

## Job Description

### Area Manager

Reporting to:	Head of Operations	Date:	Aug 2013
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#### Key Responsibilities:

MacIntyre considers the position of **Area Manager** to be one of considerable responsibility and confidentiality. The post holder will be expected to show judgement and initiative at a level which is commensurate with this expectation.

The purpose of the **Area Manager** is to lead the transformation of existing services and create new services in line with MacIntyre's strategy and business plan. You will audit all areas of policy and practice and implement relevant and meaningful improvement plans at a service and area level. Your support of existing and new staff teams will ensure excellent practice in all areas of the service provision. You will need to be a key player in the design and development of high quality, outcome focused, value for money and person centred provision. Always keeping abreast of best practice developments within the sector and shaping MacIntyre's provision in line with this, you will also promote the meaningful, active involvement of the people we support in the design, set up and delivery of services.

As an **Area Manager** you will have the responsibility of upholding the Statement of Values in all aspects of your work and promoting a positive image of MacIntyre and its provision.

#### Core Tasks:

##### Responsibility to the people we support

1. To work in accordance with MacIntyre's values as explained in The Commitments
2. To ensure that people we support are treated with respect, dignity and equality.
3. To be personally responsible for the standard and quality of your practice.
4. To safeguard and promote the welfare of the people we support.
5. To develop risk assessments and ensure that each person is supported through a positive approach to risk management.
6. To maintain the confidentiality of information.
7. To adhere to MacIntyre's policies and procedures.
8. To participate in the on call rota.
9. To liaise with and manage the relationship with the Care Quality Commission, Local Authorities and other stakeholders and partners.

##### Responsibility to yourself

1. To be responsible for your own personal and professional development and undertaking learning and development activities as required.
2. To participate in regular supervision sessions and annual appraisals.
3. To work in accordance with relevant codes of practice and governing legislation.
4. To be aware of your responsibilities in accordance with the Health and Safety at Work Act.

##### Responsibility to your staff team/s (including volunteers and student placements as appropriate)

1. To lead, exemplify and evaluate excellent practice.

2. To coach, train and mentor staff up to first line manager to enable them to lead and deliver best practice.
3. To act as Appointing Officer for staff up to first line manager.
4. To ensure the effective management of all staff within your locality in accordance with MacIntyre's policies and relevant Codes of Practice.
5. 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.
6. To act as Support Manager, Investigating Officer or Disciplinary Chair or Co Chair for staff up to and including first line manager level.
7. To ensure a high standard of practice within your staff teams.
8. 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.

### **Main Tasks:**

1. To lead, manage and motivate a diverse workforce whilst maintaining appropriate levels of quality, service performance, compliance and governance.
2. To support local managers and their staff teams to implement and manage internal and external requirements and contractual standards effectively.
3. To act as the Registered Domiciliary Care Agency Manager (where appropriate) and effectively manage the overall performance of services including overseeing practice development, operational, financial, compliance, quality management and administrative functions for your area of responsibility.
4. To take lead responsibility for ensuring services are fully resourced through effective recruitment management and staff deployment, ensuring overtime costs and use of agency staff are kept to a minimum.
5. 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.
6. 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.
7. 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.
8. To take an active role networking with key influencers, partners and community groups and in the management and development of relationships with Local Authority and Health Commissioners and Personal Budget holders within your area/region.
9. 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 of Operations.
10. To understand the strategic plans of key customers, purchasing trends and other methods for identifying future opportunities for growth.
11. To assist the Senior Management Team in strategic planning, and the development and implementation of company standards and policies and procedures.
12. To build and maintain lasting professional relationships with external and internal partners, stakeholders, key influencers and decision makers across your area/region.
13. To take an active role in Quality Assurance procedures ensuring a reflective self assessment approach to the creation of annual service development plans.
14. To undertake any other duties as requested by the Head of Operations.

