

## **JOB DESCRIPTION**

### **DIRECTOR OF CARE & SUPPORT**

<b>REPORTING TO:</b>	<b>Chief Executive</b>
<b>LINE MANAGING:</b>	<b>Service Managers Quality Compliance and Business Manager</b>
<b>CONTRACTUAL BASE:</b>	<b>Staines (or other by agreement)</b>
<b>NOTICE PERIOD:</b>	<b>6 months</b>
<b>SALARY:</b>	<b>£70k</b>

#### **OVERALL JOB PURPOSE**

To drive the strategic direction of the Care and Support directorate, working collaboratively with the Senior Management Team and in line with Ability HA's corporate plan.

To bring deep knowledge and understanding of the health and social care sector in support of the compliance and continuous improvement of our operational teams and the Care and Support Management Team.

To develop and sustain well resourced services which represent a value for money service for commissioners and an excellent service for our customers.

To instil Ability HA's vision across all teams, making the aims and aspirations of our customers the heart of all we do.

#### **Key Responsibilities and Accountabilities:**

##### **Leadership and Management**

- Lead on the development and implementation of the organisation's Care and Support strategy and financial plan, monitoring progress against KPIs and milestones
- Be an effective leader, able and willing to lead from the front. Ability Housing Association is a small provider which will require the Director of Care and Support to work at both a strategic level and lead on operational issues as required
- Develop effective management information systems and produce timely and accurate reporting of operational performance ensuring robust monitoring of financial outcomes and return on investment
- Maintain up to date knowledge of Health and Social Care Policy and a national and local level; to utilise this knowledge to inform Ability Housing Association of developments and opportunities, and to amend strategic and business plans accordingly

- Take lead responsibility for broadening Ability HA's partnerships across all regions and in line with the corporate strategy, building strong relationships with commissioners, seeking out new business and increasing opportunities for innovative models of delivery
- Work closely with the Executive Director of Housing and other senior leaders to maximise the impact of services for Ability customers in line with the corporate plan

### **Strategy and Implementation**

- Attend Senior Management Team (SMT) and Board as invited, providing regular reports and performance data
- Lead on the development and implementation of the Care and Support strategy and business plan
- Working with the Care and Support management team, develop and agree operational plans to achieve the agreed strategic targets
- Ensure robust management and monitoring processes are in place, giving oversight of performance against strategic targets and operational plans, reporting on these to SMT
- Take appropriate, timely action to manage and resolve any under-performance issues in relation to strategic targets and or operational performance
- Ensure a process of continuous review and improvement for all Care and Support services to ensure they are effective and responsive, meeting the demands and aspirations of customers, to ensure services deliver value for money and are compliant with all statutory, contractual and regulatory requirements and adhere to best practice

### **Operational Management and Compliance**

- Be the Ability Housing Association's Nominated Individual with the CQC and the Safeguarding Lead for the business
- Directly manage a Care and Support operational area, fulfilling the duties of an area manager as required
- In conjunction with HR, be responsible for the development and implementation of a Care and Support workforce strategy, ensuring staff are recruited, trained, developed, deployed and supported to deliver quality Care and Support services which achieve the business objectives of the organisation
- Lead the Care and Support management team, ensuring a performance culture is implemented and embedded across the directorate. Ensure the management team are engaged and involved in the development of strategy and support with its implementation including the provision of appropriate professional development
- Ensure comprehensive policies and procedures are in place and adhered to across Ability HA's Care and Support services in keeping with the organisation's Ability Positive values and behaviours
- Work with Ability AH's Data Protection Officer to ensure customer data in our care is afforded the highest standards of protection and security. Ensure all staff in Care and Support understand their obligations relating to GDPR and that spot checks are undertaken to provide assurance relating to data protection and security.

