

## **Job Description**

<b>Post:</b>	Manager – Level 4
<b>Grade:</b>	Frontline Manager level 4
<b>Responsible For:</b>	Frontline teams

### **Context**

As registered manager you will be responsible for developing and managing a service that is centred around the provision of high quality support using a person centred ethos and framework

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 statements, attached, are also implied in all aspects of this job description.

### **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 staff 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 staff 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:

12.1 Preserving income at the delegated level

12.2 Generating new income

12.3 Seeking diverse ways of delivering viable, responsive and qualitative services

12.4 Managing a delegated budget

13. To contribute to the monitoring of other services within Operations

14. To deliver training to colleagues within the Operations 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

**Person Specification (inline with RQIA guidance)**  
**- Registered Manager -**

<b>Education &amp; Training</b>
<ul style="list-style-type: none"> <li>• Level 5 Diploma in Leadership for Health and Social Care Services (Adults' Management)</li> </ul> <p><b>or</b></p> <ul style="list-style-type: none"> <li>• Professional social work qualification <b>or</b> first level registered nurse <b>or</b> allied health professions</li> </ul>
<b>Achievements &amp; Experience</b>
<ul style="list-style-type: none"> <li>• A minimum of 5 years experience in a health and social care setting; at least 2 of which must be in a relevant management capacity</li> </ul>
<b>Skills &amp; Abilities</b>
<ul style="list-style-type: none"> <li>• Skilled leader with the ability to inspire and motivate a team pursuing a person-centred approach</li> <li>• A professionally credible manager with excellent verbal and written communication skills</li> <li>• Skilled in influencing, negotiating and building positive and sustained working relationships both internally and externally</li> <li>• Ability to forward plan, prioritise and delegate with the capability of translating strategic aims into practical actions that enhance service delivery</li> <li>• Ability to manage a complex workload making best use of available resources</li> <li>• Ability to effectively manage the performance of a staff team, including championing the use of low level resolution mechanisms to effectively resolve conduct, capability and grievance issues within the team</li> <li>• Skilled in using formal processes to address areas where performance levels fall below expected standards, including conducting investigations and chairing meetings</li> <li>• Demonstrable ability to interrogate and interpret financial and management information to ensure service delivery meets agreed targets</li> </ul>

<p><b>The “I” statements detail essential behaviours that we value at Sense.</b> <b>“I” Statements apply to staff, trustees and people who use the services.</b></p> <ul style="list-style-type: none"><li>• I will be honest and open</li><li>• I will listen to others</li><li>• I will respect others</li><li>• I will participate and contribute</li><li>• I will take informed risk</li><li>• I will find things to celebrate</li><li>• I will understand and respond</li><li>• No decision about me without me</li></ul> <p><b>Frontline Leader Key Competencies</b></p> <p>This job description aligns with the frontline leader key competencies, including the following examples:</p> <p><b>It’s all about you:</b></p> <ul style="list-style-type: none"><li>• You are aware of how your action and behaviour affects others</li><li>• You encourage staff to reflect upon how they impact on and deliver service</li><li>• You show authority and intervene when appropriate</li></ul> <p><b>Working with others:</b></p> <ul style="list-style-type: none"><li>• You share your expertise and build relationships internally and externally to promote the best outcome for those you support</li><li>• You create a positive environment which helps people maximise their potential and gets the best out of everyone</li></ul> <p><b>Managing Service:</b></p> <ul style="list-style-type: none"><li>• You design service in response to others, learning from experience and with appropriate assessments of opportunity and risk</li><li>• You manage resources and ensure their effective and efficient use</li><li>• You guide, direct and support others ensuring that high quality service and outcomes are achieved</li></ul> <p><b>Improving Service:</b></p> <ul style="list-style-type: none"><li>• You instil a ‘safe to challenge’ culture within the team</li><li>• You encourage your team to look for opportunities internally and externally that will improve service to others</li><li>• You create a team that champions Sense’s purpose and values</li></ul> <p><b>Setting Direction:</b></p> <ul style="list-style-type: none"><li>• You identify the external and internal drivers of change and communicate the rationale for change to others</li><li>• You set out clear roles and responsibilities to make decisions and improve performance</li></ul>
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