Job Description

MacIntyre
Providing support...your way

Area Manager

Role Summary

The purpose of this role is to lead the transformation of existing services and create new services in line with MacIntyre's strategy and business growth plans. You will keep all areas of policy and practice under review, implementing relevant and meaningful improvement at both a service and area level.

Your support of existing and new staff teams will ensure excellent practice in all areas under your responsibility. You will be a key player in the design and development of high quality, outcome-focused, person-centred and value for money provision. Always keeping abreast of best practice developments within the sector and shaping MacIntyre's provision accordingly, you will ensure the meaningful, active involvement of the people we support in the design, set up and delivery of their services.

You will be accountable to the relevant Director or Head of Operations.

Our job descriptions are all written with the following four key points about MacIntyre in mind:

1. Our Vision

For all people with a learning disability to live a life that makes sense to them.

2. Our Mission

We will support a sense of wellbeing through a celebration of each person's unique gifts, talents and contributions, the quality of our relationships and ensuring the promotion of real opportunities to connect with others.

3. Our purpose

To achieve excellence in everything we do.
MacIntyre's *"primary purpose"* is to make a positive contribution to the lives of children and adults with disabilities. We make this contribution by ensuring that all our interactions are great, that our knowledge and skills represent excellence and that we support people to develop purposeful and warm relationships. Our *"secondary purpose"* is to have a positive influence in our local communities and on our sector by connecting well, nurturing partnerships and demonstrating best practice.

4. Our DNA

MacIntyre has a particular way of working with people and because it is so important to all our activities we call it our DNA. It is a combination of our values and the way that we put those values into actions that is unique to MacIntyre. We aim to support every person to live a life that makes sense to them, with a level and style of support of their choosing.

Responsibilities

You will be required to carry out a range of duties within your role. The key responsibilities are detailed below but there will be other duties consistent with the role that you may be requested to undertake by your line manager.

The People We Support

1. Ensure the delivery of safe, effective and efficient personalised services involving the people we support using the principles of co-production.
2. To work in accordance with MacIntyre's values, as explained in *MacIntyre's Approach* on page 4.
3. To ensure that people we support are treated with respect, dignity and equality.
4. To safeguard and promote the welfare of the people we support.
5. To support the development and audits of robust risk assessments and ensure that each person is supported through a positive approach to risk management.
6. To participate in the on-call rota.

Our Staff

7. To lead, manage and motivate a diverse workforce whilst maintaining appropriate levels of quality, service performance, compliance and governance.
8. To take lead responsibility for developing and overseeing an effective and ongoing workforce plan for your area, working in conjunction with MacIntyre's Recruitment team, and ensuring first line managers are proactively managing recruitment needs for their services.
9. To act as Appointing Officer (Hiring Manager) for staff up to first line manager level.
10. To take overall responsibility for ensuring services are fully resourced through effective staff deployment, ensuring overtime costs and use of agency staff are kept to a minimum.
11. To coach, train and mentor staff up to first line manager level to enable them to lead and deliver excellent practice.
12. To ensure the effective management of all staff within your area in accordance with MacIntyre's policies and relevant Codes of Practice.
13. To ensure each direct report and all members of wider staff teams have regular support and supervision and an annual appraisal in line with MacIntyre's policy and procedure.
14. To act as Support Manager, Investigating Officer or Disciplinary Chair or Co Chair for staff up to and including first line manager level in the case of potential or actual disciplinary actions.
15. Promote the health and safety of employees at work and of people supported through the implementation of MacIntyre's corporate Policy for Health, Safety and Welfare at Work in accordance with all relevant statutory requirements.

Quality

16. To maintain the strict confidentiality of information for people we support, staff, job applicants and other matters covered by data protection legislation.
17. To manage (where appropriate) Administrators or administrative teams in your area, ensuring they provide a first class administrative service to the local management team.
18. To support local managers and their staff teams to implement and manage internal and external requirements and contractual standards effectively.
19. To act as the Registered Domiciliary Care Agency Manager (where appropriate).
20. To effectively manage the overall performance of services including overseeing practice development, operations, financial, compliance, quality management and administrative functions for your area of responsibility.
21. To take an active role in Quality Assurance procedures ensuring a reflective self-assessment approach to the creation of service development plans.

Sustainability

22. To develop continuously your knowledge of the markets in which you operate and areas/regions in which you work in order to map out and monitor your regional customer base, identify key funding streams/opportunities and additional resources, and forecast future provision.
23. To grow the level of business and achieve targeted profitability through the negotiation of key contracts to ensure value for money and fit for purpose provision.
24. To drive business growth and performance through increasing activity and fee levels, creating efficiencies and adapting services to take advantage of opportunities that arise, and resources that add value to service provision in consultation with the relevant Head of Operations.
25. To take an active role networking with key influencers, partners and community groups and in the management and development of relationships with Care Quality Commission/Care Inspectorate Wales (as appropriate), Local Authority and Health Commissioners and Personal Budget holders within your area/region.
26. To develop a plan for the future direction of your regional business and implement an appropriate strategy for change/consolidation/growth in consultation with the relevant Head / Director of Operations.
27. To understand the strategic plans of key customers, purchasing trends and other methods for identifying future opportunities for growth.
28. To assist the Senior Management Team in strategic planning, and the development & implementation of company standards, policies and procedures.
29. To build and maintain lasting professional relationships with external and internal partners, stakeholders, key influencers and decision makers across your area/region.

Leadership in MacIntyre requires you to

30. Be person centred in your approach.
31. Be visible, accessible, approachable and to “roll your sleeves up” when needed.
32. Listen, observe and respond.
33. To behave in a way that demonstrates you take ownership and responsibility.

MacIntyre's Approach

1. Our Purpose

People who draw on MacIntyre's support have gloriously ordinary lives, living the life they choose, using their gifts, skills and passions to contribute and connect to the people in their local neighbourhood. MacIntyre invests in, and helps shape, neighbourhoods to be inclusive and welcoming spaces for everyone.

6. Connections

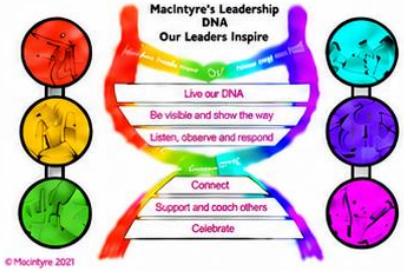
We join with, support and learn from movements that want to make things better



Can you see Gloriously Ordinary Lives and #SocialCareFuture in our DNA and Purpose Statement?

5. MacIntyre Leadership DNA

This is the way Macintyre leaders coach and inspire their colleagues



MacIntyre's DNA

Our values in action

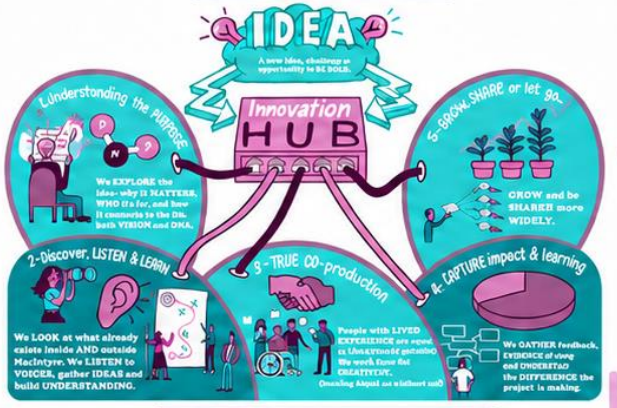


4. Quality Framework

Great lives are at the heart of our Quality Assurance



2. Innovation Hub



3. Everyone Everywhere

How we meet people near where we live to make things better for everyone



Person Specification

Below is a list of the typical skills, qualities and experience we would expect you to have to enable you to carry out this role successfully, and how they underpin the Responsibilities set out above in this Job Description.

Skills Qualities & Experience	People We Support	Our Staff	Quality	Sustainability
At least 2 years' experience of working with people with learning disabilities, autism or related experience.	x			
A commitment to a Person Centred Approach that is focussed on the needs and aspirations of people we support placing them at the centre of all planning.	x			
Experience of leading a team to deliver personalised services within the sector	x			
Ability to facilitate a culture of self-advocacy and co-production	x			
Skilled in identifying and accessing local networks and resources to support people to engage with new experiences and activities	x			
Experience of managing people, for example coaching, mentoring and / or supervising and appraising staff. Ability to identify and address learning and development needs of others.		x		
A working knowledge of recruitment practices including the importance of a timely, proactive, efficient approach which involves people we support		x		x
Experience of developing and maintaining effective working relationships with a wide range of stakeholders		x	x	x
Experience of leading, motivating and inspiring a team and others through your actions		x	x	
The ability to understand issues from others view points and build an atmosphere of trust and openness.		x	x	
Experience of giving and receiving (then act upon) honest and constructive feedback	x	x	x	
A working knowledge of relevant legislation including Equal Opportunities, Diversity, Human Rights, Safeguarding, Health & Safety, GDPR.	x	x	x	x
A good standard of numeracy, literacy and IT skills with the ability to effectively communicate via email, word and excel and produce written reports	x	x	x	x
A working knowledge of relevant policy, external regulators and their roles / expectations (including but not limited to CQC, CIW, HSE)	x	x	x	x
Experience of budget allocations and in particular the ability to manage available staff and other resources effectively.				x
Current driving licence (ability to travel necessary for this post) and willingness to drive company vehicles				x
Ability to achieve appropriate vocational qualifications as required.			x	x
Ability to work flexible hours including evenings, bank holidays, waking nights and weekends including on call (as and when required)	x	x	x	x