

JOB DESCRIPTION

Job Title	Service Manager
Service/Dept.	
Responsible to	Locality Manager
Main purpose	To plan and manage the Service(s) allocated, utilising resources to provide support and care that is person-centred and promotes; dignity, independence, empowerment and citizenship to the people we support.
Scope of the job	Responsible for the day to day management of the Service, monitoring activities and ensuring the quality of support and care is in line with Regard policy and sector regulatory standards. To create a culture of team development and team working that aspires to delivering best practice for individuals using our services. Demonstrates effective communication and promotes a culture of transparency and equity. Demonstrates the ability to represent the organisation in an appropriate and professional manner in all internal and external contact and relationships.
Principle Tasks	
Service	Competencies - Planning & managing resource - Customer orientation
<ul style="list-style-type: none"> • To monitor Service performance against Regard operational targets and timescales, quality standards and sector regulatory requirements by ensuring these are met and maintained consistently. • Ensures people using our services are safeguarded by consistent compliance with internal policies, medication management systems, staff handbook, all relevant external regulatory requirements (CQC, CSSIW, OFSTED etc.) appropriately referring to professional bodies both internal (PBSS) and external. • Responsible for Health and Safety (H&S) requirements at the site and the H&S of all site users. • Formulates & implements a Service Development Plan which includes the estimated needs and resources to deliver growth. • Manages the Service and workload by delegating appropriate tasks to staff, helping them to organise and co-ordinate their work to deadlines, quality standards and budget. • Develop/utilise professional relationships to gain referrals and admissions and contribute towards required occupancy in line with fee / budget requirements. • Completes and submits work and updates accurately and to deadlines e.g. Q&A/H&S audit actions, Time at Work, petty cash, operational reports, Incident and Accident reporting, Service Development Plans etc. • Ensures the positive well-being of the individuals we support while actively working with the staff team to support achievement of their aspirations and delivering meaningful outcomes. • Dealing with issues, comments and complaints about service delivery in line with policy and process. • Ensure the people in our care have appropriate support plans and risk assessments, working with staff to enable each individual to make informed decisions & choices and participate in regular support plan reviews. • Utilise existing systems to monitor, measure and report on satisfaction levels of all users acting on areas of dissatisfaction promptly. • Participates in company and regional project groups as required. • Establishing and maintaining regular contact with relevant external contacts including family, friends and professionals. 	

- Developing the reputational and marketing aspects of the Service by maintaining high quality standards of the service provided, staff levels and Service facility.
- Demonstrates confidentiality and discretion at all times.

Self

- Competencies - Being an effective role model
 - Maintaining composure and quality of work life

- Works in a way that reflects Regard’s Vision, Mission and Values, promotes best practice.
- Uses initiative, does what is needed without being asked, and follows through, taking accountability for self and Service.
- Builds strong working relationships with internal departments and external professionals encouraging staff to do the same.
- Attending local, regional and external meetings as appropriate.
- Creates a positive working environment that motivates staff by promoting team work and staff development.
- Holds regular staff meetings to share information and gather feedback. Balances listening and talking speaks and writes clearly and accurately.
- Monitoring and responding to a fluctuating work environment. Role modelling effective use of time and adherence to working hour guidance to reduce pressure and support work/life balance.
- Supports staff fairly and consistently providing opportunities to resolve and learn from issues on a one-to-one and/or team basis.
- Takes personal development seriously, is able to identify development needs and work with line management to support this.

People

- Competencies - Influencing people and events
 - Managing individual performance and development
 - Creates team spirit

- Seeks internal and external information to support the Service, ensures a two-way flow between line management and staff. Creates opportunities for two-way discussion captures feedback for both line management and/or staff as relevant.
- Ensure line management is notified of all concerns on a regular basis immediately reporting important matters in line with organisation guidelines.
- To recruit, lead, direct and manage all staff to provide flexible support in line with Service User needs. Ensuring a complete rota to support the Service and allow staff appropriate breaks and authorised leave.
- Provide induction training ensuring probationary periods are managed appropriately.
- Utilises the supervision and individual review process ensuring staff are conversant with their duties, rights and responsibilities.
- Manages conflict between individuals and the team, facilitating discussions, promoting positive working and dealing with unacceptable behaviour.
- Deals with informal disciplinary matters and formal disciplinary procedures working in collaboration with the Human Resource team and following policy.
- Ensures regular 1-2-1 / supervisions and team meetings, with agenda, to ensure two-way communication.
- Works with individual staff members to identify areas of improvement and develop a ‘personal development plan’. Using the information to develop a succession management plan for the Service.
- Creates/contributes to creating an open and transparent culture in the team.

Change	Competency - Manages change positively and effectively
---------------	--

- To further develop the Service in line with identified local need and Regard strategy.
- Embraces and understands change, manages change in a proactive manner raising concerns via appropriate channels.

Role specific

For example, add Children/Young People or ABI or individual Service specific information here...

General

This job description is representative of the duties and expectations of the role. It should be read in conjunction with Regard’s Performance Management Framework competencies. In addition to the above all duties must be carried out to comply with:

- a. Notification of accidents and other H&S requirements
- b. Statutory legislation
- c. National and local policy and codes of good practice.
- d. Fire precautions
- e. Equal opportunities.

