

Job description

Post: Manager – Level 3
Grade: Frontline manager level 3
Responsible for: Frontline teams

Context

Four levels of frontline manager roles exist across the Operational Services. The level of the post is determined by qualification requirements, external compliance/registration status, number of people supported and volume of care hours.

All of our service provision will be delivered in a person centred manner, with absolute engagement of the beneficiary and/or their significant others. For every section of this job description, it is implicit that this will be the starting point. The I statements, attached, are also implied in all aspects of this job description.

This job description is applicable to level three frontline managerial roles within the College, Community Services and Accommodation based services.

Purpose

1. To effectively manage a team to deliver person centred, specialist services to beneficiaries
2. To provide a customised, responsive and high quality service to people with multiple sensory impairments, physical and/or learning disabilities who use Sense services
3. To be registered with the relevant external agencies and maintain compliance
4. To deliver services which meet or exceed organisational expectations and standards
5. To deliver services within delegated budgets



6. To create and maintain safe working environments in which team members can fulfil their duties
7. To create and maintain an environment where team members can achieve excellence, develop within the service and access the range of organisational opportunities
8. To contribute to the wider planning and delivery of services within the Operational Services.
9. To work collaboratively with all directorates within Sense in pursuit of seamless service to beneficiaries and team members.
10. To act as a representative of Sense in all dealings with external professionals, families, carers and members of the public, and to protect Sense's reputation in those dealings.
11. To work with other Sense managers and external stakeholders to promote and market Sense's unique offer.

Key Responsibilities

1. To provide line management support to a team of staff by:
 - 1.1 Conducting regular supervisions (in line with KPI frequency) where performance is assessed, managed and developed
 - 1.2 Conducting regular team meetings where service progress and person centeredness is assessed, managed and developed
 - 1.3 Maintaining a team of appropriately trained team members to meet the needs of each individual using the service
 - 1.4 Work in partnership with HR Business Partners to manage conduct, grievance and capability issues including conducting fact finds and investigations
2. To maintain appropriate staffing levels to meet the needs of the individuals in the service by:
 - 2.1 Planning and managing a rota



2.2 Managing the impact of absence

2.3 Recruiting and inducting new starters

3. To identify needs and outcomes for each individual who uses the service by:

3.1 Conducting or commissioning appropriate assessments

3.2 Ensuring that statutory services have conducted appropriate assessments

3.3 Conducting person centred reviews at appropriate intervals, engaging the necessary partners

3.4 Translating recommendations into action by designing and delivering support plans

3.5 Actively engaging families and external professionals where appropriate

4. To deliver services which are legally compliant in all aspects including (but not exclusively) Regulatory bodies (RQIA, CQC, CSSIW, Ofsted), Health and Safety legislation, Mental Capacity Act, POVA by:

4.1 Maintaining up to date knowledge of all aspects of compliance

4.2 Contributing to the design of organisational systems which guarantee compliance

4.3 Maintaining systems which guarantee compliance

5. To deliver services that meet or exceed Sense's organisational standards by:

5.1 Delivering services to KPIs set within the Operational Services

5.2 Contributing to the organisational audit of the service and responding to recommendations

6. To contribute to a 24 hour on call system on a rota basis, covering a range of services in a specified area

7. To contribute to the setting of budgets and delivering the service within those delegated budgets



8. To attain internal and/or external verification in a relevant skill, and cascade that knowledge across the Operational Services and/or wider organisation
9. To conduct fact finds and investigations in services across the Operational Services
10. To analyse assessment information, effect change, monitor and evaluate.
11. To lead a team of service deliverers and deputies to deliver the expectations set out in Levels one and two; retaining ultimate accountability for the service; delegating responsibility to achieve the outcomes
12. To contribute to achieving and maintaining financial viability of the service by:
 - 13.1 Preserving income at the delegated level
 - 13.2 Generating new income
 - 13.3 Seeking diverse ways of delivering viable, responsive and qualitative services
Managing a delegated budget
13. To contribute to the monitoring of other services within the Operational Services
14. To deliver training to colleagues within the Operational Services
15. To conduct fact finds and investigations across Sense as required
16. To contribute to the strategic aims and goals of the Operational Services and wider organisation
17. To work flexibly across a 7 day rota, including evenings, nights and weekend.
18. Any other duties commensurate with the nature and grade of the role.

