

## JOB DESCRIPTION

**Job Title: Service Manager**

**Department: Lancashire**

**Accountable To: Head of Operations**

1. **JOB SUMMARY**

Imagine Independence is all about promoting independence. We work together with people, so they can live a full and independent life. The Service Manager will be responsible for an agreed Cluster of services /Service in the organisation andlead on supporting staff to support vulnerable individuals, often with complex support needs and in all areas of service delivery and continual improvement.

The Service Manager will work with the Registered Manager/ leadership team to ensure compliance with the requirements of the Health & Social Care Act 2008, associated regulations and Care Quality Commission (Registration) Regulations 2009.

1. **LOCATION**

The post will be based at one of the Imagine services within the Lancashire area, but post holders will be expected to work flexibly as a part of a cluster and work at any site with the region of employments as required.

1. **SUPERVISORY RESPONSIBILITY -** The Service Manager will

* Provide supervision, mentor, support, guide and coach Support Workers within the cluster.
* Provide supervision and guidance to any administration staff attributed to the post.
* Provide overall management support to another accommodation in times of annual leave/absence from work, cover other Service Managers out of hours management arrangements.

1. **MAIN DUTIES - Under the guidance of the Head of Operations*:***

* To have overall responsibility and provide guidance to ensure support staff carrying out regulated activities, are appropriately supported including providing regular supervision and day to day support and direction to deliver services safely and to an appropriate standard.
* To lead on ensuring that staff are supported to maintain their training, qualifications and continual professional development as appropriate and in accordance with the requirements of regulations.
* To lead on ensuring that the performance management system is followed including providing regular supervision, appraisal and assessment of training needs.
* To lead on ensuring ensure staff follow Imagine’s safeguarding procedure which is in place to safeguard and protect people from abuse.
* To be familiar with individual needs and ensure person-centred plans are established, implemented and reviewed and risk assessments and risk management plans are undertaken and reviewed in accordance with policy.
* To have overall responsibility and provide guidance to support staff to ensure:
* support plans are personalised, and individuals are given the opportunity to exercise meaningful choice and control.
* services are personalised and promote independence.
* teams use the relevant planning tool and the quality of support plans are regularly monitored.
* To lead on recruitment for the service, including chairing shortlisting and interview panels and ensure that clients are involved in recruitment & selection/development of services/reviewing of policies and procedures; and encourage participation in user/peer forums.
* To lead on all areas of performance management, investigation and disciplinary procedures as required within the cluster and assist Team of Service Managers where it is more appropriate to have an independent investigation.
* Be familiar with CQC Fundamental Standards and Key Lines of Enquiry.
* To ensure that regulations regarding staffing levels are complied with, by providing support levels which match contractual hours for individual service users.
* Aim for 100% occupancy within services by responding to direct referrals, invitation to tenders, attending interviews, actively pursuing vacancies, pre-empting vacancies, marketing services, prioritising assessments, ensuring properties are well-maintained & presented to a high standard.
* To be responsible for effectively managing service budgets within the service and working with Imagine’s Finance department to prepare and monitor annual service budgets.
* To work alongside Head of Operations to ensure that the requirements of contracts are fulfilled and ensure standards are met and comply with monitoring arrangements.
* To take a lead in the service, as directed to develop and implement the business plan to ensure both continuous improvement and development of services in the region.
* To ensure services are fully compliant with Imagine’s Quality Management System; lead on implementing continual improvement within the service in relation to QAF audits/self-assessment and mock inspections.
* To be actively involved in tender processes to retain and acquire services.
* To oversee and provide support to teams to ensure that there is well-established joint-working with other stakeholders, including reviewing and managing risk, supporting positive risk-taking, promoting independence/social inclusion, effectively managing relapse & preventing hospital admission.
* To develop appropriate local networks and represent Imagine within relevant forums ensuring that a positive and consistent image of the organisation is maintained at all times.

1. **REQUIREMENTS - *All employees are expected to:***

* Act with integrity and a proactive professional manner.
* Ensure that principles of quality are included in all aspects of work.
* Always be responsive to client priorities.
* Adhere to all Imagine’s policies and procedures at all times.
* Demonstrate working within the organisation’s objectives.
* Comply with safeguarding, health and safety and any other statutory regulatory requirements.
* Undertake any other tasks which may be requested from time to time by the organisation.
* Safeguard all the organisation’s property or privileged knowledge.
* Meet targets and objectives as set by the line manager.
* Undertake all duties and tasks in an efficient accurate manner resulting in excellent service provision.

