

JOB DESCRIPTION

Job Title:	Service Manager
Reports to:	Head of Operations
Accountable to:	Chief Executive
Location:	Managers are based at head office at Cartref Ni Ltd. Managers are then assigned to manage a number of services across Flintshire, Denbighshire or Conwy.
Job Summary:	The post holder will be responsible for 'key' houses and will have a thorough understanding of all Cartref Ni's work so as to be able to respond to those houses in the absence of other Managers. 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. The Manager will, at all times, act in a manner that respects the dignity of each person we support.

Main Duties/Responsibilities

- To meet with people and/or their advocates who may require a service to discuss the type of service required and how best to deliver that service endorsing the person-centred approach.
- To ensure that services provided meet the needs of individuals and the agreed specification as defined by a properly constituted Service Delivery/Care Plan. Specifically take account of the well-being, choices, needs and wishes of each individual, involving them in their own plans and day to day decisions.
- To ensure outcomes are positively achieved and monitored quarterly.
- To undertake planning for and monitor all relevant documentation including work and house-based risk assessments, protocols, active support packages and behaviour support plans.
- To coordinate rotas to ensure effective and efficient support is available for the people we support as per our contractual obligations.
- To participate in and oversee a system of record keeping relevant to the interest of those we support.
- To ensure that support staff understand and follow the instructions and recommendations given by those they support, their families, Doctors or other Health or Social Services officers.

Staffing

- To oversee the recruitment and appointment of support staff, ensuring that satisfactory references are received.
- To ensure that appropriate and adequate training is provided for support staff, commencing with the All Wales Induction Framework.
- To ensure support staff adhere to the Social Care Wales Code of practice.
- In accordance with policies and procedures to provide support to staff through charring team meetings, effective supervisions and annual appraisal sessions.
- 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.
- Undertake 1:1 supervisions and appraisals in line with company policies.
- 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.
- 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.

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 manage the services provided already in existence and, if appropriate, develop new support packages in partnership with Head of Operations and the Chief Executive Officer.

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 DOLS and POVA
- To undertake person centred /annual reviews lead by the local authorities.
- To attend and participate in weekly managers' meetings.
- 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.
- 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 Head of Operations.
- 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 – Service 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