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Person Specification

This section outlines the experience, knowledge, skills and abilities the job holder needs in order to fulfil the requirements of the post. Essential criteria are those which the job holder must have in order to do the job. Desirable criteria are those qualities that would be either useful, or an advantage or those which the jobholder can be trained to do.

Please use the 'additional information' section of the application form to evidence how you meet the essential criteria as well as how your practice reflects the I statements.

Education and Training	
Essential Criteria	Desirable Criteria
<p>Willing to work towards the following qualifications within a specified timescale:</p> <p>Level 5 Leadership and Management in Health & Social Care Diploma or equivalent; or</p> <p>Diploma in Teaching in the Lifelong learning Sector (DTLLS); or</p> <p>Level 5 Award in Education & Training and Learning in schools; or</p> <p>Relevant professional teaching qualification; or</p> <p>Registered managers award; or Accredited Intervener course.</p> <p>BSL level one or comparable sign vocabulary</p>	Relevant management qualification
ICT literate and able to use MS Office and a range of databases	
Numeracy and literacy skills and able to develop those skills in others	
Achievements and Experience	
Essential	Desirable
Substantial experience of providing support including personal care	Project management experience



Experience of maintaining up to date and accurate records and report writing	
Proven experience of taking a coordinating role in everyday activities when necessary	
Experience of line managing staff in accordance with policy and legislation; including management of other Managers	
Experience of dealing with difficult and challenging situations safely	
Experience of advocating the best interests of individuals	
Experience of managing misconduct, grievances and performance issues	
Experience of successfully working within internal and external compliance frameworks	
Experience of planning, organising and delivering projects or specific plans of learning and support	
Experience of receiving information following assessments, undertaking analysis and evaluation to effect change where needed.	
Experience of conducting investigations	
Experience of successfully managing a budget; including income preservation and generation	
Skills & Abilities	
Essential	Desirable
A proven commitment and ability to work in accordance with the I statements in all dealings	Skilled in undertaking initial and on-going assessment; and where required to manage transitions.
Able to communicate using a variety of methods	
Able to work effectively as part of a team	
Able to work autonomously on your own initiative with little direction	
A proven commitment to equality and diversity	
Able to confidently cascade knowledge and learning to colleagues across Sense.	



Able to contribute to the management of other services across the Operational Services	
Ability to influence external stakeholders and promote Sense’s unique offer to others.	

**The “I” statements detail essential behaviours that we value at Sense.
“I” Statements apply to staff, trustees and people who use the services.**

Behaviours

- I will be honest and open
- I will listen to others
- I will respect others
- I will participate and contribute
- I will take informed risk
- I will find things to celebrate
- I will understand and respond
- No decision about me without me

Frontline Operational Leader Key Competencies

This job description aligns with the frontline Operational Leader key competencies, including the following examples:

It’s all about you:

- You show awareness of your behaviour and through your presentation shape the way staff impact on others.
- You try new things, whilst supporting others to innovate.
- You take responsibility for your area.

Working with others:

- You build networks and share views and approaches internally and externally
- You challenge and share expertise to gain the best outcome
- You promote effective and respectful relationships between people and you intervene personally when appropriate

Managing Service:

- You learn from experience and assess opportunity and risk appropriately
- You forecast resource requirements to be efficient and effective.
- You manage resources taking into account priorities
- You recognise good performance and take action to improve when needed.



Improving Service:

- You design service around the contributions and needs of others
- You reinforce continuous improvement and work across systems and processes, internally and externally, to improve practice

Setting Direction:

- You scan for ideas, best practice and emerging trends and you use information to challenge existing practices and processes appropriately
- You translate the implications of change into strategies and actions
- You overcome barriers to implementation