

## JOB DESCRIPTION: SERVICE MANAGER FOR COMMUNITY & CARE

<b>REPORTS TO:</b>	Director of Service Delivery
<b>DEPARTMENT:</b>	Service Delivery
<b>DIRECT REPORTS:</b>	Registered Manager, Team Leaders & Team Administrator
<b>HOURS:</b>	Full time, 37 hours per week
<b>LOCATION:</b>	Home based with regular travel to the AD catchment areas across the UK & the Head Office in Loughborough

## KEY RELATIONSHIPS

To maintain excellent relationships with:

- AD clients / service users, stakeholders, commissioners, contractors, social services, providers, partners & local authorities.
- Director of Service Delivery, Executive Leadership (ELT) and Management (MT) Teams.
- All other AD Departments.

## SCOPE

To lead, manage and develop the Community & Care Service, while promoting the continuous improvement of this service across AD catchment areas.

To effectively manage targets and achieve the agreed goals of the provision.

To have responsibility for:

- Quality assurance and operational compliance in line with Action Deafness' policies and procedures and CQC regulations.
- Performance management and continuous improvement against KPIs to deliver high quality service and user outcomes.
- Development of new business and associated mobilisation strategies.
- Oversight of budgets and spend, driving efficiencies and value for money.

To oversee the Community Care Team, to ensure that the Community Care Service operate with full CQC compliance, that the service users receive the best personal care and community support at an individual level as set out in their Person Centred Plan.

## RESPONSIBILITIES AND DUTIES

### Key Responsibilities:

- Supervising and supporting those with management responsibilities to lead and develop their teams for delivery of high quality and responsive services through effective decision making and performance management.
- Leading managers to deliver quality assurance and ensuring consistency in application of policy and procedure across their service areas.

- Supporting managers, individually and collectively, to put in place effective and consistent performance management systems.
- Establishing continuous improvement and embedding person centred and outcome focused practice, using KPIs and performance measurement.
- Ensure that safeguarding concerns are managed in line with process and escalated as appropriate.
- Ensure that complaints and allegations are managed effectively and in line with the associated policy. Address any breaches of policy in accordance with set guidelines and support managers to enable full, fair and thorough investigations to take place.
- To develop, monitor and manage performance data for each service area in a reportable format to the Executive Leadership Team and key stakeholders which identifies and addresses any service provision which is falling short of expectation and provide reports with recommendations on interventions for consideration.
- Develop business cases for service development and improvements where identified, responding to unmet needs.
- Deliver effective implementation and rollout of new services, producing delivery plans and operating guidelines/tools to assist in the delivery.
- Manage the service based finances and budgets, in accordance with Finance & Operations Department procedures.
- To work on annual Budget development, monitoring and leading on pricing reviews and negotiating on fees across the Community Services portfolio
- Work with HR to identify and address skills gaps, including training needs, within Community Services.
- Work with HR on people issues including recruitment, retention, workforce planning and employee relation cases.
- Oversee ISO Quality Assurance activities for Community Care achieving 100% compliance.

### **General**

- Observing and operating at all times in accordance with Action Deafness's policies and procedures.
- Providing a flexible working pattern, to ensure the smooth operation of the service including working out of core hours, weekends and public holidays.
- Undertaking any other duties as appropriate and as reasonably required to meet the changing needs of the service.
- To be a member of the Management Team and work collaboratively with colleagues, sharing responsibility for the achievement of jointly agreed objectives.
- To be conscious of equity and diversity and to treat all with respect and dignity

**This job description is not exhaustive, the post holder may be required to undertake other duties as required and for which s/he is suitably able as required by senior staff.**

## **REQUIRED SKILLS, KNOWLEDGE, QUALIFICATIONS AND EXPERIENCE**

- Minimum 3 years management experience within the health and social care or charity sector.
- Understanding of CQC KLOE, person centred and outcome focused practice; safeguarding and risk management.
- Proven record of managing and delivering community services.
- Proven record of managing performance and delivering improvements.
- Experience of delivery plan development and implementation.
- Ability to lead people and teams, providing clear direction on objectives and delivery of these.
- Self-confidence and the ability to manage challenging situations.
- Ability to address and respond to employee issues in a fair and consistent manner. Including informal and formal performance management.
- Excellent interpersonal, verbal and written communication skills.
- Strong budget management skills.
- Strong auditing, quality assurance and compliance skills.
- Strong organisational, time management and planning skills, with a commitment to self-management and continuous personal development.
- IT literate, including the use of MS Word, Excel and Outlook.
- Flexible, professional and positive approach to multi-site working.
- Knowledge of Deaf Culture, sign language and a willingness to learn BSL is desirable.

