

Job Description

Job title: Senior Service Manager

Report to: Regional Manager

Salary: Up to £37,000 DOE

Information: Registered Supported Living Senior Service Manager – overseeing portfolio of Supported Living services and having direct line management for the services within the portfolio.

Job Summary

The Senior Service Manager will be the registered Dom Care Manager and will oversee the efficient running of a portfolio of supported living services.

This role is responsible for operational and management support, occupancy, ensuring and driving quality across the portfolio and ensuring full regulatory compliance.

Role Dimensions	
Financial management	Staff management
Yes	Yes

Responsibility
Be the Registered Manager with the regulator for the delivery of Dom Care within Achieve Togethers Supported Living services.
To ensure that all regulatory standards are met in each service and effective monitoring processes are in place for regulatory compliance and that care is provided to the ethos, policies and standards as explicitly expected
To ensure that all Services within the portfolio follow the same supported living values, visual communication systems and that there are clear systems in place to monitor outcomes for the people we support
To ensure that all people we support are safeguarded at all times
To report on quality standards for the portfolio, developing and overseeing regular reviews and implementation of agreed improvement plans
To ensure that the portfolio is maintained to a high quality standard, fit for purpose and compliant with legislative and regulatory requirements.
To ensure effective support, supervision and appraisal for all Managers
To work effectively with teams within the portfolio to ensure support given to all employees is maintained or raised to improve performance
To support business performance and targets in line with budgets, revenue
To support the business in achieving occupancy targets, working closely with Managers allocated to referrals and/or transitions and the opening of new projects/homes.
To develop and maintain positive working relationships with all internal and external stakeholders.

Take a lead role in the assessment and transition programmes of prospective clients with the direction of the Regional Manager
Any other request as reasonably made by your line manager or senior management

Person Specification

Competencies

- Good Communication
- Flexible
- Organised
- Empathic
- Leadership and people management
- Able to lead by example
- Experience of managing others
- Excellent communication skills
- Able to influence and persuade
- Deliver results
- Show initiative and act upon it

Requirements

- Health and social care Diploma level 5 or equivalent management qualification is desirable
- A robust understanding of the current CQC framework is essential
- Held a Dom Care Registration for 2+ years
- Experienced in managing a team
- Experience with managing budgets
- Driver or ability to travel to services via public transport
- Great IT skills including knowledge of: word, Excel and Outlook
- Preferably have experience in project management

What are the Benefits?

- 33 day holiday inclusive of bank holidays
- Access Retail Discounts
- Reward and recognition monthly and annual
- Development and access to professional training
- Access to counselling services
- Continuous on the job training is provided
- Contributory Pension Plan
- Checks and Clearances paid for by Achieve together

Achieve Together is an equal opportunities employer that promotes diversity within our workforce and welcomes applications from all sections of the community, regardless of sexual orientation, race, age, gender, disability, religion or belief.

When working from home you will be expected to provide a suitable environment in which you can work.

All posts are subject to enhanced DBS checks. However this does not mean that all convictions will exclude you from working for us. We will assess any convictions on an individual basis and the DBS will be paid for by Achieve Together.