

Role Title: Service Manager		
Role Purpose: 1. To deliver services across the respective service line 2. To be responsible for monitoring the overall quality of the service 3. To act as a link between the Director of Operations and staff 4. To undertake specific management and supervisory responsibilities across the locality/service		
Accountabilities	Measures of success	What you need to Know
1. Demonstrating Personal Qualities Developing self awareness, managing yourself, continuing professional development, acting with integrity Ensure service meets all regulatory requirements. Be the CQC registered manager for identified service as required. Become a care ambassador and promote care as a career choice Work flexibly Promote equality, diversity and inclusion Undertake mandatory and essential training when required. Work in line with Company policies and procedures. Take ownership for own personal development.	Personal effectiveness Tasks completed to time and requirements	RQF Level 5 Award in Social Care or similar Effective leadership skills and experience or formal qualification in leadership Good numeracy / literacy skills – to enable formal report writing, data analysis, interpretation of legislation. Budget management and monitoring skills
2. Working with others Developing networks, building and maintaining relationships, encouraging contribution, working with teams Promote community inclusion Ensure services have appropriate levels of staffing to meet the needs of the service.		

Develop systems with business support so they can undertake rota and planning of staff. Review and monitor rotas. Support Business Support to fill gaps in rota, backfill shifts Contribute to workforce planning across services to ensure effective use of time, skills and resource Lead and mentor new Team Supervisors and lead support services where required Network and form mutually beneficial local partnerships Develop relationships with the social work teams and manage referrals Work with the Learning and Development team to design and deliver training and workshops, as appropriate Chair or participate in team meetings, and meetings generally around the service Plan and arrange effective development days to engage staff Liaise with all stakeholders (families, paid carers, partner organisations, local authorities, advocates and professionals) to ensure individuals receive service required	Develop and maintain a positive LL reputation and image locally Customer feedback Family / carer feedback	Effective communication and interpersonal skills to enable provision of advice/guidance and information across a diverse range of individuals and organisations. To include presentation, analysis and report writing skills. Experience of working with people with learning disabilities. IT Literate Proven experience in delivering results and effective decision making A team player who is approachable, dedicated and hardworking Financial/commercial awareness
3. Managing Services Planning, managing resources, people and performance Manage and support the team (including Team Supervisors, Business Support, Support Workers, ancillary workers, apprentices, work experience and volunteers) to perform role safely and to best of their ability Work closely with team to ensure all services respond to and improve on recommendations from internal and external audits, and evidence actions. Lead team meetings Contribute to new staff inductions, supervisions and RTW interviews Conduct appraisals for Team Supervisors, Business Support and ancillary workers Conduct appraisals for Support Workers jointly with Team Supervisors Deliver training and workshops as required Work with HR to ensure all recruitment processes are in line with Leading Lives Safer Recruitment practices.	Motivated staff team Effective role modelling of practice to staff Good staff performance	How you act You think ahead, adapt, flex and focus to remain a front-runner. You value relationships and collective strength so that you can make a difference. You grow yourself , to grow others Person Centred - You display a

Ensure Team Supervisors and other identified workers have regular supervision to support them in their practice of leading their services to success. Sign off payroll and check invoices Work closely with HR to manage capability, conduct, absence issues, including disciplinary investigations and hearings Ensure reporting requirements are met Participate in the Emergency Advice line process Receive, investigate and respond to high level customer complaints Ensure occupancy within services is maintained appropriately. Ensure that service budgets are reviewed regularly	Team spirit, engagement and collaboration Services and supports delivered within budget	Person Centred approach that promotes inclusion, rights, Dignity and Respect – you adhere to principles of dignity and respect at all times Shows initiative – you come up with ways of improving how we Team Worker - You work with others to deliver results and provide support. Flexible attitude – you are prepared to work flexibly to deliver the service.
4. Improving Services Ensuring the safety of people who use the service, critically evaluating, encouraging improvement and innovation, facilitating transformation Ensure high levels of quality care within all services Conduct service visits to ensure the wellbeing of customers and staff team Identify and plan training needs working closely with the Learning & Development Team to improve and develop new training that promotes the development of services. Work with the Quality Assurance Auditor to ensure services remain up to standard and action improvements Adhere to and ensure all GDPR standards are met by the team Ensure all practice is in accordance with the promotion of the Health and Social Care Standards. Oversee a robust referral service, ensuring effective service allocation and delivery of person centred packages Promote and develop community based opportunities Implement new approaches and systems across the service line Develop and implement changes in response to feedback Ensure H&S practices are followed and sign off high level risk assessments Act as the H&S lead, member of the H & S steering group Ensure building security, environmental standards, reporting any required repairs or hazards to the appropriate body, working alongside Property Adviser Ensure correct incident and accident procedures are followed including a staff debrief	Effectiveness of support and service delivery Number of near misses CQC reports Identifying areas of good and poor practice and celebrating success or resolving poor practice Range of activities provided Service delivery performance indicators Risk assessments in place FRA & H&S audits action and follow up	

and any follow up action or training required. Complete and review annual fire risk assessments and Health and safety audits Act as the Registered Manager where required and participate in CQC inspections Ensure actions from audits are carried out and provide reports to the Service Director Ensure safe lone working through robust risk assessments Ensure all MH risk assessments are completed and up to date reviewed annually or as required. Ensure all staff are aware and follow safeguarding procedures including whistle blowing, mental capacity and GDPR Investigate and monitor concerns and complaints	Quality Audit feedback	
5. Setting direction Identifying the contexts for change, applying knowledge and evidence, making decisions, evaluating impact Lead and implement new methods of practice and support Team Supervisors with mentoring of teams to improve practice. Oversee the implementation of strategies and approaches that are appropriate and effective for the customers within the services. Monitor and evaluate the effectiveness of direct and indirect costs of mandatory and voluntary training across the service	Effective and inclusive services Total Communication Standards	
6. Creating the Vision Developing the vision for the organisation, influencing the vision of the wider social care system, communicating and embodying the vision. Promote the company aims and vision throughout all aspects of practice. Draft business plans for your services working closely with other Service managers and Director of Operations Work closely with the Director of Operations to bring the strategy to life and work on strategic projects	Business plans/Actions Plans	
7. Delivering the strategy Framing, developing, implementing and embedding the strategy Deliver strategic initiatives, working in partnership with colleagues internally and	Outcomes delivered	

externally and report on outcomes

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