1. **TRAINING and DEVELOPMENT**

* Commitment to continuous personal development; participate fully in relevant training and learning.
* Attend and participate in staff meetings and Service Manager meetings.
* Attend and participate in regular supervision and an annual personal review.
* To contribute to the learning of other staff.

1. **EQUALITY ACT (2010)**

Imagine aims to provide high quality services to enhance the quality of life of people experiencing disadvantage. In order to fulfil this aim, it operates a policy of equal opportunities to ensure that no client, job applicant, employee, volunteer or carer is discriminated against either directly or indirectly on the grounds of gender, age, race, colour, sexuality, nationality, religion, ethnic or national origin, disability or marital status.

1. **CONFIDENTIALITY**

In the course of your duties you may have access to confidential information about individuals or about Company business. Under no circumstances must this information be communicated to anyone other than the authorised persons. These may include medical or other professional staff who are involved in the care and treatment of the person. If in doubt refer to the Line Manager.

Please note that this job profile may be amended to meet the needs of the service and does not preclude other tasks as directed by the line Manager. Alteration will be discussed in advance with the post holder whose agreement will not be unreasonably withheld. The job description does not form part of your contract of employment.

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| **PERSON SPECIFICATION**  **Service Manager (Accommodation)** | **Essential/Desirable** | **Method of Assessment** |
| **Qualifications**   1. To hold or be willing to work towards Level 5 QCF/ Diploma in leadership for Health and Social Care or equivalent 2. QCF (Qualifications & Credit Framework)/Level 3 Health & Social/equivalent | **E**  **E** | App form  App form |
| **Skills/Knowledge/Abilities**   1. Understanding of Section 20 Regulations of the Health & Social Care Act 2008 and CQC Guidance “Essential Standards of Quality & Safety” 2. Understanding of Health & Safety legislation in relation to supported living services & to ensure staff are following safeguarding procedures. 3. To be familiar with CQC Fundamental Standards, KLOE (Key Lines of Enquiry) and 5 lines of inspection 4. To take overall responsibility & provide guidance to Support Workers. 5. Effective leadership & management skills, with ability to motivate staff/ others & evidence of implementing this knowledge in previous role 6. Effective performance & human resource management skills 7. Ability to carry out investigation and disciplinary procedures 8. Ability to effectively manage service budgets and to prepare and monitor annual service budgets. 9. Ability to implement and review risk assessments and risk management plans in accordance with policy and advice staff with risk management 10. Ability to advise staff on mental health issues inc. multi-agency working 11. Ability to prioritise work in an environment which may have conflicting pressures and demands 12. Ability to manage staff rota/match staff levels to client contractual hours 13. Conversant in use of office IT systems Inc. Microsoft Office & databases 14. Assessment and support planning skills 15. Ability to support and guide teams working with individuals who may challenge services at times 16. Ability to contribute to the assessment, recording and monitoring of people’s behaviour 17. Ability to write robust risk management plans and contribute to positive behavioural support plans 18. Good written & oral skills, Inc. report writing and presentation skills 19. Ability to ensure policies/procedures are maintained. 20. Effective communication skills 21. Ability to engage well with individuals, relatives and other stakeholders | **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E** | App form/interview  App form/interview  App form/interview  App form/interview  App form/interview  App form/interview  App form/interview  App form  App form/interview  App form/interview  App form/ interview  App form/interview  App form/interview  App form/interview  App form/interview  App form/interview  App form/interview  App form/interview  App form/interview  App form/interview  App form/interview  App form/interview |
| **Experience (paid or voluntary work)**   1. Management experience of working within Health & Social Care 2. Significant staff management experience 3. Substantial experience of supporting people on the Autistic Spectrum 4. Experience of supporting teams working with complex individuals 5. Financial management experience 6. Experience of implementing improvements to paperwork/procedures 7. Improvements to QAF systems with stakeholder involvement | **E**  **E**  **E**  **D**  **D**  **D**  **D** | App form/interview  App form/interview  App form/interview  App form/interview  App form/interview  App form/interview  App form/interview |
| **Personal Attributes**   1. Passion to provide high quality- person centred care 2. Manager who seeks for self and others to attain the highest standards 3. Desire for constant improvement in service provision 4. Ability to remain calm and show leadership when under pressure 5. Flexible and enthusiastic 6. Ability to work to tight deadlines 7. Assertive but also approachable 8. Able to show attention to detail e.g. in support plans, risk management plans, reports, budget management 9. Willingness to work unsocial hours including evenings and weekends, and to provide out of hours management cover 10. A commitment to carry out on call cover and responsibilities. | **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E** | App form/Interview  App form/Interview  App form/interview  App form/Interview  App form/interview  App form/interview  App form/interview  App form/interview  App form/interview  App form/interview |