strong communication, influencing and negotiation skills.
- Performance and risk management expertise.
- Financial and commercial awareness.
- Ability to work effectively in politically sensitive environments.
- Strong analytical and decision-making skills.
- Commitment to equality, diversity, inclusion and co-production.

Qualifications

- Professional qualification in Social Work, Occupational Therapy or other relevant discipline, or equivalent senior management experience.
- Relevant leadership and management qualification or equivalent experience.
- Registered with the appropriate professional body where applicable.

What we can offer you

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.

Developing your leadership skills

We want to equip our leaders with the knowledge, skills and behaviours outlined in our #LeadingSalford programme. Our aim is to support you to lead highly engaged, motivated teams in today's rapidly changing environment. This will be achieved through a range of bite-size Master Classes designed to help you meet the expectations that we have of our Salford leaders. In addition to the core Master Classes, we also provide accredited leadership programmes which let you build on your experience, learn about emerging approaches, and further develop your leadership practice.

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.instituteofapprenticeships.com/) 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 leadership behaviour framework

Leadership is action, not a position. It's not just what we do but how we do it.

Whatever your role at Salford, we all strive to achieve our vision and the best outcomes for the residents and communities of Salford.

As leaders, we all have an important part to play in achieving our organisational and service priorities. These priorities give us direction and a shared purpose in our roles and should be the focus when making decisions.

We can help make these priorities a reality by living and breathing our Salford values and leadership behaviours.

This framework is broken down into three main areas:



Leading Self - making sure we are role modelling the values and invested in our own development, demonstrating integrity and authenticity.

Leading People - where we create high performing teams, and a culture that is inclusive, open and where everyone has a voice.

Leading Salford - setting the vision and purpose, and connection to the city, empowering others around you to ensure residents are at the heart of what we do.

This behaviour framework will support us all to reflect and hold ourselves, and each other to account, as we strive for continuous improvement.

Full details of how this framework shapes our Leaders and is delivered in the workplace can be found on the [Salford Leadership](#) pages of our [greater.jobs](#) website.

Our organisation's values

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

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.

Role details

Completed by:

Date:

Job code:

Job score:

Date of evaluation: