



JOB DESCRIPTION

NOVEMBER 2018

Job title: 0.6 Support Service Manager (Additional support hours are available for a post holder wishing to work full time)

Reporting to: Chief Executive

Aims

- To start, develop, lead and deliver a CQC registered community based support service that enables adults and young people with learning and other disabilities in Leeds to progress towards independence, an active life engaged in the community, hold positive relationships and enhance their wellbeing.
- To recruit new people to our provision
- To ensure that all support is delivered to the highest recognised quality standards
- To ensure reporting meets all funder and regulatory requirements.

Dimensions

- Recruit and line manage a team of support workers, in line with People Matters values and developing strategic aims
- Delegated budget responsibility relevant to team's work.

Circumstances

- 24 hours per week. (Additional support hours are available if the post holder wishes to work full time)
- Willing and able to travel across the Leeds area for training and meetings.
- Some evening work will be required and time off in lieu will be given in accordance with the People Matters TOIL policy.
- A satisfactory enhanced disclosure from the Disclosure and Barring Service is required for this role.

Salary

- £29078 pa FTE i.e. £17447 pa plus overtime

Background

People Matters has delivered individual support in the community on behalf of Leeds City Council for over 10 years. We also deliver community learning, an employment service and social activities out in the community to enable an inclusive community for the people we work with. We have just completed our CQC inspection, the results aren't out yet but we are pleased with how it went.

Things you will make happen

- Creating a service that is effective, efficient, responsive and financially viable through
 - Effective recruitment and deployment/utilisation of staff team
 - Taking an entrepreneurial approach to building the size and scale of the service
 - Deployment of effective/efficient systems and processes to meet regulatory requirements
 - Monitoring of performance, reporting concerns and taking corrective actions in consultation with CEO to meet regulatory requirements
 - Taking a quality assurance approach of self assessment, action planning and improvement working to standards of external frameworks including those of CQC
- Build and sustain a team including self that
 - places listening to people at the top of its priorities and acts on what people say
 - continuously seeks to improve practice
 - focuses on service users achieving outcomes and safeguarding their interests
 - achieves internal and external targets and standards including those of CQC
 - effectively utilises systems and processes to ensure that delivery is effective, efficient and auditable
- Creating a service that is known and well regarded across the city through
 - Proactive participation in public relations and promotional activities
 - Collaboration with colleagues in core team for cross organisational aims
 - Engagement and responsiveness with commissioners and professionals
 - Engagement with main carers and service users through review

General

- To develop and maintain an understanding of People Matters work and the needs and circumstances of with learning and other disabilities in the Leeds area.
- To comply with People Matters policies and procedures, including Health and Safety, Data Protection, Safeguarding, Equality and Diversity and HR policies
- To participate in professional development activities
- To carry out any other duties that may reasonably be required in the light of the main purpose of the job.

You must be able to demonstrate the following competencies

Leadership – Being personally accountable for the work of your Service, providing clear vision, strategies, direction and support to your staff whilst working in a way which is central to the values and culture of People Matters

Team Management – Recruiting, developing and managing teams of staff effectively using a range of HR skills and techniques

Values and Equality – Valuing and promoting diversity and equality, and the rights of the people we support and employ. Challenging unfair discrimination

Communication – Getting the message across in the best way so that it is clearly understood. Ensuring open and effective communication in the team. Securing the agreement of others through

persuasion and negotiation. Developing and managing internal and external relationships through balancing entrepreneurship with our values and ethics.

Problem solving and Decision Making – Taking personal responsibility for ensuring decisions are made. Identifying problems, seeking to understand their underlying causes and acting quickly and decisively to resolve them

Professional Knowledge and Practice – Having sound levels of professional practice/knowledge across the support areas of adults and young people with learning and other disabilities such as the autistic spectrum and their potential mental health issues. Additionally you will need to demonstrate competent administrative skills in both financial/budget planning and monitoring and the management and use of IT

Quality Assurance – Effective practice in the utilisation of quality assurance and improvement processes as identified by CQC

Organising and Planning – Developing viable plans and organising staff and other resources to deliver objectives within timeframes

Resource Management – Managing and controlling human, physical and information resources to meet demands and changing priorities, ensuring financial viability

Person Specification

Essential

- A qualified and experienced service manager in the social care environment, who has delivered high quality, successful service in a social care, ideally with adults and young people with learning and other disabilities
- Sound knowledge of best practice and quality standards expected for successful delivery of support to CQC standards.
- Experience of support work across
 - a. designing and evaluating person centred plans and activities appropriate to the achievement of social care outcomes.
 - b. assessing against outcomes that demonstrates achievement
 - c. working with vulnerable adults supporting them to achieve outcomes in a person centred manner and addressing their personal care needs
 - d. having a good understanding of the issues that people with learning and other disabilities face.
 - e. Using organisational systems that enhance quality and satisfy audit/inspection requirements
- Experience of supervising and managing staff which includes continuous professional development and organisational improvement principles and able to be appropriately assertive when dealing with any difficult issues that might arise.
- Team building and developing a positive culture where lone workers see themselves as team members and the client is at the centre of what we do
- A passion for effectively supporting people to find and achieve their aspirations, empowerment and enjoyment of creativity and innovation.
- Demonstrate commitment to the mission, vision and values of People Matters, including equality, diversity and social inclusion
- A recognised qualification in health and social care at level 3 with a willingness to complete a qualification in adult social care management at level 5 on an early basis
- Excellent written, communication, numeracy and IT skills
- Able to manage relationships with external agencies.
- Participation in the effective use and refinement of quality systems
- A willingness to go beyond job role to contribute to the development of the whole organisation

Desirable

- Budgetary management and financial control experience
- Marketing and recruitment of new clients experience
- A recognised qualification in adult social care management at a minimum of level 4.

We encourage applications from all sections of the community particularly those with disabilities.