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| **Job Title** | Service Manager |
| **Responsible to** | Regional Head of Operations, the People we support and families |
| **Responsible for** | Service and staff within it |

**Your role**

To manage a service that promotes user involvement and social inclusion by putting the people we support a the heart of everything we do and ensure this is provided in line with SeeAbility’s operational policies and the regulatory framework and standards monitored by the Care Quality Commission.

# To effectively manage a team that is capable, willing and enabled to see the potential in each other and the people we support and driven to deliver extraordinary outcomes through collaborative and creative support solutions.

# Your responsibilities

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| **Quality:** We support people to achieve their goals by ensuring we use our specialist skills and resources effectively. People we support are involved in organisational decision making. |
| * To ensure the support we provide is not just in line with but champions the following quality statements:   My support is about me.  I am as healthy as I can be.  I am happy fulfilled and have a meaningful life.  I have choice and control over what is important to me.  My support team are great and enjoy supporting me.  I am supported to feel safe inside and outside of my house.   * To take responsibility for the provision of safe and quality support to the people supported by the service, ensuring a person-centred approach that promotes choice, independence, dignity, rights and fulfilment in line with SeeAbility’s mission. * To provide support in managing Individual Budgets or Individual Service funds where required, liaising with family members, commissioners, brokers and advocates as appropriate for each individual. * To co-ordinate the support service to individuals by ensuring that appropriate support workers are available as determined by individual support plans and contracted support hours. * To ensure that the people who use the service or their representatives are aware of SeeAbility’s complaints procedure and are actively encouraged to comment on the quality of the service they receive. * To be a point of contact for emergencies outside office hours and to be part of the on call service for SeeAbility services. * To carry out any appropriate tasks and duties as delegated by the Operations Director and Head of Regional Operations or as may be defined in strategic plans or operational reviews and quality inspections. |
| **Influencing:**We ensure that everyone with learning disabilities and autism, and those that support and work with them are aware of the prevalence of sight problems, associated concerns, their rights and are able to access practical support. |
| * Act as an ambassador for the organisation by ensuring your own networks are aware that people with learning disabilities are more likely than others to have sight problems. Encourage others to consider and recognise signs and symptoms of sight problem and to take action. |
| **Sustainability:** We invest in our organisation to ensure we are current and relevant by effectively meeting the needs of more people who would most benefit from our work. |
| * To ensure that the service provided meets all appropriate regulatory and legislative requirements and standards. * To ensure that objectives are set and achieved for the service, participating in SeeAbility’s annual work-planning process. * To take responsibility for budget setting and maintain budgetary control. * To take responsibility for using all our resources wisely and monitoring the efficiency of our services, ensuring that our services are always adapting to meet the needs of the people we support. * To take action to ensure that any voids are filled through a process of person centred review and assessment, and to develop the number of support hours provided, liaising with SeeAbility’s new business manager and external commissioners. * To ensure appropriate record keeping and general administration of the service. * Contributing to the service by sharing views and ideas as to how we can improve the way we work. |
| **Talent:** We recognise the contribution of our colleagues and achieve more using each others’ skills, values and commitment. |
| * To manage the support team by setting clear and achievable objectives, demonstrating our values, providing opportunities to develop and creating the environment to deliver extraordinary outcomes. * To recruit, induct, develop and appraise support staff, ensuring that their learning and development needs are met. To support, coach and evaluate the practice of staff on a regular basis. * To ensure effective communication between staff through team meetings and other administrative processes. * To ensure staff are familiar with, and adhere to, all of SeeAbility’s policies and procedures including Health and Safety, the Complaints Procedure and Equal Opportunities Policy and adhere at all times to the requirements of SeeAbility’s Code of Conduct. * Act as an ambassador for the organisation, actively seeking and engaging with talent within your own networks and those of friends and family who could contribute towards our mission and objectives. * To take an active role in own personal and professional development including membership of relevant special interest groups. |
| **Partnerships:** We strengthen the impact of organisations and individuals who help us achieve our objectives. |
| * To ensure the implementation of person centred plans by working collaboratively with other support givers, family members and advocates to ensure the people we support are at the centre of decision-making, taking into account professional health and social care expertise and advice. * To promote human and civil rights and social inclusion, facilitating opportunities for the people who use the service to engage with their community and build and maintain relationships with people not paid to be with them * To talk passionately about our work, sharing stories about the difference it makes and reach out to individuals, companies or groups you know that might be able to support our cause either financially or by volunteering for us. |

**Your knowledge, experience, skills and values**

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| **Knowledge & qualifications** | * QCF Level 5 – Leadership and Management in Health & Social Care (or equivalent) or willingness to undertake. * Knowledgeable of National policy and best practice for services supporting people with learning disabilities services * A deep understanding of regulatory standards for supported/residential living * Up to date knowledge of Health and safety legislation * Full UK, manual, driving license |
| **Experience** | * Experience of providing personalised support in a residential or supported living setting. * Experience of working with people with profound and multiple disabilities and/or sight loss. * Experience of managing staff to include recruitment, development and performance evaluation and management. * Experience of budgetary management |
| **Skills & attributes** | * Strong leadership skills with the ability to inspire, motivate and develop others to their full potential * Commitment to person centred support and providing extraordinary outcomes for the people we support * Able to show initiative, take responsibility and make decisions * Excellent communication skills with the ability to liaise confidently with people of all levels and backgrounds * Ability to understand and maintain professional boundaries * Strong commercial acumen with the ability to spot opportunities to grow and develop our business * Highly literate and numerate with the ability to write reports, keep records and manage financial affairs. * Good planning and organizational skills |
| **Our Values** | |
| **We are Brave** | * We believe in being different: We seek new ways of working, thinking and ideas. We want to be extraordinary. |
| **We are Passionate** | * We want to make a difference. We work as a team to improve for the greater good, not only for the people we support but for our team and SeeAbility as a whole. We are completely committed to each others success. |
| **We are Creative** | * We are enablers. We create solutions by thinking and acting differently. We break down barriers. We don’t see rules as boxing us in, but as the norms that evolve with us on our way to being the best. |
| **We do what is right** | * We lead by doing the right thing. We are dependable and believe in delivering on commitments and using sound judgement and common sense to determine what is right. |