

Role Profile

Job Title:	Service Manager
Team:	Red Rose House
Reports to:	Lead Operations Manager
Period of Post:	Permanent
Location:	Based at Red Rose House, Boglemart Street, Stevenston
Hours of Work:	Normally 39 per week Additional hours may be required to be worked in order to meet the exigencies of the service. You will share responsibilities to support local emergency on-call operating procedures on a rotational basis.
Salary scale:	The salary scale for the post is: <ul style="list-style-type: none"> • Point 43 - £36,942 • Point 44 - £37,803 • Point 45 - £38,697 • Point 46 - £39,603

Job Purpose:

To be responsible for management of the short breaks/respice service, in accordance with the guidelines established by the Operations Director. To provide professional line management support to all team members in directly managed services.

Key responsibilities:

- Ensure that the service is delivered in accordance with the Health and Social Care Standards, working towards achieving priority outcomes. Ensure that customers' experiences of the support provided to them are positive at all times
- Implementation of the service development plan
- Provide leadership and line management, including support and supervision, to the Assistant Manager and team members employed within the service in line with national guidance and Hansel policy expectations
- Financial management of the service and contribute to the budget planning process
- Act as Hansel's representative at all times and work closely with families, care management and other partner agencies promoting the interests of Hansel Alliance and promoting the human rights of our customers at all times

Key Activities:

- To ensure that the service delivered meets Health and Social Care Standards, and that guests experience of the support provided to them is the best it can be.
- To take delegated responsibility for the management of the service's financial budget and to contribute to the budget planning process, in liaison with senior management.
- To act as Hansel's representative at all times in respect of Care Managers, carers, and other external agencies.

- To review and develop the service in accordance with the changing needs and aspirations of the people we support and the service development plan
- To establish and implement best practice within the directly managed service.
- To engender and facilitate the maintenance of effective working relationships within the staff team, and with colleagues at all levels throughout the organisation
- To ensure that directly managed team members, are aware of, and comply with all Health & Safety legislation and best practice.
- To be responsible for the effective communication of organisational and service-specific information to all directly managed team members. In particular to establish effective mechanisms for communications.
- To produce regular reports as required for senior management, identifying the successes and issues which impact upon the service delivery.
- To ensure compliance with all Hansel policies, procedures and best practice documents during all service activities.
- To appropriately induct new starts into the directly managed service, and monitor work performance through the established Probationary Reporting arrangements.
- To provide accurate information to senior management in respect of e.g. payroll, and for resource planning purposes etc.
- To participate in an on-call rota providing management advice and support to staff team members and as a contact point in case of an emergency.

Leadership and people management:

- Ensure team members are developed, and have the competencies and empowerment to meet standards for service and performance.
- Ensure individual targets are set, as appropriate, and monitor performance and progress.
- Ensure team members are managed effectively by adhering to our People Policies.
- Manage the co-ordination of the team to provide an effective and efficient service.
- Promote the development of team member skills through supervision, personal development discussions, coaching and counselling, identifying training needs and providing training either personally or through other appropriate sources.

Organisational:

- Ensure the values of Hansel are reflected in your work and that all services provided are delivered in line with our vision and core values.
- Ensure that the rights, choices, dignity and safety of our customers are promoted appropriately.
- Assist in the development of a 'Continuous Improvement' culture.
- Represent the organisation in a professional manner at all times.
- Ensure compliance with all regulatory, statutory and legal requirements.
- Recognise and respect the diversity of internal and external customers.
- Support the wider team during busy periods and peak workloads, e.g. team member absences etc.
- At all times comply with the Health and Safety policy and procedures and draw to your manager's attention any unsafe working practice/conditions.
- Ensure you comply with your duties and responsibilities under Adult Support and Protection legislation.
- Ensure that the policies and procedures of the organisation are followed at all times.
- Attend training and supervision sessions as requested by the line manager or Service Manager.

This list is typical of the level of duties which the post holder is expected to perform or be responsible for. It is not necessarily exhaustive and other duties of a similar type and level may be expected from time to time. The post holder will be responsible for a combination of the objectives described above dependent upon the requirements of the organisation and customers.

PERSON SPECIFICATION	ESSENTIAL	DESIRABLE
EXPERIENCE		
Minimum three years line management experience in a complex social care service and meeting all regulatory and registration requirements	✓	
Direct experience of providing support and guidance to people with learning disabilities	✓	
Experience of creating and managing person centred rota planning	✓	
Experience of working within a short breaks/respice service		✓
Experience of managing and improving services		✓
Experience of completing risk assessments	✓	
EDUCATION AND TRAINING		
Minimum of SVQ Level 4 in Health and Social Care or equivalent	✓	
Relevant management qualification or be willing to work towards a relevant management qualification within 12 months	✓	
Appropriate registration with the Scottish Social Services Council (SSSC)	✓	
KNOWLEDGE & SKILLS		
Current in-depth and demonstrable understanding of our values and current social care legislation and best practice e.g. Health and Social Care Standards, Self Directed Support and Person Centred Practice	✓	
Ability to plan and organise own workload, using own initiative as required.	✓	
Excellent leadership skills with ability and confidence to empower others and work autonomously as required	✓	
Excellent delegation skills	✓	
Excellent literacy and numeracy skills	✓	
Proficiency and confidence in the use of IT systems including Word, Excel, Power point and databases.	✓	
Excellent problem solving and decision making skills.	✓	
Flexibility to adapt to change and the ability to work under pressure at times, managing competing priorities	✓	
CREATIVITY & INNOVATION		
Ability to identify social inclusion opportunities for our customers.	✓	
Ability to work creatively with available resources to support innovation and service development opportunities	✓	
COMMUNICATION		
Excellent interpersonal and influencing skills and able to communicate effectively with the people we support, colleagues and a wide range of partners	✓	
Represent the organisation in a professional manner.	✓	
Ability to motivate and assist the people we support to make informed choices about their lives	✓	
DIVERSITY		
Champions respect for diversity across all activities and acts as a role model to others at all times.	✓	

