

Service Manager

Job Description & Person Specification

Job Details

Job Title:	Service Manager
Department:	Choices
Reporting to:	Head of Service (Choices)
Staff responsible for:	Directly responsible for the Choices Team Leader & Support Workers.
Salary:	Salary scale 4
Working Time:	Hours are worked between 9am to 5pm, Monday to Friday inclusive
Any specific working conditions:	Maybe required to work evenings and weekends. Participation in the On-Call 'Out of Hours' telephone service.

Summary of the Role

1. General nature

The Service Manager is responsible for the day to day management of a specific Supported Living and / or Community Outreach team that provides services that may be regulated by the Care Quality Commission.

2. Main Purpose

To manage a team to deliver high quality person centred services which are safe and meet the needs and preferences of the people who use the service.

Key Tasks and Responsibilities

- To manage the service in line with all regulatory requirements.

- To lead by example and support staff to provide high quality support to the people who use the service.
- To lead the team in developing positive professional partnerships with individuals, family members, professionals associated with the service and community groups in the local area.
- Responsible for providing key performance information and reports for the service as outlined by the Head of Service for any local authority reviews and Care Quality Commission inspections.
- To be involved in the recruitment and induction of new staff for the service providing advice, guidance and on the job coaching to ensure that staff understand their role and responsibilities.
- To provide regular supervision to the staff team through one to one meetings, annual development reviews and team meetings and ensure staff complete their essential training
- To ensure the service has the appropriate staffing allocations to cover the services rota to meet peoples assessed needs.
- To work with the Quality Manager to monitor the safety and quality of the service through direct observation, audits and spot checks.
- Responsible for ensuring that individual support plans and risk assessments for people in the service are up to date and reviewed on the Grace Eyre CRM system.
- To ensure that the services expenditure is in line with the agreed budget. And to inform the Head of Service of any variations.
- Participation in the On-Call 'Out of Hours' telephone service.

The post will include other duties and responsibilities not specified here. It is also likely that changes will be required from time to time.

Qualifications/ Education

- NVQ4 / QCF5 in Leadership and Management or Registered Managers Award – To have completed or be willing to complete and achieve the required standard Essential

Person Specification

- I will have good leadership skills and communicate effectively with the people who use the service, my line manager, the team and other key partners.
- I will be able to meet all the requirements of my job role by being organised, delegate effectively and being proactive.
- I will be responsible for and be able to evidence the quality of the service.
- I will be competent at being able to use relevant IT systems.
- I will have had good experience of working with people in a social care setting and knowledge of the legislation including Safeguarding and Mental Capacity.

Our Values

Our organisational values are a shared set of standards that everyone at Grace Eyre can aspire to and help us to bring our vision, mission, Charter and Our Plan to life.

Our values are:

