



## **Team Manager – Fiddlers Green Registered Care Home and Community Support (Learning Disabilities)**

### **Job Description & Person Specification**

<b>Reporting To:</b>	Area Manager
<b>Responsible For:</b>	Staff Team at Fiddlers Green and Community Based staff.
<b>Key Relationships:</b>	Director of Care & Support, Area Managers, Team Managers, Housing Manager, Housing & Support Officers, Property Team, Central Service Colleagues.
<b>Notice Period:</b>	2 Months
<b>Salary:</b>	£28 to 30K (dependent on skills and experience)

#### **Main purpose of the role:**

The Team Manager - Fiddler Green and Community Support (Team Manager) will be the Registered Manager for Fiddlers Green a registered care home for seven people with learning disabilities in Surbiton, Kingston- Upon Thames. The primary duties and key responsibilities of the post-holder are as follows:

- Manage and ensure high quality, responsive and person-centred services that meet the assessed needs of customers and deliver the expected outcomes
- Ensure the service remains compliant with all applicable regulatory, legislative requirements and Ability HA policies and procedures including (but not exclusively) CQC regulatory requirements, health and safety, financial and HR procedures
- People Management from recruitment to actively developing and deploying staff
- Financial management in line with budget
- Engagement – ensure customers and commissioners are engaged in the management and development of the service

#### **Key Responsibilities**

- Manage and ensure the development of high quality, responsive and person-centred services that meet the assessed needs of customers
- Manage, monitor and develop the service(s) and its operations in line with budgetary criteria, service standards, policies and procedures and best practice
- Be instrumental in achieving growth targets as per agreed levels by developing a detailed plan and its implementation
- Skilled in people management from recruitment, improving staff performance, applying formal disciplinary processes to actively managing, developing and retaining staff

- Marketing Skills: ability to promote and enhance the profile of the service(s), networking with the local community and the local authority and health colleagues to develop the service(s)
- To ensure adequate cover at all times and to be on call when required for emergency cover
- Ensure rostering systems are used effectively to deploy staff and the efficient delivery of hours within the service(s) meeting the assessed needs of customers.
- Work collaboratively with all relevant agencies including the CQC and commissioners to ensure the service(s) comply with all regulatory and contractual obligations and responsibilities and that customers receive a holistic joined up service meeting their care, social, emotional, health and well-being needs.
- Ensure all compliance documentation such as care plans, risk assessments, reviews, staff supervisions and all other customer and compliance documentation are 3 monthly and any shortfalls reported to your line manager and acted upon immediately
- Participate in budget setting and apply effective financial controls to keep overtime, agency spend and other staffing costs in budget whilst ensuring necessary staff cover is always in place.
- Within Ability HA be aware of, identify and manage risks associated with the area of work, escalating relevant issues as appropriate
- Complete detailed investigations into complaints following the Ability HA Complaints policy and procedure.
- To manage any safeguarding alerts or concerns in accordance with Ability HA's policy and procedures, ensuring the necessary notifications are made to CQC and the local authority or any other relevant agency. As instructed to undertake and complete detailed investigations relating to safeguarding and to notify/share the findings of the investigation with appropriate agencies and organisations including the police.
- Complete customer spot checks in relation to the quality of care received and proactively ensure the quality of care is maintained
- Ensure we meet our duty of care to people we support and staff by maintaining health and safety, regulatory and environmental standards.

### **Other Duties**

- To Adhere to Ability HA Policies and Procedures
- To participate In the Care and Support on call rota
- This role will involve some evening and weekend work
- To have a full driving license and access to a car for work use
- To provide cover for colleagues in care and support during periods of absence.

## Person Specification

Qualities	Criteria
<b>EXPERIENCE</b>	<p>Must have at least 3 years' experience in a social care environment (either housing based or community based at a supervisory level.</p> <p>Track record of enabling choice and control to be a reality for people with Learning Disabilities.</p> <p>Experience of developing strong relationships with individuals and families building trust and respect.</p> <p>Experience of leading teams to embed person centred working</p> <p>Experience of managing budgets</p> <p>Exerience leading teams and managing a shift rota</p> <p>Experience of developing with partner organisations such as Local Authorities, Social Services, health, voluntary organisations, to positively promote service(s).</p>
<b>SKILLS</b>	<p>Good verbal and written communication skills with the Ability to present complex information in an understandable format to internally and external audiences</p> <p>Proven personal organisational skills to manage workload, able to prioritise between conflicting demands and meet deadlines.</p> <p>Good team builder and relationship management skills</p> <p>Able to collate, monitor and reporting service performance data to senior staff.</p> <p>IT proficient and a good knowledge of Microsoft Windows software and ability to utilise ICT effectively.</p>
<b>KNOWLEDGE</b>	<p>Knowledge and understanding of CQC Regulations and social care policy</p>

	<p>An understanding of the Health and Social Care Act and associated regulations and in particular CQC requirements.</p> <p>An understanding and experience of Social Services funding, including negotiating additional funding based on analysis of support requirements both at a service and individual level</p> <p>Evidence of understanding the issues regarding persons requiring support (e.g. assessment of support levels, suitability, housing requirements, support mechanisms, liaising with care managers etc)</p>
<b>Qualifications</b>	To have gained or be studying Level 5 Diploma in Leadership for Health and Social Care or equivalent
<b>VALUES</b>	<p>Strong commitment to diversity and anti-discriminatory practice in respect</p> <p>An understanding of disability issues and barriers to equality and inclusion</p> <p>Committed to displaying and leading others to display the AbilityPOSITIVE+ values and behaviours at all times.</p>
<b>OTHER</b>	<p>Essential car user for travel within the areas of responsibility</p> <p>A full Driving Licence with access to a vehicle for work purposes and must have business insurance.</p>