

JOB DESCRIPTION – Service Manager

This description gives an over view of the post, the key responsibilities and the context within which the post is offered. It is not intended to be an exhaustive statement of Terms and Conditions within Willcob Care

Post Details

Job Title:	Service Manager
Hours:	40 hours per week
Salary:	£28,000 – 30,000 per annum
Report to:	Locality Manager

The Job Purpose

The Service Manager will be responsible in managing and overseeing the daily running of the service and to ensure that the care provided offers service users a high standard of specialised, person centred care; that all individuals using the service are treated with dignity and respect and that their independence, choice and control is actively promoted by the service. To work within a legislative framework and ensure that all practices within the service are in line with current legislation and social policy and actively promote Willcob Care's values and care Ethos within the staff team and home environment.

The Service Manager will be responsible for managing staff and delegated budgets in accordance with Willcob Care Policies and Procedures.

Key Responsibilities

Manage and co-ordinate day-to-day activities within the service.

- Ensure that all services are delivered within the framework of Willcob Care core values and in line with Willcob Care Policies and Procedures.
- Take responsibility for understanding and complying with statutory and legal requirements including (but not exclusively) all aspects of the Health and Social Care Act 2008 (revised 2012), Health & Safety, COSHH, Mental Capacity Act (2005) and Deprivation of Liberty Safeguards
- To monitor the effective running of the home ensuring all legislation and regulations concerning environmental health, infection control and health and safety are met. Ensure risk assessments are carried out, including fire checks and to maintain a safe environment throughout the home
- To have a good understanding of CQC Fundamental Standards, liaise and cooperate with the CQC and be responsible for completing Statutory Notifications where relevant

- To ensure that all legal and statutory records are completed and that records concerning the unit are displayed (including insurance certificates, registration documents etc)
- Ensure that there is a record of maintenance issues and relevant actions are taken to resolve issues
- Monitor all financial matters relating to the service in accordance with finance policies and procedures. Contribute to the management of the budget for the area and take corrective action, where appropriate.
- Liaise with external professionals, individuals and families as required to ensure that the needs of the people supported are reviewed regularly and plans developed so that we continue to meet their needs.
- Ensure that effective referral protocols and practices are in place to enable speedy and positive responses are provided to meet new demands.

Ensure good practice within services.

- Ensure that appropriate person-centred support arrangements are in place for each individual supported and reviewed, as per policy.
- Implement and monitor quality assurance strategies and documents, actively promoting a culture of continuous improvement.
- Actively promote and support inclusion, ensuring that individuals are supported to participate in community and work opportunities according to their interests and wishes.
- Provide coaching and mentoring to staff.
- Ensure health and safety requirements are met within services and comply with Health & Safety Legislation.
- Contribute to recording and investigating complaints, compiling reports and taking appropriate action; including making changes within the home
- Contribute to the recruitment of suitable employees, induction process and ensuring that all training needs for the team are met

Management of teams and individuals

- Contribute to the recruitment, appointment and induction of staff through effective use of WILLCOB CARE Safer Recruitment Policy.
- Manage and support staff in line with WILLCOB CARE Policies and Procedures, including supervision, absence management, disciplinary and grievance issues.
- Promote and support effective team working through good communication and regular team meetings.
- Identify individual and team learning and development needs and plan to meet these in conjunction with learning and development staff.
- Participate in the delivery of training as agreed by the Registered Manager and Learning & Development staff.
- Effectively identify and contribute to learning and development activities including meeting organisational targets for NVQ achievement.
- Participate in the disciplinary process including suspending staff (where necessary), investigations, holding meetings and making decisions about disciplinary actions (including consultation with HR where necessary)

- Ensure that there is an effective system for the organisation of staff including adequate numbers of staff for the service, rotas, covering all shifts, managing staff holidays and sickness

