

**Service Development Manager**

**Job Description & Person Specification**

**Reporting To:** Director of Care and Support

**Responsible For**: Training and Development Manager, Customer Engagement Officer (the number of direct reports may increase as the role and function of service development becomes established within the organisation).

**Key Relationships:** Director of Care & Support, Area Managers, Team Managers, Housing Manager, Housing & Support Officers, Property Team, Central Service Colleagues.

**Notice Period:** 3 Months

**Salary**: Up to 45K (dependent on skills and experience)

**Main purpose of the role:**

The Service Development Manager is a key post and part of the Care and Support management team. The purpose of this post is to drive business improvement and development across our services and the organisation as a whole the following key areas of responsibility:

* Project management
* Business Development & Funding, Quality & Compliance
* Staff Training (Care and Support)
* Customer Engagement
* Active and Constructive Members of Ability Care & Support management team

**Project Management:**

* To lead on departmental and organisational projects developing and implementing service improvements across Care and Support Services, (examples could include personalisation of services, co-production, developing regulatory/contractual compliance processes and so on).
* To manage the development of new services and lead on the fee and contract negotiations with local authorities
* To lead on the mobilisation of new contracts
* To lead on the de-commissioning of services/contracts as required
* To lead or participate in cross-organisational projects seeking to deliver benefits to tenants and customers, drive efficiencies and improve the quality of our offering.

**Business Development**

* Working with the Director of Care & Support to co-ordinate and manage the development and submission of bids to local authorities, CCGs and other funders for the provision of social care and independent living services, adhering to Ability HA’s social care tendering procedure.
* Develop strong relationships with local authority and health commissioners across our areas of operation, developing strong organisational relationships, positioning Ability HA as the provider of choice in the areas we operate.
* To lead on funding negotiations with local authorities and health commissioners ensuring Ability HA social care services are adequately funded.
* To support the delivery of added value services in social care through grant submissions to central government, local authorities, Trust & foundations and the National Lottery, where such funding will support and enhance the provision of services to our customers and tenants.

**Quality and Compliance**

* To manage and develop the quality system for social care reviewing performance data and reports from our external independent CQC auditors. Based on this information make recommendations regarding areas for improvement/development on both a service specific and strategic basis. To review progress against the action plan and make the Director of Care & Support and Area Manager(s) aware if identified milestones are being missed.
* To review local authority quality monitoring reports and ensure that the management team are aware of any concerns and that operational colleagues have developed and implement a robust action plan to address any areas requiring improvement.
* To manage and co-ordinate quarterly compliance and quality returns from operational services, identifying areas of strength and areas for improvement.
* At the request of the Director of Care & Support to directly oversee and project manage service action plans where significant quality or compliance issues have been identified, ensuring services are returned to a Good standard.
* To maintain a register of Care and Support Policy and Procedures ensuring these remain up-to date and reflect current legislation and best practise. To monitor the Policy and Procedure review process ensuring all Policies and Procedures are reviewed, updated and re issued within the designated timescale.

**Staff Training**

* To ensure that all care and support staff are trained in all areas of mandatory care and support training as determined by our regulator.
* To ensure each service has an individual training plan which includes all areas of staff training and development relevant to individual service areas.
* To ensure we have a Training and Development programme for all grades of staff involved in the supervision of staff and management of services.
* To develop bespoke training and development to meet the operational and managerial needs of individual service(s).
* In liaison with the Head of HR ensure that the organisational induction process remains relevant and fit for purpose in light of changing legislation and sector best practise.

**Customer Engagement**

* To oversee and manage the customer engagement function ensuring tenants and customers are involved and engaged in the management and development of our services
* To provide secretarial support to the Customer engagement committee ensuring the work of the committee is relevant, that information and data provided enables tenants and customer scrutiny of the organisation and input into the management and future development of the organisation.
* To develop customer engagement systems and processes which meet regulatory requirements in both care and housing.
* To oversee the organisational complaints process ensuring complaints are appropriately managed across the organisation and timescales are adhered to.

**Management & Leadership**

* To be an active and engaged member of the Care & Support Services Management Team. To positively contribute to the improvement and development of Ability services ensuring customers receive a quality service and that our operations remain financially viable.
* To work productively and collaboratively with colleagues within care and support services and across the wider organisation to successfully deliver business plan objectives.
* To provide good level of management and support of the Service Development Team, ensuring employees understand the vision of the organisation, are well supported and are clear about the expectations of their role and undertake appropriate professional development.