**REQUIRED COMPETENCIES**

Core Competences	Outcomes
<p><b>Self-Awareness and Management</b>  <i>Definition:</i>                      Self-awareness is an understanding of your own emotions and how they impact on your own behaviour and/or the behaviour of others. It is also about understanding your own strengths and limitations.</p>	<ul style="list-style-type: none"> <li>• Understand the need to be strong and positive in the face of adversity but also recognise areas of one’s own weaknesses and when to seek guidance and support.</li> <li>• Seek feedback and consider it carefully.</li> <li>• Look for appropriate opportunities to improve areas of weakness.</li> <li>• Manage emotions so as to minimise negative impact on others.</li> <li>• Consider approach at meetings to suit needs of others, rather than own preferences.</li> <li>• Demonstrate critical reflections of own practice and behaviour by regularly seeking feedback from peers and managers.</li> <li>• Highly self-motivated and able to work under own initiative and direction, as well as under guidance, to achieve stated objectives within the necessary timescales.</li> </ul>
<p><b>Leadership and Management</b>  <i>Definition:</i>                      Leading, encouraging, inspiring and supporting others to develop confidence and capability to help them realise their full potential. Managing resources and holding others accountable.</p>	<ul style="list-style-type: none"> <li>• Communicate and gain stakeholder commitment to AD’s vision in accordance with the corporate strategy.</li> <li>• Provide positive leadership traits and able to inspire and influence stakeholders.</li> <li>• Demonstrate personal integrity whilst dealing with colleagues and stakeholders.</li> <li>• Able to actively listen and influence others.</li> <li>• Continuously seek and/or encourage others to seek opportunities for different and innovative approaches to addressing organisational problems and opportunities.</li> <li>• Ensures Health and Safety guidelines are adhered to, to mitigate risk.</li> </ul>
<p><b>Relationship Building and Team Working</b>  <i>Definition:</i>                      Building bonds with others to work collaboratively across organisational boundaries and using these to persuade or gain support to achieve positive outcomes and goals for Action Deafness.</p>	<ul style="list-style-type: none"> <li>• Demonstrate collaborative team working through integrity and behaviours.</li> <li>• Demonstrate positive and constructive collaboration between colleagues to contribute towards a positive team-working environment.</li> <li>• Identify relationships that are not strong, meet the individual(s) concerned to establish why and initiate actions to build and enhance the relationship(s).</li> <li>• Challenge others with respect and courtesy.</li> <li>• Create new opportunities for individuals to work together, break down barriers that may get in the way of effective team working. Challenges others to do the same.</li> </ul>
<p><b>Innovation and Flexibility</b>  <i>Definition:</i>                      The ability to formulate new ideas or to adapt or use existing ideas in a new or unexpected way to solve problems, and to think ahead to spot or create opportunities and maximise them.</p>	<ul style="list-style-type: none"> <li>• Is innovative, proactive and solution-minded.</li> <li>• Is prepared to consider changes to own practices.</li> <li>• Responds to new ideas by discussing why they might work instead of telling others why they won’t work.</li> <li>• Is willing to investigate options in depth, even when they are the ideas of others.</li> <li>• Works in a flexible and agile manner to meet the needs of members, clubs, coaches, volunteers, officials and colleagues.</li> </ul>

## **ADDITIONAL INFORMATION**

- The post holder must maintain the appropriate standard of confidentiality and comply with Action Deafness's Rules, Policies and Procedures.
- Personal circumstances must allow the candidate to work extended hours on occasions during times of peak activity including evenings and weekends.
- This Job Description may be subject to change at the discretion of Action Deafness and in accordance with business developments. Any changes will be communicated to and consulted with the post holder appropriately.

## **REQUIRED QUALIFICATIONS**

- The post is offered subject to an acceptable Enhanced DBS disclosure.