- Enable effective customer engagement with customers of Ability Care and Support, ensuring customers have the opportunity to participate, influence and scrutinise services on a regular basis and are included in decisions or proposed service changes which affect them
- Ensure all services are compliant with CQC regulations and that services achieve a minimum grade of Good or Better
- Develop and implement robust quality assurance and CQC auditing processes, to ensure we meet all statutory, regulatory and contractual obligations

### **Business Development**

- Ensure we are developing relationships with key authorities in targeted areas; seeking to grow turnover by a minimum of £500K in new sustainable business per annum, delivering a minimum 2.5% surplus
- Manage the bid writing process, ensuring we submit qualitative bids, gaining the necessary internal approvals before submission
- Ensure new services, or services transferring into Ability Care and Support are project managed well, guaranteeing a smooth transition for customers, staff and commissioners, and that the organisation has all the information and data required prior to contract commencement

### **Governance and Financial**

- Report on the performance of the Care and Support directorate and associated issues accurately and in a timely manner to Board and SMT, contributing to the effective governance of Ability HA
- Undertake medium- and long-term planning to deliver the Care and Support business directorate objectives and meet the requirements of our regulators
- Ensure appropriate policies, procedures and processes are in place for the effective operation of the Care and Support directorate and review these on a regular basis
- Secure and maintain appropriate accreditations such as ISO standards and Investors in People, and ensure these are integrated into day-to-day operations
- Proactively manage risk relating to the Care and Support directorate, including but not limited to safeguarding, safety of customers, fraud or financial malpractice, contract and regulatory compliance

### **Other Duties and Responsibilities**

- The contracted hours for this post are 35 per week. Due to the seniority of the post, it may be necessary to work additional hours to fulfil the role duties, for which no overtime will be payable apart from in exceptional circumstances with the explicit agreement of the Chief Executive
- Care and Support managers are rostered to provide an on-call, telephone escalation service across the directorate outside of office hours, the post-holder will be required to ensure the delivery of this service and participate in the rota should operational need require.
- This role will also involve occasional weekend and evening working to meet the needs of the business.

## MAIN TERMS AND CONDITIONS

Post Director of Care and Support

Salary £70k

Car policy Mileage allowance is payable for business miles undertaken. A valid driving licence and use of own car for work purposes, and willingness to travel is an essential requirement of this post

Annual leave 27 days plus bank holiday

Hours 35 hours per week

Pension SHPS DC scheme

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.

### DIRECTOR OF CARE AND SUPPORT - PERSON SPECIFICATION:

#### Essential Experience:

- 5 years' experience at a senior management level with direct responsibility and accountability for the deliver of Health or Social care services regulated by the Care Quality Commission
- Proven history of winning significant viable new business through tendering for Local Authority and Health service provision
- Demonstrable and consistent deliver of results and achievements, delivering and exceeding performance targets
- Experience of development and leading successful teams, demonstrating strong leadership and excellent communication skills
- A thorough understanding and knowledge of CQC regulations and inspection processes. Demonstrable track record of successful inspection outcomes
- A thorough understanding of current health and Social Care legislation and policy, and how this impacts on the delivery of social care services.
- To be a technical expert in the field of either mental health or learning disability services

#### Essential Skills & Qualifications:

- A professional social care qualification equivalent to QCF level 5
- A post graduate management qualification or willingness to undertake such within 2 years of appointment

- Extensive knowledge and experience of contract management, negotiations and monitoring
- Ability to develop strong relationships and networks with local authorities and other key stakeholders to promote Ability HA and seek new development opportunities
- Extensive knowledge and experience of budget management across multiple services and delivering value for money
- Competent user of Microsoft Word, Excel, Outlook and PowerPoint
- Valid driving licence and use of a car for business travel

#### **Essential Values:**

- Provide inspirational leadership and direction. Lead, motivate and influence staff at all levels, delivering excellent results
- Demonstrate integrity and ownership of issues, making the right decisions for the whole business with an inclusive approach. As required, leading from the front and taking responsibility for operational issues
- Ensure the Ability Positive values and behaviours are promoted across services
- Be a visible leader, communicating well with colleagues at all levels, showing understanding and solving issues that affect and impact on front line service delivery
- Effectively plan and implement change with a focus on the delivery of results
- Demonstrate empathy with the values of Ability AH and customer focus
- Evidence excellent interpersonal, written and presentation skills for varied audiences