

JOB DESCRIPTION

Job Title:	Interim Manager
Reports to:	Operations Manager
Accountable to:	Chief Executive
Location:	Managers are based at the head office at Cartref Ni Ltd and predominantly work with a small number of houses usually within one geographical area, but will also be expected to travel within counties of Conwy, Denbighshire and Flintshire if required.
Job Summary:	The post holder will be responsible and able to respond to houses in the absence of other Managers. The Manager will, always, act in a manner that respects the dignity of each person we support. The post holder will carry out a range of operational functions across a small number of our supported living houses to help ensure exceptional standards are maintained. There is a requirement to have an overall knowledge of all those we support in order to be confident when covering. The Manager will be required to effectively guide Teams to ensure users of our service live a full and active life in their own home, endorsing a person-centred approach. He/she must ensure the continuation of services to people who have disabilities or who are vulnerable, in keeping with the high standards set by Cartref Ni.

Main Duties/Responsibilities

- To ensure that services provided meet the needs of individuals and is in line with their service delivery/care plan. Specifically taking into account the wellbeing, choices, needs and wishes of each individual we support, involving the person in their own plans and day to day decisions.
- To assist in ensuring outcomes are positively achieved and monitored quarterly.
- To undertake planning for and monitoring all relevant documentation including work and house-based risk assessments, protocols, active support packages and behaviour support plans
- To ensure effective and efficient support is available for the individuals we support as per our contractual obligations, including arranging any sickness, annual leave cover.
- To assist with time and attendance management, carrying out administrative tasks to ensure correct data is collected for payment and invoicing purposes.
- To participate in and oversee a system of record keeping relevant to the interest of the individual.
- To ensure that support staff understand and follow the instructions and recommendations given by individuals, their families, Doctors or other Health or Social Services officers.
- To assist in organising training by way of administration and updating database.

- To ensure registered, and maintain registration with Social Care Wales required for your role

Staffing

- To ensure support staff adhere to the Social Care Wales Code of practice.
- To identify if any appropriate training is available for support staff and adequate training is provided.
- To promote open communication systems for those people Cartref Ni support, their families, advocates and support staff.
- To provide opportunities for support staff to make calculated and informed decisions about their work and practices.
- Provide advice and support to people on a day to day basis through informal/formal meetings, telephone, electronic methods and face to face.
- To monitor staff development, maintain discipline and mediate between team members where necessary.
- Follow procedures and respond appropriately to any concerns, complaints or grievances.
- To undertake investigations in conjunction with either internal or external agencies following serious incidents or other areas of concern.
- Assess and discuss incidents and where necessary take immediate decisions/actions to manage/mitigate further health & safety and security of people being supported, staff and public.
- Ensure all absence is managed according to the Absence Management Policy.

Health and Safety

- To monitor and maintain good standards of health and safety, acting as a role model in promoting health, safety and security in accordance with Cartref Ni and local authorities, policies and procedures.
- Ensure that appropriate accident and incident reports are completed in accordance with procedures.
- Undertake initial risk assessments within a person's home in line with Cartref Ni's Health and Safety policies and procedures
- To participate in a 24 hour 'on call' rota when requested for all Cartref Ni houses.
- Ensure on call '*Incident reporting document*' is followed.

Finances

- To regularly audit financial records in accordance with the wishes of each person we support and other designated agencies.
- Follow Cartref Ni and Local Authority's policies and procedures.
- Work collaboratively to secure agreement for any request for additional expenditure.

Quality of service

- Ensure compliance regarding the Regulations and Inspection of Social Care (Wales) Act 2016
- Continuously monitor quality and take effective action to address any issues and promote quality.
- To work with the develop of new support packages in partnership with Operations Manager and Head of Operations.

Working together

- To represent the charity in external meetings wherever required.
- To represent the person being supported, if required, with external agencies supporting their best interests, health and well being
- Work in partnership with local authority to implement safeguarding procedures including but not solely DoL's.
- To undertake person centred /annual reviews lead by the local authorities.
- To attend and participate in weekly managers' meetings if required.
- To work effectively within a team of Managers and offer appropriate support and cover for holidays and sickness.
- Liaise with housing associations to facilitate development or to resolve maintenance issues.
- To Participate in Cartref Ni events such as social events and staff conference.
- Attend Trustee meetings as required.

Professional

- QCF/NVQ level 4/5 to enable registration with Social Care Wales
- To ensure continuous registration with Social Care Wales and keep up to date training and learning records.
- Promote Social Care Wales 'Code of Practice for social care workers'
- Ensure that confidentiality is maintained in accordance with legislation for all areas of the organisation.
- Participate in training events for self-development, including Management and Leadership Development Training.
- Attend and contribute to own supervision and an annual appraisal of performance set by Operations Manager
- To carry out such further tasks as may from time to time be delegated by the Chief Executive Officer.

Performance Management

- Work within performance management arrangements put in place within the company.
- Ensure that teams you are responsible for comply with reporting requirements and timescales.
- Ensure that personal targets are met, and outcomes delivered against agreed timescales.
- Provide relevant information to enable performance reporting across the organisation.

PERSON SPECIFICATION – Social Care Interim Manager

Skills & Attributes	Essential	Desirable	Method of Assessment
Education/Qualifications			
NVQ Level 4/5 or equivalent (Social Care Framework)	*		Application Form
Evidence of continuing professional development		*	Application Form
Experience /Knowledge			
3 years experience in supporting people with Learning Disabilities		*	Application Form
Knowledge of the legislation relating to Learning Disability Services	*		Application Form & Interview
Knowledge of the person-centred approach	*		Interview
Experience of team-working	*		Interview
Skills and Aptitudes			
Effective and confident communication skills, both written and verbal	*		Application Form & Interview
Ability to motivate and lead others	*		Interview
Ability to prioritise effectively	*		Interview
Good time management	*		Interview
Computer literate including email & Word PowerPoint & Excel	*		Application Form & Interview
Ability to travel – be mobile	*		Interview
Other – Personal Qualities			
Ability to respond to unexpected changes and adopt a flexible approach	*		Interview
Willingness to take on additional responsibility	*		Interview
Ability to manage and resolve conflict	*		Interview
Passion for upholding the rights of all vulnerable people	*		Interview
An understanding of the demands and challenges placed on front-line staff	*		Interview
Ability to be creative and see obstacles as opportunities.	*		Interview
Willingness to work in partnership with agencies/stakeholders.	*		Interview
Strong values base and corporate loyalty	*		Interview
Willingness to undertake all identified training.	*		Interview