

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 £40,005.50 per annum

Base – predominately in services or the Everystory office.

Purpose of Job:

As a Service Manager you will oversee the day to day management of up to three supported living houses, making sure the people who live there have the support they need to live good lives.

You will be responsible for ensuring people are listened to and supported as individuals. This means making sure people have choice and control in their lives, can maintain important relationships, be part of their local communities and do the things that matter to them.

You will lead and support staff teams across the three houses, creating a positive and inclusive culture where people are supported well and staff understand what good support looks like. You will make sure each person's support is planned around what matters to them, helping them build on their strengths, skills and develop their confidence and independence.

You will also be responsible for the overall quality of support, ensuring houses are safe, well-run and meet the standards expected by the people we support, their families, regulators and EveryStory.

You will work with colleagues across EveryStory and play an active part in helping the organisation achieve its wider ambitions.

Summary of Main Duties

Staff Management

- Setting clear objectives for all staff and ensuring these are met

- Providing leadership and management support, 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 person-centered support plans, providing advice on particular approaches to problems.
- Set performance targets and monitor the performance of those you line manage
- Briefing and consulting with staff, keeping them updated of organizational developments and holding regular meetings with staff and other stakeholders

Service Development and Delivery

- Ensuring the provision of person-centred support, enabling people to lead 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 promoting choice, rights, control and independence
- Ensuring review meetings are held with people and/or advocates and support workers to formulate individual plans and focused outcomes.
- To regularly spend time in each supported living house, and carry out quality audits and reports.
- To manage budgets and identify resources required to ensure people receive good quality support that meets their needs

- Help plan support for people moving into new houses, including costing support, working closely with social workers, families, advocates and staff to ensure that assessments are thorough and support plans are implemented.
- To ensure people we support are involved in the planning, management of support, 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
- Monitor and report on 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 opportunities
- To write high quality reports and provide timely information 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