**Key Responsibilities continued:**

Post-holders will be required to consistently demonstrate the skills identified in the person specification for this position and

* Work with direct reports to drive business planning activities and service improvement plans across their operational area. Setting relevant and challenging objectives and monitoring these to achieve positive results.
* Demonstrate excellent financial skills devising and managing budgets which maintain the financial viability of services and make a contribution to organisational overheads.
* Successfully lead and motivate direct reports ensuring the AbilityPOSITIVE values and behaviours are promoted across their services.
* Ensure that direct reports are provided with good quality support and supervision enabling targets to be achieved within timescale.
* Developing and maintaining key strategic and business relationships with all relevant stakeholders, ensuring that new business opportunities are maximised across Ability HA’s areas of operation.
* Work with area teams and direct reports to maintain and evolve personalised care & support services. Ensuring that our customers are meaningfully involved in the design, and delivery off the services they receive and within the principles of co-production
* Act as technical expert in identified field(s). Sharing this knowledge and mentoring others in order to promote best practice throughout Ability.
* Develop and maintain excellent internal management relationships with all other Ability departments & functions, ensuring sharing of best practice and supporting initiatives to improve organisational performance.
* Work collaboratively with Ability’s Housing & Property Services Department to maximise joint working and opportunities for growth.
* Carry out other management duties commensurate with the designated role level, as may be deemed reasonable by Ability, including the management of other services within the designated area, or an alternative area, if such a need arises.

**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 Area Managers and/or other senior management roles in care and support during periods of absence.

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| **Person Specification**   |
| **Qualities** | **Criteria** |
| EXPERIENCE | Must have at least 5 years proven experience in a social care environment at a management, policy or professional grade for adults with Learning disability and/or Mental Health.Experience of business development and negotiating with commissioners and other senior stakeholders to deliver business growth and service innovation.Evidence of success in the development and implementation of organisational processes and systems, management of change and embedding such changes across organisations.Understanding and knowledge of social care policy, regulations and best practise, experience of applying this knowledge to the enhancement and development of good quality operational services. Demonstrable Project Management experience on a broad scale leading to significant service improvements including the project management and submission of competitive tenders.Of Quality systems and ensuring systems for managing and monitoring quality, regulatory and contract compliance.Demonstrable experience of developing networks and professional networks with partner organisations such as Local Authorities, Social Services, Clinical Commissioning Groups, voluntary organisations, housing associations and so on, leading to positive business benefits. |
| **SKILLS** | Excellent verbal and written communication skills with the Ability to present complex information in an understandable format to internal and external audiencesLeadership Proven personal and project organisational skills, able to manage a number of projects simultaneously ensuring timescales and budgets are met, able to prioritise between conflicting demands to meet tight deadlines. A leader - able to build confidence and gain trust with excellent communication and relationship management skills able to work at and across all levels.At least 3 years staff management experience including recruitment, team motivation & support and performance managementA track record in budget setting, financial monitoring and achieving positive financial results in a challenging environment A proven ability in analysing, collating, monitoring and reporting service performance data to senior staff.IT proficient and a strong knowledge of Microsoft Windows software and ability to utilise ICT for effective programme/project management and communications. Excellent communication skills both written and verbal. A track record in devising costing models, budget setting, financial monitoring and achieving positive financial results in a challenging environment  |
| **KNOWLEDGE** | Knowledge and understanding of social care policy at a national and local level relating to social care and in particular areas relating to Learning Disability/Mental Health An understanding of the Health and Social Care Act and associated regulations and in particular CQC requirements. An understanding and experience of Social Services funding, including negotiating additional funding based on analysis of support requirements both at a service and individual levelEvidence of understanding the issues regarding funding mechanisms within Health and Social Care.An understanding of the business planning process, reporting mechanisms and how this integrates into a housing/support environment |
| **VALUES** | Strong commitment to diversity and anti-discriminatory practice in respect of employment of staff and provision of housing services.An understanding of disability issues and barriers to equality and inclusionCommitted to displaying and leading others to display the AbilityPOSITIVE+ values and behaviours at all times.  |
| **OTHER** | Essential car user for travel within the areas of responsibilityA full Driving Licence with access to a vehicle for work purposes and must have business insurance.  |