



## Job Description

**Job Title:** Registered Service Manager – Lindisfarne Court, Darlington

**Reports to:** Deputy Head of Operations

**Responsible for:** Deputy Manager; Senior Support Worker; Support Workers

This description gives an over view of the post, the key responsibilities and the context within which the post is offered. It is not intended to be an exhaustive statement of Terms and Conditions within SJOG.

**Job Purpose:** Our Service Manager will provide day-to-day management and leadership to the Deputy Service Manager, Senior Support Worker and a team of residential Support Workers that specialise in supporting people with physical disabilities and learning disabilities. They will be responsible for providing this specialist service by demonstrating specialist practice. They will ensure all regulatory and contractual requirements are exceeded and will be an ambassador for SJOG, striving to achieve outstanding outcomes for the people we support.

Objectives	Statement Values
Actively support the vision, philosophies and values of the Charity	<ul style="list-style-type: none"> <li>- I will promote the core values of the Charity – compassion, hospitality &amp; respect,</li> <li>- I will act in a non-discriminatory manner</li> <li>- I will maintain confidentiality at all times</li> <li>- I will act as a positive role model to the team and lead by example</li> <li>- I will undertake any other duties that are in keeping with the values of the Charity</li> <li>- I will be an ambassador for the Charity and promote SJOG's work positively</li> </ul>
Implement and maintain the required level and specialised quality of care/support in line with regulatory, contractual and SJOG policies and procedures	<ul style="list-style-type: none"> <li>- I will promote national and local learning disabilities and physical disability strategies within the practice within the service.</li> <li>- Following a referral I will carry out a pre-assessment which I will send to Operations team for approval</li> <li>- I will implement the service referral and monitoring systems and undertake assessments whenever required</li> <li>- I will develop, monitor and report on the service development plan</li> <li>- I will promote co-production and work in partnership with the people I support to develop outcome focused support plans</li> <li>- I will ensure the regular monitoring/auditing of standards of practice in order to exceed quality and compliance standards</li> <li>- I will ensure that the service delivers on personalising care and support and meeting the aspirational needs and preferences of people</li> <li>- I will develop a person centred active support environment so that the service maximises fulfilment and opportunities in social and leisure activities for people</li> <li>- I will regularly review service provision and make appropriate recommendations to the Head/Deputy of Operations on how to improve and develop the service further</li> <li>- I will undertake regular quality assurance checks according to SJOG's policies and procedures</li> <li>- I will work within the local authority contract specification and will exceed standards</li> <li>- I will promote and exceed the Fundamental Standards so that we succeed in achieving an outstanding rating.</li> </ul>

Develop and maintain internal and external channels of communication for provision of information and service	<ul style="list-style-type: none"> <li>- I will liaise with relevant agencies and professionals who can provide information, advice and expertise to assist people who use the service</li> <li>- I will ensure all complaints and incidents are recorded, reported and acted upon in accordance with relevant policy and procedure</li> <li>- I will organise and attend reviews for people who use the service and evidence outcomes in a professional way</li> <li>- I will present evidence of analysis and research to key professionals</li> <li>- I will assist in developing service literature in order to promote the work of the Charity</li> <li>- I will proactively communicate on all voids within the service to key professionals</li> </ul>
Ensure that appropriate forums are in place for consultation and participation	<ul style="list-style-type: none"> <li>- I will ensure people who use the service are involved in consultation where necessary</li> <li>- I will develop accessible forms of communication so that people are engaged in a meaningful way</li> <li>- I will seek innovative assistive technology to ensure that people have their voices heard and their independence is maximised</li> <li>- I will support regular engagement meetings with the people we support and include families and professionals (where appropriate)</li> <li>- I will support the promotion of service feedback, satisfaction surveys etc. so that we continue to consult in order to continuously improve</li> <li>- I will escalate matters proactively so that people's voices are heard to senior management</li> </ul>
Manage and develop high performing teams to ensure the standards of care/support are maintained in line with internal policies and procedures	<ul style="list-style-type: none"> <li>- I will ensure effective recruitment of staff in line with the Safer Recruitment standards</li> <li>- I will identify, monitor and report training and development needs</li> <li>- I will assist with the implementation and delivery of identified training</li> <li>- I will deliver in-house training to the team as and when required</li> <li>- I will ensure that the team are skilled to support people with sensory needs</li> <li>- I will review resources within the service to ensure a safe operating service</li> <li>- I will conduct annual performance reviews and supervisions, where a personal development plan will be formulated setting objectives to improve performance and motivation</li> <li>- I will performance manage the team (and individuals) in line with appropriate policy and procedure</li> <li>- I will promote a consultative and participative work environment</li> <li>- I will ensure all staff receive a robust induction</li> <li>- I will lead on the delivery of best practice so that others can learn from me</li> </ul>
Ensure that people using the service receive guidance and access to their benefit entitlements	<ul style="list-style-type: none"> <li>- I will liaise and negotiate with or on behalf of people who use the service, with appropriate agencies</li> <li>- I will ensure that appropriate financial support is provided in line with people's needs and preferences</li> <li>- I will ensure monies are accounted for and documented accordingly</li> <li>- I will ensure that people are provided with a detailed personal budget plan and monitor frequently to ensure safe practice</li> </ul>
Participation in budget planning and on-going monitoring and management of agreed budget	<ul style="list-style-type: none"> <li>- I will ensure that there is regular reviewing of expenditure and income against service budget</li> <li>- I will report any variances immediately so that remedial action is responsive and effective</li> <li>- I will assist in the forecasting of expenditure</li> <li>- I will manage/monitor petty cash</li> <li>- I will ensure that voids are filled in a timely manner to ensure financial viability</li> </ul>

