

**Job Title: Team Manager (Daytime Services)**

**Job Purpose:**

Take the lead role in providing adult social care within daycare and community-based services to enable customers to access and participate in a wide range of activities that further their independence and skills.

**Specific Duties**

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| **Service Delivery:** |
| * Manage the daycare activity support provision to ensure it is responsive and inclusive for all customers with a strong emphasis on outstanding customer care, equality and person-centred planning. Regularly participate in support activities and regularly visit community support locations to liaise with customers and staff. Provide ad-hoc staff cover for group or one-to-one activities. Ensure there is a culture of shared working across daycare and community teams
* Work in a structured proactive way to deploy and manage all day service resources (and associated equipment) to ensure effective staff levels for planned and unplanned absence and skill sets are maintained.
* Line manage and provide professional leadership and day to day direction to daycare and community activity support staff and team leaders.
* Evaluate staff competency in relation to care, support, risk and medication administration
* Manage the recruitment selection and on-going training, development and performance management of staff. Provide formal and informal supervision to staff reports
* Organise and lead staff meetings as required ensuring constructive and effective communication
* Ensure the provision of a reliable transport service to take customers to/from the centre daily (in conjunction with Business Support team and Daycare Team Leader).
* Support the contract management of commissioned services providing timely data, e.g., management KPIs.

 * Manage new customer referrals offering a responsive service to new service enquiries.

Arrange visits, gather all relevant information including funding and determine most appropriate support pathway. Establish and maintain appropriate entry assessments and transition/induction support. * Identify and develop opportunities (or refer into relevant services) for progression from daycare into supported community activity, unsupported community activity, volunteering, or work.
* Review and manage customer’s challenging behaviours, maintain appropriate records for recording incidents, ensure customer risk assessments & positive behaviour plans are in place and customer support plans are reflective of current needs, person centred, and outcome focused. Distribute and share information as appropriate. Regularly review and update as required.
* Collaboratively develop a range of new initiatives with clear outcomes that will benefit new and existing customers.
* Organise and ensure regular customer reviews are undertaken (in conjunction with staff, families, other services and LDCT). Assess progression to agree personal goals and positive outcomes. Ensure customers build on their strengths, talents, knowledge, skills and experiences. Oversee the service to provide outcome-based activities.
* Be alert to and respond to any issues that arise in relation to customer safeguarding. Work with customers, staff and other partner agencies to investigate, report and resolve.
* Manage the complaints procedure ensuring that all concerns are thoroughly investigated and resolved to the satisfaction of the complainant on a timely basis.
* Be a change agent constantly reviewing service delivery in conjunction with the management team.
* Make use of performance data, recommendations from customers, staff, stakeholders and independent reports & investigations to evidence quality, efficiency, and growth of the service.
* Undertake ad-hoc projects as directed by Line Manager from time to time.
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| **Personal Accountability** |
| * Remain up to date with relevant legislation, organisational procedures, policies and professional codes of conduct. Make recommendations for compliance.
* Be flexible to vary working hours according to the needs of the business, including some occasional weekend/evening work and any requirement for on-call duties.
* Act professionally and work co-operatively as a member of a staff team and contribute to a culture of open communication, to include constructive feedback for self and colleagues.
* Attend all training courses as directed by your Line Manager and be responsible for maintaining and improving own knowledge, skills and professional development through experience and training.
* Adhere to the Organisations Policies and Procedures. Comply with all health and safety policies and procedures and protect the health, safety and wellbeing of customers and colleagues.
* Undertake any other duties that reasonably fall within the scope of the job role as and when required to ensure the safe and smooth running of the Service.
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**Person Specification**

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| **ESSENTIAL** | **DESIRABLE** |
| Recognised vocational qualification relevant to the post (or willingness to undertake within 12 months). E.g., Level 5 diploma, health & social care, leadership or management  | Degree in social work / social work experience or health or social care discipline  |
| Literacy and numeracy GCSE Grade C or equivalent.Excellent IT skills including Microsoft office. High level of communication and interpersonal skills, the ability to write reports, letters, supervision notes, support plans, risk assessments and to prepare / deliver presentations, KPI monitoring | Accreditation in Microsoft Office |
| Commitment to continue training and developing professionally to maintain competence as a manager, including keeping up to date with knowledge of standards and legislation.  |  |
| Significant experience of operational and organisational management of a health and social service  | Experience of managing contracts and contract performance monitoring |
| Experience of working in the voluntary and community sector and working with adults with learning disabilities  | Experience of person-centred planning |
| Experience of effectively line managing people, staff recruitment, supervision and performance management.  |  |
| Demonstrable experience of planning, prioritising and effective time management  |  |
| Full driving licence and access to a vehicle  |  |
| Able to work flexibly  |  |

**Key Competencies Required for the Role:**

* Ability to work in partnership with a variety of stakeholders
* Ability to communicate effectively with a range of people using interpersonal, negotiation and influencing skills
* Ability to work flexibly with persons using the service and to maintain confidentiality at all times.
* Ability to work in a dynamic, reactive and highly pressurised environment
* Understanding of employment practice and health and safety legislation
* Clear understanding of and ability to deliver to the regulatory framework and legal environment in which we work
* Highly developed IT skills in Microsoft packages.
* Ability to lead and motivate a team