

JOB DESCRIPTION

Post Title:	SERVICE MANAGER 3	Director/Service		ADULT SERVICES	Office Use
Band:	9	Sector			JE ref: 2067
Responsible to:		OPERATIONAL SERVICES MANAGER		Date:	Lead & Man Induction:
Job Purpose: In a variety of care settings: Under the direction/delegation of the Operational Services Manager, provide a healthy, stimulating, safe and caring environment for service users and staff, and to manage the unit in accordance with County Council policy and procedures and national minimum standards.					
Resources	Staff	Manages a full complement of care staff within a local service.			
	Finance	Budget holder for the local service.			
	Physical	Responsibility for the site(s), its buildings and the maintenance and renewal of fixtures, fittings and equipment.			
	Clients	Responsibility for service users and their belongings.			
Duties and key result areas: 1. Undertake the role, responsibilities and tasks of the Registered Manager as required by CQC under the National Minimum Standards. 2. Develop and bring into effect local service aims and objectives that reflect corporate objectives within the framework of allocated budgets and National Minimum Standards. 3. Provide a good practice model to staff, delegating work appropriately, providing clear guidance and motivation to staff to achieve service objectives and quality standards. 4. To ensure the delivery of effective care plans for service users. Also to encourage 'User Participation' in the Unit Systems. 5. Commitment to keep service users safe by providing a safe environment for them to live in. 6. Commitment to identify people who are suffering or likely to suffer significant harm and take appropriate action with the aim of making sure they are safe. 7. Liaise with colleagues within the team and from other agencies in the development and implementation of individual care plans. 8. Ensure a safe, hygienic and supportive environment for service users and their families and ensure that service quality standards are maintained. 9. Ensure appropriate safe guarding and Risk management protocols are effectively delivered and maintained. 10. Oversee, resource and deliver initiatives designed to help service users develop the capacity, skills and strategies to maintain their independence. 11. Manage the medication procedures and delegate the administration of medication in accordance with medical advice and service procedures. 12. Maintain and manage appropriate written records in accordance with procedures including the preparation of professional and management reports. 13. Participate in inter-disciplinary work and represent the service in an official capacity at meetings both within and outside the authority. 14. Participate in developmental projects related to the service you manage and approved by the Operational Services Manager. 15. Conduct staff appraisals, allocate individual work objectives to reflect the service plan, identify training and development needs and prepare skills and workforce plans. 16. Conduct individual supervision sessions with nominated staff observing professional best practice. 17. Prepare and implement a workforce plan to recruit, select, develop and retain staff with the skills needed to deliver the agreed service plan. 18. Provide and Develop 'in house' training in accordance with National Minimum Standards 19. Ensure appropriate arrangements are in place to ensure the effective operation of the unit and that all registration and legislative requirements are met. 20. Manage the Unit's delegated budget and to be responsible to the Operational Services Manager for the use of the budget allocation. 21. Within the resources available ensure that the physical environment of the Unit is maintained in a proper and safe fashion. 22. To ensure that appropriate arrangements are in place to enable the effective and efficient operation of the Unit outside of office hours. 23. Deal with contingencies and emergencies in accordance with established guidelines.					

24. Other duties appropriate to the nature, level and grade of the post.

Work Arrangements

Physical requirements:

Physically able to undertake the demands of the job.

Transport requirements:

Travel to work sites, area offices or training venues throughout the County on a routine basis and further a field on occasion

Working patterns:

Rota covering 7 days and shift patterns including night shifts when required to do so.

Working conditions:

Northumberland County Council

PERSON SPECIFICATION

POST: SERVICE MANAGER 3	SERVICE: Adult SERVICES	Ref: 2067
Essential	Desirable	Assess By
Qualifications and Knowledge		
A relevant professional qualification (NVQ 4) or CQSW, CSS, Dip SW A Registered Manager Award. Knowledge of the National Minimum Standards and the prevailing inspection regime Detailed understanding of theory and professional best practice for the client group	Degree in Business Management	
Experience		
Recent experience in a senior post in a relevant setting with a relevant client group. Experience of managing staff, budgets and physical resources.	Experience in the development of organisational policy and practice	
Skills and competencies		
Skills in leading, organising and motivating staff Skills in managing performance, identifying staff training needs and skills planning Adept at planning and prioritising resources, including own time Able to use word processing, e-mail and internet software on a PC Skills in preparing and managing delegated budgets. Listens, consults others and communicates clearly. Skilled in writing clear and logical reports. Able to write clear instructions, case notes and detailed logical reports. Manages confidently effectively in stressful situations. Ability to maintain personal resilience and health work life balance	Able to use word processing, e-mail and internet software on a PC	
Physical, mental and emotional demands		
Physically able to undertake the demands of the job. Maintain an awareness of surroundings and service users with some periods of concentrated mental attention and pressures from deadlines, interruptions or conflict. Dealing with service users and families whose behaviour may challenge the service		
Motivation		
Committed to the ethics of quality and person centred care and the GSCC code of conduct. Adapts to change by adopting a flexible and cooperative attitude. Works collaboratively to achieve team spirit and manage the needs of staff and service users. Demonstrates integrity and upholds values and principles.		

Promotes diversity, equal opportunities and anti-oppressive practice in all aspects of work.		
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Other		
Able to work shift rotas, including weekends and night time working which might change at short notice		
Able to meet the transport requirements of the post		

Key to assessment methods; (a) application form, (c) certificates, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits