Job Description & Person Specification

Job title **Area Manager**

Directorate Care Operations

Reports to Director of Supported Living and Community Based Services

Supervises Service Delivery Leaders/Deputy Manager

Purpose of the Job

- Being accountable for the commercial responsibilities of the portfolio, ensuring that we strive to deliver within budget.
- Ensuring that we are providing good or outstanding support to all those we support by ensuring all delivery teams comply with all relevant legislation, systems, processes and policy and procedures.
- To organically grow the delivery portfolio within a reasonable radius of the current service delivery.
- To ensure you equip your delivery teams to deliver excellent care to all those we support.

Main Duties

1. **Being accountable for the commercial responsibilities of the portfolio, ensuring that we strive to deliver within budget:**
   - Ensure the rotas are monitored to ensure that we are not over or under delivering support in line with the budget.
   - To own the management accounts and have a good working knowledge of what sits behind each account and seek to explore and resolve variances.
   - To ensure that when care needs change they are re-assessed and new contracts are put in place to meet people needs.
   - To undertake an annual review of the service, outlining its future direction of travel in line with the Director.

2. **Ensuring that we are providing good or outstanding support to all those we support by ensuring all delivery teams comply with all relevant legislation, systems, processes and policy and procedures:**
   - Ensure that services are complying with all relevant legislation.
   - Ensure that services are following company policy and procedures and to fully investigate if this is not the case and actively seek to embed any learning.
   - To undertake or assign key self-assessment audits.
   - Ensure you monitor the quality of records by using sampling methods.

- To keep an overview on the KPI's for the service to ensure it is performing in line with Shaftesbury's expectations.
- To act as the Local Safeguarding Lead.
- To monitor operating systems in accordance with policies and procedures and ensure these are being audited on a regular basis.
- To ensure that you visit services in accordance with the service visits and responsibility procedure, drawn up for your local services.
- To ensure that the service is compliant with regulation and the placing bodies requirements.
- To attend local networking opportunities or to ensure we are represented by one of your team.

3. To organically grow the delivery, portfolio within a reasonable radius of the current service delivery. To work with the mobilisation manager to integrate new business into the portfolio:

- To organically grow the delivery portfolio within a rreasonalbe radius of the current service delivery.
- To work with the Director to integrate new business into the portfolio.
- To ensure that you implement the delivery plan for the service/s.
- To work with the Director on any key strategic project allocated to the service.

4. To support our delivery teams

- Provide direct supervision to Service Delivery Leaders/Deputy Manager.
- Provide coaching and mentoring of Service Delivery Leaders/Deputy Manager and Team Leaders.
- Ensure that you work in a way that supports the wellbeing of the staff team.
- Chair staff meetings.
- Identify staff training needs and plan to meet these, in conjunction with the Service Delivery Leaders/Deputy Manager & Team Leader
- Ensure staff personal development is ongoing to meet the needs of the people we support.

6. Additional duties

- Promote Shaftesbury's values.
- Undertake reports and when required.
- Undertake other duties as required.
- Undertake on call as required
- Promote the organisation in a positive manner.
- Maintain effective communication channels with all stakeholders internal and external.

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Working Relationships:

Internal – Directors, Service Delivery Leader/Deputy Manager, Team Leader and Enabling Support Workers and all other internal teams.

External – Health & Social Care Professionals, People we Support, Families and Carers

This job description and person specification is not exhaustive and amendments and additions may be required in line with future changes in the post holder's duties.

Job Description & Person Specification

Person Specification

Essential Experience

Qualifications:

- Level 5 Diploma in Health and Social Care or equivalent qualification.
- Managers taking the Level 5 Diploma should use the full breadth of QCF units available to ensure they achieve a qualification that is relevant to the role they are carrying out.
- Will need to apply to the relevant regulator for Registered Manager status, and undergo the Commission's interview to determine suitability.
- Evidence of continued professional and personal development.
- Registered Manager Award or equivalent qualification.
- Relevant social work qualification and registration.
- Relevant nursing, physiotherapy or occupational therapy qualification and registration.
- Up to date training in statutory training courses including Fire Safety, Health & Safety, Food Hygiene, Manual Handling, Adult / Child Protection, First Aid, Equality & Diversity, etc.

