

Job Description
Service Manager

Aim of the Service Manager's Role:

To provide the Support Teams concerned with appropriate management, effective leadership, care and support skills, knowledge and experience, enabling the service users to achieve a good quality of life.

Areas of Managerial Responsibility:

Responsible for the overall management of the supported living services.

The post will consist of full time management hours (37 - 40 hours each week).

Accountability:

The Service Manager is accountable to the Coquet Trust Operational Manager. It should be noted that staff must be prepared to work at any location the Trust Manager decides they can contribute to most effectively.

Responsibilities:

To oversee the smooth operation of Supported Living services, as agreed with the Trust Manager.

To have **lead** responsibility to ensure all employees overseen fulfil the standards set out by the organisation and the implementation of the Trust's Policies & Procedures and act as first point of contact.

To deliver office based induction to new employees and for the delivery of service induction, including the Care Certificate.

To complete all aspects of the rota and annual leave process utilising the systems set out by the Coquet Trust.

To carry out staff supervision and workplace observations.

Take part in the Coquet Trust out of hours on-call system,

To cover shifts in services when required.

To identify potential and actual safeguarding concerns to operational manager. To protect each individual service user from any form of abuse.

To bring to the attention of the Trust Manager in confidence any concerns relating to the care and well-being of the service user.

To ensure that the Coquet Trust Policies and Procedures and financial management system are understood, communicated and carried out by every member of staff, to a high standard.

Identifying, assessing and reviewing risk for services and staff.

To focus individual workers on the collective aims of O'Brien's' Principles.



To motivate the team to use their appropriate individual skills to enhance the lives of the service user and to encourage them towards as much independence as is possible.

To ensure that all service users have a Person Centred Plan and that a key worker system is in place.

To ensure that all service users are given every opportunity to make personal choices, to have access to their personal possessions, records and files and are involved in organising their own personal finance. Overseeing and maintaining robust financial procedures.

To provide personal care as described within the individual's support plan.

To ensure that open communication is maintained with relatives.

To ensure that the level of care and support given is of the highest standard at all times.

To arrange and chair regular meetings.

To attend meetings at Head Office as and when required.

To attend professional workshops and meetings.

To ensure that good relationships and communication are maintained with professionals, working in partnership and ensure that directives and advice given are implemented.

To take overall responsibility for 'in house' Health & Safety, Medication, CQC and LA compliance.

To take part in training and development programmes as and when expected.

To maintain open communication with operational management, office staff and the Trust manager.

To use technology to enhance working practice.

To carry out any other tasks or duties as required.

This list is not exhaustive.

PERSON SPECIFICATION
SERVICE MANAGER

Factor	Essential	Desirable	Method of assessment
1. Education, training and qualifications	NVQ in Care, level 4 or above or equivalent qualification GCSE or equivalent in Maths and English Computer literate with the ability to use the Microsoft office suite Evidence of CPD	Relevant management qualification QCF (Qualification and Credit Framework) Diploma or equivalent	Application
2. Experience	Experience of managing staff Experience of co-ordinating the work of others Experience of coaching/mentoring staff Experience of providing clinical supervision Relevant experience of working with adults with learning disabilities Experience of working with parents, families and carers Experience of working as part of a Multi-Disciplinary Team	Experience of recruitment and selection Experience of using staff rota software	Application/interview

	<p>Experience of developing and implementing policies</p> <p>Experience of carrying out risk assessments</p> <p>Experience of support planning</p> <p>Experience of safeguarding</p>		
3. Skills and aptitude	<p>Ability to multi task, managing conflicting demands and priorities</p> <p>Ability to delegate effectively</p> <p>Ability to communicate effectively verbally and in writing, taking into account the needs of their audience</p> <p>Ability to work independently and as part of a team</p>	Ability to liaise with other professionals	Application/interview presentation
4. Knowledge	<p>Knowledge of Every Child Matters and the National Care Standards and how to promote inclusion</p> <p>Comprehensive knowledge of learning difficulties/disabilities</p> <p>Knowledge of the CQC and its' Standards</p>		Application/interview

	<p>Knowledge of the Mental Capacity Act</p> <p>Knowledge of the GDPR, our responsibilities and how it impacts on service provision</p>		
5. Special requirements	<p>Enhanced DBS clearance</p> <p>Participate in the out of hours on-call rota</p> <p>To be able to maintain confidentiality in all aspects of their work</p>	<p>Full clean UK driving licence and access to a vehicle</p>	<p>Application</p>