Prepare and maintain up to date records for compliance purposes e.g. Data Protection Act, CQC etc	<ul style="list-style-type: none"> <li>- I will update and safeguard personnel files in accordance with regulation</li> <li>- I will record relevant personnel data on a regular basis</li> <li>- I will maintain up-to-date records of all care/support needs for people who use the service</li> <li>- I will develop in consultation with people outcome focused support plans</li> <li>- I will monitor and measure outcomes to establish the impact the service has made to people's lives</li> <li>- I will provide statistical data on outcomes in regular reports</li> <li>- I will analyse accident and incident data to identify trends</li> <li>- I will keep all support planning documentation to SJOG's standards and be prepared to be challenged and scrutinised through quality assurance and inspections</li> </ul>
Be aware of your responsibilities under the Charity's Health and Safety policy, taking all possible steps to ensure a safe working environment	<ul style="list-style-type: none"> <li>- I will maintain a safe working environment and report on any areas of concern immediately to senior management</li> <li>- I will work closely with the Head of Health and Safety to quality assure the service on a regular basis</li> </ul>
Continuous self-development to ensure knowledge and skills are relevant to the service	<ul style="list-style-type: none"> <li>- I will keep up to date with skills and knowledge within the sector</li> <li>- I will attend mandatory training and keep this up to date at all times</li> <li>- I will attend other training and development activity where appropriate in accordance with service need</li> <li>- I will keep up to date with all policies and procedures so that I can support my team and service in exceeding standards</li> <li>- I will attend all meetings as required and chair.</li> <li>- I will support research and development within the service so that we are a leading provider who can influence social policy</li> <li>- I will attend research meetings and action areas on request</li> </ul>

Person Specification	
<b>Essential:</b> <ul style="list-style-type: none"> <li>▪ Value driven with the ability to lead and develop a positive spirit and culture within a team</li> <li>▪ Ability to inspire people</li> <li>▪ Ability to prioritise and meet deadlines</li> <li>▪ Positive and proactive attitude</li> <li>▪ Solution focused and ability to see through problems quickly</li> <li>▪ Have a strength based approach when supporting people with learning disabilities and/or physical disabilities</li> <li>▪ Ability to capture success and promote service outcomes</li> <li>▪ Ability to supervise, appraise and support staff in a dynamic way</li> <li>▪ Two years post experience, in a senior (or equivalent) role</li> <li>▪ Experience of working in learning disability/physical disability services and believing in people's potential</li> <li>▪ Good working knowledge of care work and Fundamental Standards/Regulation</li> <li>▪ Diploma Level 5 (or equivalent)</li> <li>▪ Good working knowledge of health and safety legislation</li> <li>▪ Experience of developing outcome focused support plans</li> <li>▪ Experience of report writing (including ability to analyse trends and patterns)</li> <li>▪ Good organisation and planning skills with the ability to prioritise and take action quickly</li> <li>▪ Ability to engage with people at all levels</li> <li>▪ Proactive approach to individual's needs</li> <li>▪ Ability to implement, develop and monitor systems</li> <li>▪ Able to work alone and lead a team confidently</li> <li>▪ Ability to work in a pressurised environment</li> <li>▪ Ability to be flexible with working times e.g. week days, evenings, weekends, nights</li> <li>▪ A full UK driving licence and access to a vehicle required</li> </ul>	<b>Desirable:</b> <ul style="list-style-type: none"> <li>▪ Relevant management qualification (or willing to attain)</li> <li>▪ Experience of financial budgets</li> <li>▪ Experience of leading and managing referrals and assessments</li> <li>▪ Ability to undertake presentations to groups of people</li> <li>▪ Experience of working within learning disability/dementia services</li> <li>▪ Experience and/or knowledge of Positive Behaviour Support and working within the recommendations of the DoH Positive and Proactive Care, 2014 guidance and Positive Behaviour Support Academy</li> </ul>

**NOTE:** Enhanced DBS is required for this post

I hereby accept the terms as stated on the Service Manager job description

Printed Name .....

Signature .....

Date .....