Acts as Registered Manager/Responsible individual on behalf of the organisation, as appropriate.

The post holder is also expected to undertake any other reasonable tasks as requested by line management on behalf of the organisation.

Participates in the regional on-call system and provides support/cover to other Services in the absence of other Service Managers, as requested.

Is responsible for their own health and safety and that of anybody whom their actions or omissions may affect.

This job description will be reviewed and updated via the annual individual review process to reflect any changes.

Signed:

Date:

.....
(signature of person compiled by)

.....

.....
(signature of job holder)

.....

DRAFT PERSON SPECIFICATION

Job Title	Service Manager (Adult Services)	Service/Dept.	
Qualities	Essential	Desirable	
Qualifications	NVQ4 in Social Care or equivalent	ILM accredited qualification	
Attainment (list as required)	<p>Good basic numeracy & literacy</p> <p>Proficient in IT; word, excel, outlook, internet</p> <p>Registered with Care Council Wales (delete if not relevant)</p>	<p>Full, clean driving licence</p> <p>Advanced proficiency/qualification; word, excel, outlook, internet</p>	
Competency area	Essential	Desirable	
Service	<p>1-2 years' experience in a similar role within the sector</p> <p>Experience of budget management</p> <p>Awareness of the Care Sector & external regulatory requirements, including safeguarding</p> <p>Knowledge and experience of working with people with different needs and levels of complexity</p> <p>Understanding of reputational/ marketing needs of a Service</p> <p>Experience of governance systems and structures e.g. audit, Medications Management, outcome-based frameworks</p>	<p>2+ years in similar role</p> <p>Experience of working with Care Managers, Social Workers and other care professionals</p> <p>Experience working with non-verbal communication methods</p> <p>Experience drafting development plans (need and resource) for growth</p>	
Self	<p>Professional manner and presentation</p> <p>Good understanding in spoken and written English/Welsh</p> <p>Flexibility to work irregular hours as required by the Service and on-call arrangements</p> <p>Ability to deliver accurate work to deadlines</p> <p>Ability to use own initiative and take accountability</p> <p>Ability to build strong internal relationships across all departments</p>		
People	<p>Experience of managing and developing a team</p> <p>Ability to delegate effectively to achieve objectives</p> <p>Experience of working within policies and regulatory requirements</p> <p>Experience of managing conflict, dealing with poor performance and behaviour</p>	<p>Recruitment and interview experience</p> <p>Experience of dealing with informal and formal disciplinary action</p>	
Change	Knows and understands the principles of change management		
Other			
Willingness to travel			

DRAFT PERSON SPECIFICATION

Job Title	Service Manager (Children's Services)	Service/Dept.	
Qualities	Essential	Desirable	
Qualifications	NVQ5 in Social Care or equivalent (i)	ILM accredited qualification	
Attainment (list as required)	<p>Good basic numeracy & literacy</p> <p>Proficient in IT; word, excel, outlook, internet</p> <p>1+ years' experience in a role that has involved supervising or managing care staff</p>	<p>Full, clean driving licence</p> <p>Advanced proficiency/qualification; word, excel, outlook, internet</p>	
Competency area	Essential	Desirable	
Service	<p>2 years' experience in a position relevant to children's residential care (within the last five years)</p> <p>Experience of budget management</p> <p>Awareness of the Care Sector & external regulatory requirements, including safeguarding</p> <p>Knowledge and experience of working with people with different needs and levels of complexity</p> <p>Understanding of reputational/ marketing needs of a Service</p> <p>Experience of governance systems and structures e.g. audit, Medications Management, outcome-based frameworks</p>	<p>4+ years in similar role</p> <p>Experience of working with Care Managers, Social Workers and other care professionals</p> <p>Experience working with non-verbal communication methods</p> <p>Experience drafting development plans (need and resource) for growth</p>	
Self	<p>Professional manner and presentation</p> <p>Good understanding in spoken and written English/Welsh</p> <p>Flexibility to work irregular hours as required by the Service and on-call arrangements</p> <p>Ability to deliver accurate work to deadlines</p> <p>Ability to use own initiative and take accountability</p> <p>Ability to build strong internal relationships across all departments</p>		
People	<p>Experience of managing and developing a team</p> <p>Ability to delegate effectively to achieve objectives</p> <p>Experience of working within policies and regulatory requirements</p> <p>Experience of managing conflict, dealing with poor performance and behaviour</p>	<p>Recruitment and interview experience</p> <p>Experience of dealing with informal and formal disciplinary action</p>	
Change	Knows and understands the principles of change management		
Other			
Willingness to travel			

TO BE PRINTED ON REVERSE OF PERSON SPEC (CHILDREN'S SERVICES)

- (i) Registered Managers appointed after 1 April 2014 must achieve or hold the Level 5 qualification within three years of the date they started employment. A Manager already in post who does not yet have the qualification must achieve it by 1st April 2017 at the latest.

Revised national minimum standards relating to these regulations will indicate that it is good practice for a manager to achieve the level 5 qualification in 3 years. Managers in role before 1st April 2014 who have been engaged in a qualification, but have not yet completed it, should aim to complete within three years of the date of starting their qualification.