

Job Title:	Service Manager
Salary Range:	£31,936 - £35,027 (dependant on qualification)
Responsible To:	Registered Manager

1. Job Summary

The Service Manager is responsible for ensuring the organisation provides a person-centred service to all members, building relationships with them, their families and the local community.

The role is responsible for the supervision and management of a team of support workers, writing care and support plans and rota planning. The post holder will also be responsible for team management for annual leave, appraisals, performance management and any employee relations issues. The Service Manager will work in partnership with the Registered Manager to deliver against all strategic objectives within the operations division.

2. Key Tasks

- To work alongside the Registered Manager, organising and writing care and support plans, and risk assessments. Also supporting staff to provide person centred services to our members, adhering to organisational policies and procedures and quality systems.
- To be responsible for the delivery of the service which takes into account all of the day-to-day operational requirements, and also quality measurements and monitoring.
- To deputise for the Registered Manager and be the responsible manager in their absence carrying out all the duties that this position entails.
- To ensure the service has the required level of resources to support members, including ensuring that the service is fully staffed according to agreed levels.
- To ensure that all members are aware of all social, recreational, and community opportunities and events and facilitate necessary access.

3. Operational Tasks

- To be responsible for the rostering of Support Workers by ensuring that rotas are produced well in advance of the month and the staff team are fully aware of where they are working for the next 4 weeks.
- To efficiently manage rota changes when they arise and cover support shifts when required
- To deploy staff in a way which maximises cost efficiency whilst meeting the demands of members
- To ensure that appropriate person-centred support arrangements are in place for each member and reviewed in line with organisational policies and procedures.
- To implement and monitor quality assurance strategies and documents, actively promoting a culture of continuous improvement.
- To be responsible for authorising annual leave requests ensuring that the service has the required level of resources to meet the needs of our members.
- To ensure that all day-to-day changes and amendments to staff schedules and rotas are recorded in the workforce planning system and that adequate staffing levels are maintained.
- To ensure that all relevant records and documentation is reviewed and updated in line with the requirements of our governing body.
- To collaborate with the Social Work team to carry out initial assessments, home visits, risk assessments and transition plans for referrals.

- To ensure that all care and support plans and risk assessments are regularly reviewed and updated and recorded in the relevant files.
- To conduct weekly/monthly quality assurance site visits and ensure audits are completed (fire / H&S / infection control / medication / finance / property etc. To write results-based action plans, implement and review.
- To ensure all health and safety legislation, internal and external guidance and procedures are communicated and implemented.
- To work with the senior managers to ensure an anti-oppressive, anti-abusive and non-judgemental approach to service provision.
- To ensure all incidents, accidents and safeguarding concerns are appropriately recorded and raised to senior management in a timely manner.
- To work with members who exhibit challenging behaviour, supporting them to learn self-control and more socially acceptable ways of communicating, coping with situations and by applying appropriate behavioural strategies in collaboration with the Registered Manager and the PBS Lead.
- To work in collaboration with the Programming Team to ensure there is a varied activities programme that meets the needs of members.
- To ensure that all members have an allocated key worker.
- To ensure that member's religious beliefs are supported and encouraged and that opportunities are sought for them to socialise in the Jewish Community.
- To ensure personal care needs of member's dignity, respect and privacy.
- To administer medication as required and in accordance with the doctor's instructions, and that procedures laid down are strictly adhered to following appropriate training.
- To take shift responsibility for on-call and emergency response on a rota basis within the management team.
- To deliver hands on support within the team as required in emergency situations.
- To undertake any other duties as may be reasonably requested.

4. Communications

- Ability to communicate effectively across multi-disciplinary teams, both internally and externally.
- Ensure effective representation and joint working with key agencies, families and individuals.
- To build and maintain positive relationships with parents of Kisharon Langdon members.

