

Job Description Frontline Manager (Level 1)

Reporting to	Area Manager/Head of Care	Date	March 2014
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Key Responsibilities

MacIntyre considers the position of **Frontline Manager** (Level 1) to be one of considerable responsibility and confidentiality. You will uphold the Statement of Values in all aspects of your work and promote a positive image of MacIntyre and its provision. You will lead reflective practice promoting continuous improvement within your service, primarily through the effective implementation of outcome focussed service development plans, which meet statutory and regulatory requirements, and the management of relationships with key stakeholders and partners.

Frontline Managers (Level 1) are responsible for 1 or more services and their associated staff teams, who may be line managed by a Senior Practitioner within each service (where appropriate). You will be accountable to the Area Manager, Head of Care or equivalent for the effective management of the agreed delivery hours for each service and ensure that the budgeted income/contribution levels are met within those services.

Frontline Managers (Level 1) will also be required to support the staff teams and service delivery by participating in the rotating shift pattern and the 'on call' system for an agreed number of hours per annum.

Core Tasks

Responsibility to people we support

1. Work in accordance with MacIntyre's Mission, Commitments, DNA, Person Centred and Great Interactions approaches, People+ programme and other policies and programmes as appropriate.
2. Act as the Registered Manager with the Care Quality Commission (CQC) or equivalent, as required.
3. Deliver effective and efficient personalised services for people with a learning disability or autism.
4. Involve the people we support in developing and shaping new and existing services using the principles of co-production.
5. Ensure the people we support develop and maintain relationships, participate in and contribute to their local community.
6. Use positive approaches and other techniques as appropriate to ensure that people who challenge services are able to continue to safely access and benefit from our services.
7. Ensure that the people we support are treated with respect, dignity and equality.
8. Support people to develop and review their person centred plans, including access to holiday, vocational, educational, learning and social opportunities, providing link workers as required.
9. Offer services that are flexible and desirable for personal budget holders.
10. Ensure care plan assessments or equivalent by commissioning authorities are conducted on the basis of the needs of the people we support and their best interests.
11. Respond to any concerns regarding the health, well being, safety or safeguarding of a person we support in accordance with local protocols, regulatory guidance and best practice advice and MacIntyre's policies.
12. Support people in all aspects of their lives as required (including but not limited to personal and intimate care, hygiene, physical well being, moving and handling, use of mobility aids and equipment).
13. Ensure that each person we support has the necessary risk assessments in place at all times and that these are implemented to a high standard.
14. Promote the health and safety of the people we support in line with MacIntyre's Policy for Health, Safety and Welfare at Work.

Responsibility to yourself

15. Be personally responsible for the standard and quality of your practice. In particular, that you provide an example to your colleagues and to your staff team in relation to your Great Interactions and behaviour with people we support.

16. Be responsible for your personal and professional development, undertaking learning and development activities which support your continued professional development.
17. Participate in regular supervision sessions and annual appraisals and undertake agreed actions.

Responsibility to staff team (*including relief staff, volunteers and student placements as appropriate*)

18. Work to ensure that the standards of Great Interactions and behaviours in practice between your staff team and the people we support are at the highest standards.
19. Work in line with MacIntyre's People+ and other relevant programmes, ensuring staff work to further the links of the people we support with their local community.
20. Use inclusive recruitment methods in acting as Appointing Officer up to Senior Practitioner or equivalent level, using the MacIntyre Profile, promoting equality of opportunity, respect for diversity and anti-oppressive practice.
21. Induct new staff in line with the Probationary Policy, and manage issues of conduct, gross misconduct, performance and absence in line with the Disciplinary and related policies.
22. Coach, train and mentor the staff team to deliver excellent practice in Person Centred and Great Interactions approaches, which ensure positive outcomes and progression for the people we support.
23. Conduct supervisions and appraisals with staff, in line with corporate policy, complete individual learning plans which address training needs and support continued professional development.
24. Create a reflective culture of open communication and feedback within the staff team, facilitating constructive team meetings within the services, ensuring staff adhere to team decisions and are focussed on outcomes for the people we support.
25. Create, participate in and report upon a flexible and person centred rota (24 hours/365 days per year including 'on call') across different locations, as required, to meet the needs of the people we support.
26. Ensure that the necessary risk assessments for staff are in place at all times, and implemented to a high standard.
27. Promote the health and safety of the staff team in line with MacIntyre's Policy for Health, Safety and Welfare at Work.