Knowledge:

- In depth understanding of the social model of disability.
- In depth understanding of care/support programming and planning.
- In depth knowledge of legislation, policies and guidelines affecting the service.
- In depth understanding of needs of client group.
- Knowledge of financial management.
- Knowledge of people management.
- For Nursing units: An in depth understanding of clinical standards.

Experience:

- Track record of achievement in the following areas:
    - Development and delivery of continuously improving high quality services
    - Effective management and leadership
    - Financial management and budgeting
    - Business planning
- Experience of working within a service audited by the appropriate regulator
- Knowledge of and ability to implement and be compliant with the appropriate regulatory essential standards of quality and safety.
- Knowledge of strengths and needs of people experiencing learning disabilities/physical/sensory challenges.
- Knowledge of Person-centred planning, user reviews.
- Experience of managing staff and volunteers including recruiting, inducting and developing individuals and teams.

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- Experience of performance management including handing of disciplinary and grievance issues.
- Awareness of appropriate community-based resources for adults experiencing learning disabilities and/or Mental health needs.
- Understanding of management issues in delivering community-based services.
- Experience of rota management.
- For Nursing units: a track record of achievement in running a nursing service.
- For Nursing units: Experience running a service for people with complex medical and clinical needs.

Technical/Work based skills:

- Undertaken risk assessments in residential and/or community settings.
- Ability to develop positive relationships within the work setting and contribute effectively to achieve consistency and quality.
- Ability to demonstrate effective management and leadership.
- Ability to achieve service delivery to national standards.
- Excellent knowledge of word processing, spread sheets and presentation packages.
- Ability to produce and present accurate, clear and concise reports and management information orally, in writing and using IT.
- Ability to motivate, supervise, monitor staff and ensure that training and development needs are met.

General skills and attributes:

- Able to undertake shift work including some weekend, evening and night shifts.
- Able to meet the physical, mental and emotional challenges of the role.
- Driving Licence and access to a vehicle.
- Ability to travel to services and national and local meetings and events.
- Ability to manage own time and work load efficiently and effectively.
- Ability to demonstrate a flexible approach to work.

Shaftesbury
General Information

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SAFEGUARDING

Shaftesbury is committed to safeguarding and promoting the welfare of adults, young people and children and expects all employees to share this commitment and follow our safeguarding policies and procedures.

EQUALITY AND DIVERSITY

Shaftesbury is an equal opportunities employer and positively encourages applications from suitably qualified and eligible candidates regardless of sex, race, disability, age, sexual orientation, gender reassignment, religion or belief, marital status, or pregnancy and maternity.

Shaftesbury aims to create and sustain an inclusive work environment which provides equality of opportunity for everyone and reflects the diversity of the communities we serve. The post holder is required to uphold the Equality and Diversity policy and comply with the code of conduct which sets out our standards of behaviour towards those who use our services or work within them.

CHRISTIAN ETHOS AND VALUES

The post holder must carry out all duties in a manner which is consistent with Shaftesbury values which are based on an inclusive Christian ethos.

POLICIES AND PROCEDURES

The post holder must also maintain the policies, procedures and practices of the organisation and as far as possible, must ensure that all activities within the work setting are consistent with those values, policies, procedure and practices.

CONFIDENTIALITY

The post holder must ensure that any information relating to employees, people supported and volunteers (future, current and past) is treated in strictest confidence and must be discussed only within the confines of the work setting with the appropriate members of the team or managers.

HEALTH AND SAFETY

The post holder must be familiar with Shaftesbury Health and Safety policies and guidelines. All work should be undertaken so as to be consistent with these, and so as to ensure own health and safety and that of others affected by their work.

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I have read and understood the job description outlined above. I confirm that I am capable of fulfilling the responsibilities and requirements of this role. I agree to perform the duties to the best of my ability and in line with the company's expectations.

Employee Signature: _____

Employee Name (Printed): _____

Date: _____