

Role Profile & Specification

Title	SERVICE MANAGER
Reporting to	LOCALITY MANAGER
Job Purpose	<ul style="list-style-type: none"> ▪ To manage a team of support workers and/or shared lives carers ▪ To manage support co-ordinators ▪ To ensure customers progress towards support outcomes through the provision of quality services ▪ To ensure that service provision is conducted within the Avalon policy & procedure framework ▪ To promote Avalon services

Role Specific Competencies	
Staff Recruitment & Management	<ul style="list-style-type: none"> ▪ Knowledge and understanding of managing individuals and staff teams ▪ Knowledge and understanding of recruitment processes ▪ Knowledge and understanding of health and safety requirements ▪ Use a framework of coaching and mentoring to develop staff to effectively deliver a quality service
Carefree/ Administration	<ul style="list-style-type: none"> ▪ Ability to understand IT systems ▪ Ability to use the 'Carefree' system for rotas/payroll/invoices ▪ Ability to understand written guidelines (i.e. policies & procedures) & act accordingly ▪ Competent in keeping accurate & up to date records both physical & electronic ▪ Ability to produce written and statistical reports
Quality Assurance	<ul style="list-style-type: none"> ▪ Knowledge & understanding of CQC Fundamental Standards and other external standards such as Investors In People and CHAS. ▪ Ability to administer & apply the organisation's quality assurance system ▪ Ability to complete audits of finances & medication ▪ Competent at identifying safeguarding issues & matters directly affecting service delivery
Partnership Working	<ul style="list-style-type: none"> ▪ Ability to work closely & positively with customers, relatives, advocates, other professionals & agencies ▪ Show commitment to working as part of a wider team of Avalon Group employees ▪ Develop good relationships with all external agencies to portray Avalon in a positive light
Supporting Customers	<ul style="list-style-type: none"> ▪ Ensure our customers are at the forefront of all we do ▪ Ensure customers' needs, wishes and views are respected

Tasks & Responsibilities	
<p>Staff Recruitment & Management</p>	<ul style="list-style-type: none"> ▪ To follow Avalon's recruitment process & procedures and complete required paperwork ▪ To arrange recruitment interviews, set appropriate questions & exercises & organise customer involvement ▪ To provide appropriate induction for new carers / staff ▪ To fulfil health and safety requirements by undertaking audits, completing and reviewing risk assessments, maintaining records, reporting accidents and incidents, identifying training needs, booking mandatory training and promoting safe working practices ▪ Complete carer assessments, link agreements and panel reports ▪ To effectively manage a team of carers and staff to ensure that they work within guidelines to deliver an effective high quality service ▪ Identify & effectively address poor practice by carers / staff under your management ▪ To plan & manage staff rotas using the Carefree system complying with strict timescales for the monthly sign off/verification (by 7th of each month) ▪ Develop & maintain training records ▪ Identify training requirements for carers / staff ▪ To conduct professional & productive quarterly carer reviews and support & supervision of staff & annual PDR's
<p>Carefree / Administration</p>	<ul style="list-style-type: none"> ▪ Operate and effectively use the Carefree system including maintaining accurate information and the timely completion of amendments and changes that ensures the system is live. ▪ To comply with written guidelines (i.e. policies & procedures) & act accordingly ▪ To communicate written guidelines to the wider carer / staff team or other interested parties ▪ Keep accurate & up-to-date records both in manual files & on electronic systems ▪ To produce written & statistical reports on issues and performance relating to services you manage ▪ To ensure all relevant records concerning the delivery of service are in place (i.e. person centred outcome based support plans, link agreements, risk assessments, financial & medication records) ▪ To arrange care reviews (min. annually) inviting all relevant participants, for all customers under your management ▪ Complete needs & risk assessments for all customers and staff under your management ▪ Use the electronic referral's log to record & monitor all new referrals, taking appropriate action to ensure maximum conversion
<p>Supporting Customers</p>	<ul style="list-style-type: none"> ▪ To provide direct support to our customers either due to emergency cover or as good practice to check service quality ▪ To 'match' carers / support workers with customers to ensure positive support relationships ▪ Ensure customers in your services are safeguarded from abuse and to report all accidents, incidents and safeguarding issues in accordance with policies and procedures ▪ Ensure that customers are aware of & are offered support by other relevant

	<p>agencies, such as advocacy</p> <ul style="list-style-type: none"> ▪ Proactively manage customer rotas using the Carefree system to ensure service levels are maintained, using all available resources to cover any gaps ▪ Ensure customers' support plans are person centred & outcome based & that work is completed to achieve customer outcomes & evidence is collated to show the 'distance travelled' ▪ Ensure customers are informed of all inclusion events & activities & are encouraged to take part ▪ Support customers to maintain their tenancy (if relevant) including dealings with landlords, tenancy agreements, housing benefit claims and maintenance issues. ▪ Regularly visit all customers in services you manage to ensure they are receiving high quality care & support
Partnership Working	<ul style="list-style-type: none"> ▪ To work closely & positively with our customers / their advocates / other professionals & agencies ▪ To work with our customers & other interested parties to continually improve services offered ▪ Foster good relationships with service commissioners and care managers portraying a positive image of the organisation and encourage the use our services ▪ To work as part of a wider team of Avalon Group employees, contributing to the support of other departments such as Finance & Inclusive Learning & Development
Quality Assurance	<ul style="list-style-type: none"> ▪ To understand and interpret CQC Fundamental Standards and apply them to the services you manage ▪ Promote practices & systems that enable staff to meet CQC standards and ensure compliance across services you manage ▪ Proactively monitor services through the Quality Assurance system, completing quarterly self assessment reports & addressing issues and weaknesses identified through action plans agreed with your line manager ▪ To meet any performance targets set by your line manager ▪ Complete monthly financial audits for customers who we assist to manage finances ▪ Complete regular medication audits (determined by your line manager) for customers who we administer medication
Housing	<ul style="list-style-type: none"> ▪ To carry out property inspections & report any maintenance issues to the landlord or relevant person ▪ To carry out Health & Safety inspections & ensure Risk Assessments are in place, reporting findings to relevant personnel ▪ Work with tenants to ensure they are fully aware of their rights & responsibilities & facilitate & minute regular tenants meetings ▪ To ensure all properties are kept in reasonable order by the tenants or by carers
General	<ul style="list-style-type: none"> ▪ To manage workloads effectively and to ensure deadlines are met ▪ Arrange and facilitate various(team/house/care management) meetings dictated by the service & record minutes ▪ To work flexibly in hours dictated by the requirements of the service ▪ To be part of the locality's out-of-hours on-call service ▪ Attend 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 support sector at a supervisory level for more than 1 year ▪ Knowledge of relevant legislation within the sector - especially CQC, The Care Act, and Shared Lives Framework. ▪ Proficient ICT user, particularly MS Office applications plus databases ▪ Have 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"> ▪ Possess, or be willing to work towards, a relevant professional / management qualification

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

Core Competencies	
<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