

JOB DESCRIPTION - SERVICE MANAGER

Division:	Adult Services
Reports to:	Operations and Registered Manager
Responsible for:	Support workers, Supported People, volunteers
Location:	Adult Service Sites

Kisharon is a charity that offers a broad range of education and support for children and adults with learning disabilities and special needs.

***Our vision** – is to see people with learning disabilities and autism live in a world of equal rights and opportunities.*

***Our mission** – realise ambitious and personalised education and support together with people with learning disabilities and autism, enabling a good life where people are valued contributors within the community.*

***Each individual employee** - plays a vital pro-active part in fulfilling our vision and mission*

Main Purpose of the role:

To manage, lead, guide, and mentor a team of staff to:

- Ensure high quality person-centered services
- Develop genuine opportunities for independence for individuals
- Support and assist individuals to develop new and existing skills
- Support and assist individuals to enjoy an active social life
- Promote and enable individuals to attain and maintain good health and wellbeing
- Promote and facilitate the personal safety of all individuals
- Enable individuals to form relationships and wider social networks
- Promote and support continued learning opportunities
- Facilitate employment training and opportunities
- Support and encourage the individual's religious and personal beliefs and proactively seek opportunities, in partnership with Kisharon's Community Inclusion Coordinator, for inclusion in the Orthodox Jewish community where appropriate

Service Management

- Ensure that the service you manage is of the highest quality and is delivered in a way that is aligned to Kisharon core values.
- Develop your service by identifying the priorities and plan how to deliver and evaluate changes introduced.
- Ensure proactive outcome focused development plans are in place and delivered for people you support.
- Identify where services no longer meet the needs of the People We Support, and project manage the change.

- To be responsible, as directed, for the health & safety of individuals by providing consistent support and to maintain sound working practices in line with CQC and Safeguarding regulations to ensure the welfare and safety of individuals within their own homes (for Supported Living), Kisharon premises and the wider community
- Positively and effectively make improvements where indicated by your line manager, Quality Assurance Manager or as an outcome of service reviews. Manage change, making sure that plans are owned and implemented in your area of responsibility
- Innovate and find new areas for service delivery, whilst managing risk.
- Ensure that rotas are produced well in advance of the month and the staff team are fully aware of where they are working for the next 4 weeks.
- Efficiently manage rota changes when they arise and cover support shifts when required.
- Inform the Operations Manager of any service deficiencies, omissions, or errors in a timely and appropriate manner.
- Take part in the on-call, out of office system.
- Manage records via software and paper solutions as required
- Undertake any other tasks commensurate to the job purpose as directed by and agreed with the Manager
- Conduct new assessments for people referred into Kisharon's services, and
- conduct ongoing assessments where required, including Mental Capacity
- With support from the Operations Manager and HR – when necessary, conduct investigations into complaints/safeguarding/disciplinary/grievances
- Conduct weekly and monthly audits
- Network and benchmark with other service providers
- Report notifications to CQC/Local authority

Supported People

- Ensure that individual's religious beliefs are supported and encouraged and, with support from Head of Jewish Living and Community Inclusion Coordinator, that opportunities are sought for them to actively contribute to and engage with the Jewish Community.
- Ensure that the staff team are trained and familiar with Orthodox Jewish practice and adhere to it.
- Ensure personal care needs of individuals affording dignity, respect, and privacy.
- Actively work and engage with individuals to reshape and develop services that meet and respond to their needs.
- Involve individuals in the planning of existing and new services and to deliver services that people want and need
- Reinforce the principles of independent living and ensure that it is actively pursued in your service.
- Be the lead advocate for people we support
- Manage the support services for people we support
- Manage risks and responsibilities related to COVID-19 Pandemic

Staff Management

- Line-management: ensure the effective use of performance management, mentoring, supervising, training, and appraisal for all department staff. Develop agreed performance targets (KPIs) and ensure an effective system is in place to monitor and report on these targets, ensuring they are met or exceeded and reviewed at regular intervals.
- Develop a problem-solving, solutions-focused, supportive culture in your team.

- Make sure staff are pro-actively and flexibly responding to the needs of people we support and that this is reflected in training, appraisal and support providing best practice and high-quality services.
- Lead by example and develop your people.
- Build and develop strong team relationships throughout your service.
- Provide regular supportive feedback to your staff on both positive and negative aspects of their performance.
- Assist with recruiting and selecting staff for your service with the appropriate skills, experience, values, and behaviours.
- Delegate responsibilities as appropriate to your team, encourage responsibility.
- Manage conflict within the team; build a learning culture for continual improvement.
- Leadership: champion employee engagement to increase motivation and quality – act with integrity, enable autonomy, share information, value each employee, celebrate achievements and team building, ensure employees are listened to, be visible, share the vision, and tackle performance issues with honesty and empathy.

