JOB DESCRIPTION

**POST: Service Manager**

# RESPONSIBLE TO: Assistant Director of Care and Support

**RESPONSIBLE FOR: Team Managers/Team Leaders, Registered Manager and Care & Support**

# Team Members across designated patch

**KEY RELATIONSHIPS: Assistant Director of Care & Support, Area Managers, Team**

# Managers, Housing & Support Officers, Housing & Property Team, Central Service Colleagues.

**NOTICE PERIOD: 3 Months**

# SALARY: £35,000

**OVERALL OBJECTIVES**

**To be responsible and accountable for the following:**

* Ensure a high quality, responsive and person-centred service are delivered across all operational areas and services for which the post-holder is responsible. Ensure that services meet the assessed needs of individual customers and deliver the expected outcomes.
* Ensure that all services are compliant with all applicable regulatory and legislative requirements and comply with Ability HA policies and procedures including (but not exclusively) CQC regulatory requirements, Ability HA’s quality management system (QMS), health and safety, financial and HR policies and procedure. The support we provide will be a mix of accommodation based and floating support services to people with Learning Disabilities and Mental Health needs.
* To ensure that managers and staff in the geographical region are supported, developed and managed well, undertaking necessary service related professional development and have the necessary resources to deliver high quality support to customers.
* To ensure that income and expenditure is budgeted for and achieved across all services for which the service manager is responsible and to build required levels of business awareness in order to ensure financial management processes are in place and these comply with Ability HA financial policies and procedures.
* To build strong professional relationships with commissioners and other relevant organisations and agencies, promoting Ability HA services as well as building brand identity and organisational profiles across the area.
* To ensure customers are engaged and co-produce the services they receive and ensure their views and opinions are actively sought and acted upon.

# 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 and develop a detailed plan and its implementation
* To be responsible and confident with all aspects of staff performance and development, which may include, absence management, training/1 to 1’s/appraisals and actioning capability/disciplinary policies where appropriate.
* Ability to promote and enhance the profile of the service(s), networking with the local community, the local authority and liaising with health professionals to develop the service(s)
* To ensure all services have adequate cover at all times and to be on call when required for emergency cover
* Ensure the rota’s are produced and managed to deploy staff effectively to deliver the hours within the service(s) to meet the assessed needs of all customers.
* Work collaboratively with all relevant agencies, commissioners to ensure the service(s) comply with all regulatory, contractual obligations and responsibilities. This will ensure customers receive a holistic service which meets their care, social, emotional, health and well- being needs.
* Ensure within all services that compliance documentation such as care plans, risk assessments, reviews, staff supervisions and all other customer and compliance documentation are in place. To be audited every 3 months and any shortfalls are acted upon immediately and reported to the Assistant Director.
* Participate in budget setting and apply effective financial controls to keep overtime, agency spend and other staffing costs within 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, where appropriate.
* 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 and share the findings of the investigation with appropriate agencies and organisations including the police.
* To provide cover in the absence of Team Managers/Team Leaders and to deputise for the Assistant Director in their absence or as requested.
* Ensure we meet our duty of care to people we support and staff by maintaining health and safety, regulatory and environmental standards.
* Work collaboratively with Ability’s Housing and Property services Department and/or external landlords to ensure that customers are living in good quality accommodation.

**Other Duties and Responsibilities**

* Deliver an out of hour’s on-call service for Ability.
* 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.
* The role may include occasional weekend and evening working to meet the needs of the business.
* Should a period of high staff absence occur and staffing levels are unsafe within service(s), in such circumstances the Service Manager will work within services to ensure the ongoing safety of our residents and customers.
* Contracted hours for this post are 35 hours. Due to the seniority of this post it may be necessary to work additional hours to fulfil the duties of this role for which overtime is not payable, unless in exceptional circumstances.
* To comply at all times with the Association’s legal, contractual and regulatory responsibilities in relation to the above duties.
* To be aware of policies, procedures and guidelines which are current at any time and always to carry out duties accordingly.
* To contribute to the development of policy, procedures and best practice
* To attend meetings and carry out other duties as may be reasonably requested.
* To have a valid full UK driving license and the use of car for business purposes.

**MAIN TERMS AND CONDITIONS**

Post: Service Manager

Basic Salary: £35,000

Car Policy: Mileage allowance payable and the post holder must have a valid full UK driving license and the use of their own car for business purposes.

Annual Leave: 22 days plus Bank Holidays Hours of work: 35 hours per week

Pension: SHPS DC scheme with Pensions Trust

A full statement of the main terms and conditions of employment will be supplied with any formal offer of employment. The above information may be helpful to applicants as a guide, but should not be treated as a substitute for a full contract of employment.

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| **Qualities** | **Criteria** | **Essential** |
| **EXPERIENCE** | 2 years of working in a social care environment at a management level (either building based or community based social care service) at a management or supervisory level  Experience of networking and influencing commissioners and other senior stakeholders to produce positive results.  Evidence of success in achieving excellent service outcomes  Managing CQC registered services and gaining excellent or good ratings at CQC inspections.  A track record of implementing new service provision liaising with external stakeholders (including but not exclusively, Social Services, Primary Care Trusts, voluntary agencies, other housing provide  Experience of managing or working across multiple services/sites with (combined) contract values in excess of £1M. | x x  x x x  x |

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| **Qualifications** | Should hold or be working towards a recognised CQC Registered Managers qualification:  Level 5 Diploma in Leadership for Health and Social care Level 4 NVQ in Health and Social Care  Relevant nursing, physiotherapy or occupational therapy qualification and registration  Relevant social work qualification and registration with the Health and Care Professions Council (HCPC)  Degree/Master’s degree related to social care  Diploma in Management Studies | X |
| **SKILLS** | Excellent communication skills and an ability to communicate and explain to people of all levels both within the association and external stake holders information in a succinct and understandable form. | x |
|  | Proven personal organisational skills to manage an extensive workload, prioritise between conflicting demands, meet tight deadlines. | x |
|  | 2 years staff management experience including recruitment, appraising, motivating and disciplining | x |
|  | An ability to use IT packages for effective programme/project management and communications. | x |
|  | A track record in budget setting, financial monitoring and achieving positive financial results in a challenging environment | x |

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| **KNOWLEDGE** | A thorough understanding and the implementation of CQC Regulations, Mental Capacity Act & DoLS, Care Act 2014 in a social care setting  Evidence of understanding the issues regarding persons requiring support (eg assessment of support levels, support planning, suitability, housing requirements, support mechanisms, Positive behaviour support, liaising with care managers etc)  An understanding of disability issues and barriers to equality and inclusion | x  x x |  |
| **VALUES** | Demonstrable commitment to Equality and Diversity  An understanding of disability issues and barriers to equality and inclusion  Committed to displaying and leading others to display the AbilityPositive+ values and behaviours at all times. | x x  x |  |