Responsibility to service

28. Deliver services in line with MacIntyre's quality framework, ensuring key operational and commercial performance indicators are met.
29. Manage vacancy levels within the services to ensure risk to delivery and contribution is minimised, and referral assessments are actioned promptly and within 5 working days.
30. Ensure that the service is shaped and developed by the views and needs of people we support.
31. Generate additional income through fundraising.
32. Promote community involvement (including use of volunteers).
33. Maintain a presence within the local community, representing MacIntyre at external events, meetings and reviews as required.
34. Manage relationships with key stakeholders and partners (e.g. local authorities, commissioners, people we support and their families) which contribute to MacIntyre's local, divisional and corporate plans.
35. Communicate with families, representatives and outside agencies in a professional and courteous manner.
36. Achieve and maintain compliance with OFSTED, CQC or equivalent standards, ensure contract compliance and adherence to internal standards.
37. Understand and respond to changes in regulatory frameworks, local and national policy and other drivers, keeping abreast of national, corporate and local developments which may impact on service delivery.
38. Manage service performance against audit/inspection results and recommendations, highlighting to your line manager any areas outside your control which will negatively impact performance.
39. Manage allocated budgets, ensure proper use, accounting and reporting of all finances within the services (including monies for people we support), in line with MacIntyre's financial procedures, ensuring cost-effective service delivery.
40. Provide flexible management of the staff team within the services in line with MacIntyre's policies/relevant Codes of Practice, ensuring people we support have a choice about the support they receive.
41. Ensure the upkeep and maintenance of service vehicles and those used by the people we support as relevant, maintenance of buildings and use and maintenance of equipment, where required.
42. Maintain confidentiality of information and work in line with all relevant codes of practice and governing legislation.

Person Specification: Frontline Manager (Level 1)

Abilities and Skills	<p>The key competencies are set out below. Please refer to the detail of the competency framework.</p> <ul style="list-style-type: none"> • Leadership. • Improving service quality. • Managing external stakeholders. • Managing your team effectively. • Maintaining commercial disciplines. • Your personal development.
Education, Knowledge and Experience	<p>Essential</p> <ul style="list-style-type: none"> • Ability to achieve appropriate vocational qualifications as required. • Knowledge of Equal Opportunities and diversity best practice and legislation. • Knowledge of relevant statutory legislation e.g. Health and Safety, Protection of Vulnerable Adults, Safeguarding, Data Protection. • Proven leadership ability. • Skills in budget control, quality assurance, supervision and team building. • Ability to identify and address training and development needs of self and team. • Effective interpersonal skills. • Ability to manage available staff and resources effectively. • Ability to think and respond creatively, positively and with flexibility. • Ability to promote and offer a holistic approach to individuals who may challenge the service. • At least 2 years experience of working with people with learning disabilities or autism or related experience. <p>Desirable</p> <ul style="list-style-type: none"> • A relevant professional qualification. • An understanding of the education, learning and development needs of people with learning disabilities or autism, including learning styles, learning environments and positive approaches to behaviour that challenges. • Experience of managing/developing learning opportunities for people with a variety of ability levels. • Experience of delivering staff training. • Knowledge of factors that may affect learning e.g. epilepsy, autism, sensory impairments. • Experience of creating and using Individual Learning Plans or equivalent. • Experience of advocacy, consultation and co-production. • Experience of a range of learning opportunities including accreditation.
Personal Characteristics Essential Criteria	<ul style="list-style-type: none"> • The personality and management qualities necessary to develop and maintain effective working relationships. • 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, project and curriculum design. • The belief that people with learning disabilities or autism have a right to participate in making decisions about the services they receive. • The belief that all people with learning disabilities or autism have a right to access education, learning, training and employment opportunities. • A commitment to the implementation of MacIntyre's Equal Opportunities Policy.
Service Specific Essential Criteria	<ul style="list-style-type: none"> • Current driving licence (ability to travel locally necessary for this post). • Able to work flexible hours including evenings, bank holidays, waking nights and weekends (as and when required).

Competencies: Frontline Manager (Level 1)

Competency	Definition
Leadership	<ul style="list-style-type: none"> • Respected as a role model, consistently demonstrating a high quality approach to all aspects of work across local services. • Leads the development of local services, in line with strategy, to meet the changing needs of people we support and corporate objectives.
Improving Service Quality	<ul style="list-style-type: none"> • Leads the successful delivery of MacIntyre's 'DNA' and Great Interactions across local services. • Leads the Person Centred Review process ensuring that there is a culture where progression for each person is implicit in their Person Centred Plan. • Develops a service plan that reflects the themes that have arisen from Person Centred reviews and leads the implementation of the plan. • Ensures successful compliance of all required procedures and processes within the service.
Managing external stakeholders	<ul style="list-style-type: none"> • Develops successful relationships with stakeholders and identifies new business opportunities. • Uses an appropriate customer focussed approach with an effective and influential communication style with stakeholders. • Develops a network of local contacts.
Managing your team effectively	<ul style="list-style-type: none"> • Effectively manages staff team and ensures that each person understands the service and corporate objectives. • Provides effective performance management using a range of leadership and management techniques. • Mentors and encourages personal development within all staff.
Maintaining commercial disciplines	<ul style="list-style-type: none"> • Takes responsibility for the operational and financial performance of the service, successfully delivering set targets. • Provides and uses management information appropriately to prioritise and plan business activity. • Demonstrates value for money in the delivery of all services.
Your Personal Development	<ul style="list-style-type: none"> • Has personal integrity, with commitment to openness, inclusiveness and high standards. • Is committed to self development and takes responsibility for own personal development plan. • Has self awareness of own strengths and limitations and acts accordingly.