

Role Profile & Specification

Title	SERVICE MANAGER – SHORT BREAKS RESPITE SERVICE
Reporting to	LOCALITY MANAGER
Job Purpose	<ul style="list-style-type: none"> ▪ To have day to day responsibility for ensuring that services offered are caring, safe, effective, well-led and responsive ▪ To ensure guests progress towards support outcomes through the provision of quality services ▪ To ensure that service provision is conducted within the Avalon policy & procedure framework ▪ To ensure the safety and wellbeing of customers/guests and employees ▪ To manage a team of Support Workers and Advanced Support Workers ▪ To promote Avalon services

Our Values

Respect, Integrity, Learning and Reflection, Working Together, Quality

Core Competencies – applicable to all roles

<p>Communicates well</p> <p>(Respect, Integrity, Working Together, Quality)</p>	<ul style="list-style-type: none"> ▪ Listens to others ▪ Asks relevant & pertinent questions ▪ Communicates in a clear & concise way ▪ Effectively uses a range of communication tools & techniques ▪ Keeps accurate, objective & clear records
<p>Has a positive & practical approach to work</p> <p>(Integrity, Quality, Learning and Reflection)</p>	<ul style="list-style-type: none"> ▪ Tackles things in a direct & orderly manner ▪ Can be depended upon to get things right ▪ Able to prioritise tasks & manage workload ▪ Reliable under pressure ▪ Undertakes learning and development which is identified as mandatory for the role
<p>Works well with other people</p> <p>(Respect, Integrity, Working Together)</p>	<ul style="list-style-type: none"> ▪ Earns the respect of others ▪ Shows respect for the views & actions of others ▪ Builds & maintains mutually beneficial relationships ▪ Motivates self & others
<p>Able to respond to & solve problems</p> <p>(Integrity, Quality, Working Together, Learning & Reflection)</p>	<ul style="list-style-type: none"> ▪ Plans ahead ▪ Tackles issues voluntarily & positively ▪ Able to identify the cause & not just the symptoms of problems ▪ Able to anticipate problems & develop solutions in advance ▪ Solves problems in a calm, direct & organised manner ▪ Helps other people with problems
<p>Able to innovate & have new ideas</p> <p>(Integrity, Working Together, Quality, Learning & Reflection)</p>	<ul style="list-style-type: none"> ▪ Full of ideas which provide fresh insight & broader perspectives ▪ Responds positively to change ▪ Self- motivated ▪ Reflects on own practice to improve and develop ▪ Identifies opportunities to develop own skills and knowledge

Role specific competencies	
Leadership and Management	<ul style="list-style-type: none"> ▪ Is a role model for people within the team, following best practice, policies and procedures ▪ Ensures the team have the appropriate knowledge and skills through effective induction, supervision and training ▪ Supports and develops a team where different cultures and backgrounds, and the work of others is valued and respected ▪ Effectively manages a team of support workers and advanced support workers, ensuring that they work within guidelines to deliver an effective high quality service ▪ Manages and resolves disputes ▪ Identifies and effectively addresses poor practice ▪ Recognises achievement of team members and the people we support ▪ Manages incidents as necessary, ensuring prompt and thorough reporting and investigation, and updates all records accurately and promptly ▪ Proactively manages rotas using the digital systems to ensure service levels are maintained, using all available resources to cover any gaps ▪ Manages training compliance of team members, identifying training requirements and liaising with the Learning and Development team as required ▪ Conducts professional and productive support and supervision meetings with staff. Undertakes Performance Development Reviews
Systems and Administration	<ul style="list-style-type: none"> ▪ Operates and effectively uses digital systems to maintain accurate information, and ensures the timely completion of amendments and changes. ▪ Complies with written guidelines (i.e. policies & procedures) & acts accordingly ▪ Ensures all relevant records concerning the delivery of service are in place (i.e. person centred outcome based support plans, risk assessments, financial and medication records) ▪ Arranges care reviews (minimum annually) inviting all relevant participants, for all customers/guests who use the service. ▪ Completes needs & risk assessments for all customers and staff under your management ▪ Ensures all data is managed in accordance with confidentiality protocols and data protection legislation, taking action to report and address any misuse or breaches
Supporting those who use our services	<ul style="list-style-type: none"> ▪ Provides direct support to our customers/guests either due to emergency cover or as good practice to check service quality ▪ 'Matches' support workers with customers/guests to ensure positive support relationships ▪ Ensures customers/guests are safeguarded from abuse and reports all accidents, incidents and safeguarding issues in accordance with policies and procedures ▪ Understands and applies the principles of Positive Behaviour Support and works within best practice models of support. ▪ Ensures that customers/guests are aware of, and are offered support by other relevant agencies, such as advocacy ▪ Ensures support plans are person centred and outcome based, and that work is completed to achieve customer/guest outcomes with evidence collated to

	<p>show the 'distance travelled'</p> <ul style="list-style-type: none"> ▪ Ensures customers/guests are informed of all inclusion events & activities and are encouraged to take part ▪ Regularly visits all customers/guests to ensure they are receiving high quality care & support ▪ In collaboration with partners and the Locality Manager, manages referrals, ensuring services are accessible, flexible and reliable.
Partnership Working	<ul style="list-style-type: none"> ▪ Works closely & positively with our customers / guests / their advocates / other professionals & agencies ▪ Works with our customers/guests & other interested parties to continually improve services offered ▪ Fosters good relationships with service commissioners and care managers portraying a positive image of the organisation and encourage the use our services ▪ Shows commitment to working as part of a wider team of Avalon Group employees
Quality Assurance	<ul style="list-style-type: none"> ▪ Understands and interprets CQC Fundamental Standards and applies them to the Short Breaks respite service ▪ Ensures the service meets and exceeds the requirements of relevant regulations and standards. ▪ Promotes practices and systems that enable staff to meet CQC standards and ensures compliance across the services. ▪ Proactively monitors services through the Quality Assurance system, completing quarterly self assessment reports & addressing issues and weaknesses identified through action plans agreed with your line manager ▪ Meets any performance targets set by the Locality Manager or other senior manager ▪ Completes monthly financial audits for customers/guests who we assist to manage finances ▪ Completes regular medication audits (determined by the Locality Manager) for customers who we administer medication
Property Management	<ul style="list-style-type: none"> ▪ Carries out property inspections & report any maintenance issues to the landlord or relevant person ▪ Carries out Health & Safety inspections & ensure Risk Assessments are in place, reporting findings to relevant personnel
General	<ul style="list-style-type: none"> ▪ Manages workloads effectively and ensures deadlines are met ▪ Maintains accurate and up to date records, both physical and electronic ▪ Arranges and facilitates various(team/house/care management) meetings dictated by the service & record minutes ▪ Works flexibly in hours dictated by the requirements of the service, which will include evenings and weekends ▪ Part of the out-of-hours on-call service on a rota basis ▪ Attends all necessary mandatory training and any training or development requirements identified through support & supervision or PDR

Expertise in role (role-related knowledge, skills & experience required at selection)
<ul style="list-style-type: none">▪ Experience of working within the care sector at a supervisory level for more than 1 year▪ Working knowledge of relevant legislation within the sector▪ Minimum Level 3 qualification in Adult Care/Management (or equivalent)▪ Proficient ICT user▪ Has access to own transport that can be used for work purposes, with a full valid licence
Relevant technical, vocational or educational qualification for the role
<ul style="list-style-type: none">▪ Possesses, or be willing to work towards, a relevant professional / management qualification▪ This role is subject to an enhanced Disclosure and Barring check.