

Job Title – Service Manager

Responsible to – Operations Manager

Working Hours – 37.5 Hours per week – including some evenings and weekend where necessary. There may be a requirement to travel overnight away from home

Salary – circa £40,005 per annum

Base – predominately in services or the main office.

Purpose of Job:

To lead and manage multiple supported living services overseeing the organisation's provision of high-quality person-centred services and ensure that performance and quality standards for care, support and inclusion are met.

A fundamental aspect of your role will be ensuring, that the day-to-day organisation of individual services allows for the integration of people we support into the community to access facilities, take part in activities outside of their home and provide the means to maintain their existing skills and develop their independence. In doing this you will ensure that service users are supported in a clear, planned, structured and effective way and that effective review systems are in place and working for each individual's service to support to achieve their outcomes.

You will achieve this through the management of support staff as well as by taking part in a variety of corporate activities, which promote the interests of the organisation.

Summary of Main Duties

Staff Management

- Setting clear objectives for all staff and ensuring these are met
- Providing leadership and management support, thereby ensuring staff understand roles and expectations and perform to a satisfactory standard
- Identifying staff training needs and ensuring these are met effectively

- Take part in the recruitment, induction, and training of staff as appropriate.
- Supervise and appraise staff on a one-to-one basis. Coaching, mentoring staff and create a culture of ongoing learning and development
- Ensuring that all staff follow and monitor the agreed individual's person-centered support plan, providing advice on particular approaches to problems.
- Set performance targets and monitor the performance of those you line manage in the provision of person-centred, efficiently managed services
- Briefing and consulting with staff, keeping them updated of organisational developments and holding regular meetings with staff and other stakeholders

Service Development and Delivery

- Ensuring the provision of person-centred services enabling people to lead independent and fulfilled lives.
- Identify outcomes with individuals and solutions in conjunction with other stakeholders
- Monitoring service quality and address shortfalls
- Working with all stakeholders to build effective, outcome-based support plans, which reflect the organisations philosophy of service provision thereby promoting service user's choice, rights, control and independence
- Ensuring review meetings are held with people and/or their advocates and support workers to formulate individual plans and focused outcomes.
- To regularly spend time within each service and carry out quality audits and reports.
- To manage budgets for services and identify adequate resources required to ensure service users receive a quality service that meets their needs and adapts to any changing needs

- Help plan services for people moving to Everystory services, including costing new services, working closely with social workers, families, advocates and staff to ensure that assessments are thorough and support plans are implemented.
- To encourage and facilitate individual's involvement in the planning, management of the services and recruitment and training of staff

The organisation

- Contributing to the development of the organisations strategic plan and supporting its implementation
- Upholding all of the organisations policies, procedures and guidelines.
- Acting as a positive representative of Everystory for all staff, stakeholders and the general public
- The monitoring and reporting of budgets in line with agreed establishments and monitor performance via variance reporting
- To participate in the writing and review of policies and procedures.
- To participate in the On-Call system for the whole organisation.
- To deal with disciplinary matters and grievances as required in accordance with the organisation's Policies and Procedures.
- To partake in the future development of the organisation and work with members of the team on tendering for new business opportunities and establishing the organisation on relevant frameworks to maximise opportunities for referrals from local authorities or direct payments
- To write reports and provide quality information as required including all aspects of quality, health and safety and other records as required
- To undertake any other duties appropriate to the role.
- This job description may be reviewed and changed in consultation with the post holder and the Chief Executive.