To establish and maintain effective communication

- Develop and maintain effective communication systems within the team.
- Encourage an open and honest culture within the home; support members of the team to make decisions and contribute to positive changes within the service
- Facilitate regular team meetings; support, encourage and mentor the staff team including arranging and facilitating supervision
- Develop positive and open relationship with all staff and have an effective communication system
- Ensure regular planning and reviews are carried out for all individuals supported.
- Ensure effective representation and joint working with key agencies, families and individuals.
- Establish and maintain processes for facilitating new referrals.
- Promote the organisation in a positive manner

Additional Duties

- To provide an on call out of hours service which includes giving advice and guidance over the phone and attending incidents where relevant
- Take responsibility for attending supervision and your own continuing professional development
- To contribute to the planning, development and growth of the business
- To undertake other reasonable duties within your professional capabilities
- Work flexibly to meet the needs of the service, carrying out shifts if necessary.
- Undertake additional activities such as attendance at conferences and involvement in project groups to further individual and organisational development.
- To undertake other reasonable duties within your professional capabilities

PERSON SPECIFICATION – SERVICE MANAGER

ATTRIBUTES	ESSENTIAL	DESIRABLE
Education, Qualifications and Training	<p>Level 5 Diploma in Leadership in Health & Social Care for Adult or Children & Young People’s Services or the equivalent or willingness to undertake this qualification</p> <p>2 years proven experience in a relevant specialist service</p> <p>Full Driving Licence</p>	<p>Degree level in Management or Health and Social Care management</p> <p>A Social Work, Occupational Therapy, Qualification</p>
Experience	<p>At least 2 years relevant experience in an operational management capacity in a health and social care setting</p> <p>Experience of working in/managing a domiciliary service</p> <p>Experience of managing an effective team</p> <p>A knowledge and understanding of the current legal responsibilities and standards of the service, including the need for the management and delivery of person centred services</p>	<p>Previous CQC Registration</p> <p>Working with people with behaviours challenge.</p> <p>Experience of working with Mental Health clients</p> <p>Experience of working with other agency’s staff.</p>
Knowledge	<p>Good understanding of the regulatory responsibilities of a Registered Manager and the law relating to domiciliary care services.</p> <p>An insight into medical, social conditions and interventions relevant to the service user group</p> <p>Knowledge of quality monitoring and assurance measures, Positive Behavioural Management, Functional Analysis.</p> <p>An understanding of health and safety matters relevant to the Health and Social Care arena and the associated reporting systems</p> <p>Knowledge of Health and Social Care Act 2008</p> <p>Excellent understanding of CQC guideline and KLOE</p> <p>Mental health awareness</p> <p>Data Protection Act 1998</p> <p>Comprehensive knowledge of MCA/DoLs</p>	<p>GDPR knowledge</p> <p>Knowledge of employment law</p>
Skills	Effective listening, verbal and written communication skills	

	<p>Ability to articulate oneself Effective leadership and motivational skills</p> <p>Ability to supervise and delegate work effectively</p> <p>Effective organisational skills as demonstrated by achievement of deadlines, priority setting, maintenance of accurate records/care plans etc</p> <p>Ability to plan rotas/shift patterns in line with the needs of the service</p> <p>Effective working whilst under pressure, maintaining control and confidence</p> <p>Ability to manage and record service users' monies</p> <p>Excellent problem-solving skills, with the ability to resolve conflict using own judgement</p> <p>Ability to present clear written reports and guidelines where necessary</p>	
Qualities/Abilities	<p>Ability to empathise with people from all backgrounds</p> <p>Ability to provide sound practical judgements for the care of service users</p> <p>Ability to build friendly and supportive relationships with service users and their relatives and friends</p> <p>Ability to plan and assist service users in gaining access to services, the community and vocational facilities</p> <p>Monitoring and implementation of standards of good practice</p> <p>Ability to work on own initiative, part of a team and be self-motivated</p> <p>Willingness to be flexible and adaptable to change Ability to identify and meet own personal development and provide development opportunities for staff</p> <p>Proven ability to carry out difficult conversations with people, adapting style and approach as necessary</p>	
<p>I hereby accept the terms as stated on the Service Manager job description</p> <p>Printed Name</p> <p>Signature</p> <p>Date</p>		