5. People Management

- Line management responsibility for a team of support workers including matters relating to supervisions and appraisals, ensuring issues are addressed as required.
- To manage and support staff in line with Kisharon Langdon Policies and Procedures, including supervision, absence management, performance management, disciplinary and grievance issues.
- To ensure all staff receive regular supervision and they are recorded.
- To take responsibility for the recruitment and selection of support staff including a full induction and completion of the care certificate, in collaboration with the Registered Manager.
- To train, develop coach and motivate staff through leading by example and demonstrating good working practice.
- To ensure training needs of all staff are met effectively – implement induction programmes and identify and provide for ongoing training needs.
- To hold regular team meetings with the support workers and ensure the meetings are documented.

6. Financial Management

- To work within agreed budgets.
- To ensure the financial probity of the member's monies and ensure the organisation's policies and procedures regarding finances are rigorously followed.
- To ensure all payroll documentation is completed, checked, approved and signed off by the given deadline.
- To authorise staff expenses, ensuring that claims are in line with Kisharon Langdon Expense Claim policy.

7. Key Values

In addition to undertaking the duties as outlined above, the post holder will be expected to adhere to the following:

- **Organisational Values**
To behave in accordance with the organisation's values or Respect, Integrity, Community and Excellence.
- **Equality & Diversity**
To act in accordance with the Organisations Equality & Diversity Policy, which is designed to prevent discrimination of any kind.
- **Health & Safety**
Ensure that all duties are carried out in line with the Organisation's Health & Safety Policy.
- **Risk Management**
Responsible for reporting complaints, incidents and near misses through the appropriate reporting procedures.
Responsibility for attending health & safety training as required.
Responsibility for assisting with risk assessments.

8. Note

This job description outlines the roles, duties and responsibilities of the post. It is not intended to detail all specific tasks. Kisharon Langdon reserves the right to alter the content of this job description to reflect the changing needs of the organisation but is a correct reflection of the main duties of the post at the time of writing.

9. Acceptance

I agree to undertake the duties of the job in accordance with the above.

Signed..... (Post Holder)

Name:..... (Print)

Date:

Signed (Line Manager)

Name:..... (Print)

Date:

This document is to be signed and returned to the HR Department on your appointment and/or at the review point for Kisharon Langdon Job Descriptions. The signed copy will be retained on your Personnel File.

PERSON SPECIFICATION
Service Manager

	Essential	Desirable
Qualifications	NVQ in Health & Social Care - Level 4 / RMA or Level 5 Diploma, or currently working towards. Minimum requirement - Level 3.	NVQ in Leadership / Management
Experience	- Rota planning in line with contracted care needs across a 24 hour, 7-day rota. - Previous experience of financial management and budget control. - Previous line management experience. - Proficient in the use of Microsoft Office in particular Outlook, Word and Excel. - Significant previous experience of working with adults with learning disabilities and autism within a residential /supported living environment. - Previous experience of management of service provision in the care sector.	- Previous experience of supporting access to life-long learning opportunities. - Understanding of tendering process.
Communication & People Skills:	- Ability to address and respond to employee issues in a fair and consistent manner. Including informal and formal performance management. - Good written and oral communication skills. - Ability to demonstrate professional attitude with excellent influencing and negotiating skills.	

	• Ability to establish and maintain effective professional working relationships.	
Organisational Skills:	• Ability to manage time and workload effectively without direct supervision. • Ability to prioritise workload to meet changing deadlines.	
Specialist Knowledge & Skills:	• Working knowledge of regulatory body inspection processes and documentation. • Working knowledge of CQC fundamental standards. • Working knowledge of safeguarding procedures and processes. • Previous experience of conducting quality and health & safety assessments. • Previous experience of maintaining accurate records and undertaking audits. • Good understanding of the social care sector and current challenges. • Previous experience of writing and reviewing care plans and risk assessments. • Ability to identify risk and implement action plans.	• Knowledge of agencies / services working with adults with learning disabilities, mental health issues and physical disabilities.
Other	• Ability to work flexibly and participate in the on-call rota. • Full, clean driving licence and use of own vehicle. • Candidates should indicate an acceptance of and commitment to the principles underlying Kisharon Langdon's Equity & Diversity and Health & Safety Policies.	