***This job description is current as at August 2013. In consultation with you it is liable to variation by MacIntyre to reflect actual, contemplated or proposed changes in or to your job.***

## Person Specification: Area Manager

<b>Abilities and Skills</b>	<p>The key competencies are set out below. Please refer to the detail of the competency framework.</p> <ul style="list-style-type: none"> <li>• Leadership.</li> <li>• Improving service quality.</li> <li>• Managing external stakeholders.</li> <li>• Managing your team effectively.</li> <li>• Maintaining commercial disciplines.</li> <li>• Your personal development.</li> </ul>
<b>Education, Knowledge and Experience</b>	<ul style="list-style-type: none"> <li>• Management experience gained within social care sector.</li> <li>• Experience of developing working practices.</li> <li>• Knowledge of statutory legislation concerning social care work, including Health and Safety and Protection of Vulnerable Adults.</li> <li>• Budgetary management experience including profit and loss.</li> <li>• Demonstrative written and verbal communication skills.</li> <li>• Experience of managing and developing staff teams.</li> <li>• Experience of building successful relationships with internal and external stakeholders.</li> <li>• Ability to effectively manage change.</li> <li>• Knowledge of the Care Quality Commission (CQC) standards.</li> <li>• Good understanding of the social care sector.</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Knowledge/experience of working in partnership with trade union organisations.</li> </ul>
<b>Personal Characteristics</b>	<ul style="list-style-type: none"> <li>• A belief that people with learning disabilities have the right to participate in making decisions about the services they receive and to access opportunities including learning, training, employment and wider experiences.</li> <li>• Ability to achieve a Level 4 Qualification in Management and the ability to gain DCA Registered Manager Qualification.</li> <li>• A commitment to high service delivery for the people we support.</li> <li>• A commitment to the implementation of MacIntyre's Equal Opportunities Policy.</li> </ul>
<b>Service Specific Essential Criteria</b>	<ul style="list-style-type: none"> <li>• Demonstrative relevant experience which makes you suitable for this role.</li> <li>• Ability to work flexible hours including on a management on call rota which will include evenings, weekends and bank holidays (as required).</li> <li>• Full, manual driving licence with access to car and ability to travel for work including overnight stays if necessary.</li> </ul>

## Competencies: Area Manager

Competency	Definition
<b>Leadership</b>	<ul style="list-style-type: none"> <li>Respected as a role model, internally and externally, demonstrating a high quality approach to all aspects of work.</li> <li>Leads the implementation of strategy, local service development plans and tasks to meet the changing needs of people we support and corporate objectives.</li> <li>Creates high engagement and enthusiasm amongst staff teams and stakeholders by adopting a proactive, positive and ambitious approach.</li> </ul>
<b>Improving Service Quality</b>	<ul style="list-style-type: none"> <li>Ensures the successful delivery of MacIntyre's 'DNA' and 'Great Interactions' across all services.</li> <li>Drives a high standard of person centred provision across all services.</li> <li>Audits all policy and practice initiatives, evidencing outputs and reflecting on outcomes.</li> <li>Effectively delivers change within services to meet changing business objectives.</li> <li>Ensures successful compliance across all services and effectively manager relationships with regulatory bodies.</li> </ul>
<b>Managing External Stakeholders</b>	<ul style="list-style-type: none"> <li>Establishes and maintains successful collaborative working relationships with key stakeholders at a senior level.</li> <li>Promotes MacIntyre's values and reputation effectively to a range of audiences.</li> <li>Communicates effectively using a range of techniques.</li> <li>Identifies and successfully converts new business opportunities.</li> </ul>
<b>Managing Your Team Effectively</b>	<ul style="list-style-type: none"> <li>Provides clear direction for direct reports and staff teams, linked explicitly to business objectives and the needs of the individuals we support.</li> <li>Provides effective performance management using a range of leadership techniques and management tools.</li> <li>Encourages and supports personal development within all direct reports.</li> </ul>
<b>Maintaining Commercial Disciplines</b>	<ul style="list-style-type: none"> <li>Successfully manages budget, resources and expenditure for a significant service area.</li> <li>Anticipates key commercial risks and develops effective action to address and mitigate them.</li> <li>Demonstrates and articulates value for money services in line with external and internal drivers.</li> </ul>
<b>Your Personal Development</b>	<ul style="list-style-type: none"> <li>Has personal integrity, with commitment to openness, inclusiveness and high standards.</li> <li>Is committed to self development and takes responsibility for own personal development plan.</li> <li>Has self awareness of own strengths and limitations and acts accordingly.</li> </ul>

