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| **Job Title:** | **Centre Lead** |
| **Location:** | Devon |
| **Reports to:** | Services Manager |
| **Responsible for:** | Day Centre Team |
| **Overall purpose:**  To lead the development and day to day management of the service. To provide management and leadership for Centre Services and ensure both staff and clients are engaging with services effectively. | |

**Key responsibilities and accountabilities:**

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| 1. Assist Services Manager to lead and support an operational team to develop and manage integrated and blended centre services in Devon, to deliver excellence in customer service, clear outcomes for clients, develop the staff team and ensure compliance with all contracts and quality standards. |
| 1. Develop care plans and risk assessments which provide satisfactory quality of life for centre clients, effectively engage them with centre services, respect dignity, promote independence and offer individualised care, working in partnership with the client, any relevant professional agencies and, where appropriate, the clients’ family. |
| 1. Lead, develop and motivate staff in providing an effective and cost effective operation based around trust and a positive attitude to performance and client needs. Proactively lead change so that staff members understand strategic priorities, resource issues and service standards and are able to apply them in their roles. In so doing you will ensure that:  * SMART objectives are in place for all staff and these are regularly reviewed and revised as appropriate, and at least on a six weekly basis. * Staff are rated following supervision and the annual appraisal of performance and given appropriate constructive feedback, initiating capability procedures when there is unsatisfactory performance. * Personal development plans are agreed and implemented, and staff attendance is managed effectively. * Staff members training needs are identified to maintain and develop skills. * Carry out spot checks and reviews as required. |
| 1. Lead the development of centre activities engagement programmes to improve clients independent living skills, promote recovery and facilitate social inclusion, in accordance with agreed activities/care plans. Monitor the progress of clients through care plan based goals and outcomes. |
| 1. Respect and ensure the rights of privacy and confidentiality of clients and ensure they feel valued and respected at all times. |
| 1. Report any concerns or observations to the Services Manager and keep them informed of progress. |
| 1. Lead the communication and team meetings of the Centre Team. |
| 1. Attend management meetings with the Services Manager and CEO and attend Board meetings, reporting to Trustees in support of the CEO and Services Manager. Contribute to strategic decision making. |
| 1. Provide cover for Centre Teams and ensure continuous and safe running of day centres |
| 1. Assist with fundraising, training and Headway Devon events when required. |
| 1. Be aware of and follow Headway Devon policies, procedures and values with particular attention to standards of customer service, health and safety, and equality and diversity |

**Note:** You are also required to undertake any other duties within your capabilities as may be reasonably required. This job description is not exhaustive and will be subject to periodic review. It may be amended to meet the changing needs of the business.

* *Some out of hours work may be necessary*

**Person Specification:**

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|  | **Essential** | **Desirable** |
| **Qualifications, Training  & Education** | * Access to internet/email and smart mobile phone * Full driving license and access to a car * A social or clinical care qualification or equivalent | * Willingness to work towards a management qualification. |
| **Experience** | * Experience and/or knowledge of working in the voluntary sector * Experience and/or knowledge of working with vulnerable people * Experience of working in the care sector * Experience of working as part of a team | * Experience in activities planning and coordinating * Experience of working with people with acquired brain injuries |
| **Personal Qualities and Attitude** | * Excellent organisational skills * Able to work effectively alone and as part of a team * A sensitive approach to vulnerable people maintaining their dignity and self-respect at all times * Able to communicate openly and honestly with members of the team * Able to use language others will understand, adapt behaviour and take reasonable steps to understand and respond to people with different backgrounds and needs * Able to motivate and enable people to work towards their objectives * Able to keep accurate and up to date records * Able to self-motivate and use own initiative * Willing to shift focus based on charity/team priorities. * Accepting of constructive feedback. * Sympathetic to the aims of Headway Devon * Willing to learn and adapt to meet the needs of the post * Flexible, creative and energetic, with a good sense of humour and limitless patience * Accepting of constructive feedback. |  |