Administrative and Financial Systems

To be responsible for maintaining effective administrative and financial systems, to include:

- Maintaining appropriate, accurate records relating to staff and people we support.
- Ensuring individuals receive the benefits they are entitled to and that their personal finances are managed appropriately.
- Supporting individuals to pay charges for housing and care services as appropriate.
- Administering the petty cash weekly and housekeeping system ensuring that all expenditure is properly recorded and reconciled.
- Hold responsibility for your budget including income (local authority) and expenditure
- Writing reports, Supported Living internal KPIs, Barnet Quarterly KPIs and providing information about the service as required.

Partnership Working and Networking

- Develop effective relationships with key stakeholders such as Kisharon Trustees & Board Members, Kisharon Senior Management Team including HR and Finance, local authority Commissioners, parents and guardians, health, and social work professionals.
- Be a positive ambassador for Kisharon at all times, building goodwill with all stakeholders.
- Work closely and effectively with your colleagues in other departments at Kisharon, such as Day Opportunities and Social Enterprises, Volunteer, Fundraising, etc.

Technical Skills

- Ensure sound, good quality Person Centred Plans (PCP), Support Plans, Health Action plans and Hospital Passports are in place for all people we support.
- Liaise appropriately with families, carers, advocates, and other professionals who may be involved with people we support.
- Support individuals to claim all appropriate benefits.
- Make sure the service meets and exceeds the 5 standards set for the CQC Key lines of enquiry: Safe, Caring, Effective, Well-led and Responsive to the needs of people we support.
- Follow, and make sure your team follow, the reporting processes to local authority commissioners and the Care Quality Commission.
- Understand and respond to the internal management audit processes in a timely manner.
- Ensure that recording systems are up to date, both for staff and people we support.
- Maintain accurate records as required using IT software and equipment.

- Check that documents are completed, and that policies and procedures are adhered to.
- Carry out annual Individual Assessment Appraisals for staff team
- Plan and hold monthly staff meetings with the team and bi/tri-monthly (as directed by your manager) individual supervision meetings.

General:

- Undertake training and attend courses as appropriate, and take responsibility for own CPD.
- Pro-actively and positively participate in regular team and inter-service meetings
- This role is based in Kisharon’s Supported Living sites but attendance at meetings and events at other Kisharon and external sites is part of the role.
- Have sufficient up-to-date knowledge of, and ensure compliance with, all relevant government, local authority and CQC governance and legislation, and adhere to the Code of Conduct for Adult Social Care
- Kisharon works largely, though not exclusively, with members of the Jewish community, including Orthodox and ultra-Orthodox, and the post holder must understand and respect their beliefs and requirements as well as those of the wider Jewish and mainstream communities.
- Make yourself aware of, abide by and support all Kisharon policies, including, but not exclusively, confidentiality and data protection, safeguarding of children and vulnerable adults, equality and diversity, non-discriminatory practice, Health and Safety and Jewish orthodox ethos, reporting all concerns to an appropriate person.

This job description is not exhaustive and should be taken as a general outline of the duties of the post holder. It may be reviewed and varied periodically with due notice.

SERVICE MANAGER PERSON SPECIFICATION

Category	Essential (E)	Desirable (D)
Qualifications, training and other requirements to work		
Vaccinations as legally required throughout the period of employment, including Covid-19	E	
Level 4 Diploma in Health & Social Care or equivalent	E	
Level 5 Diploma in Health & Social Care or equivalent (<i>must be willing to successfully complete Level 5 training</i>)		D
Adult Safeguarding	E	
Person Centred Planning	E	
Medication Administration	E	
Health & Safety and First Aid at Work	E	
Full clean driving licence		D
Commitment to continuous personal and professional development	E	
Knowledge / experience / capabilities		
Proven track record of managing and leading a team	E	
Team leadership - supervisions / appraisals / team meetings / supporting and inspiring to meet organisational goals	E	

Identifying staff training needs and organising training	E	
Staff absence and performance management	E	
Recruitment processes	E	
Rota Management and staff redeployment	E	
Autism/learning disabilities	E	
Managing Challenging behaviours	E	
Compliance and Knowledge of Care Quality Commission 5 key questions: Safe, Caring, Effective, Well-led & Responsive	E	
Assessing, developing, and implementing support plans, health action plans, hospital passports	E	
Budget control/financial procedures	E	
Excellent verbal and written communication skills	E	
Basic IT skills	E	
Attitude		
Commitment to Equality & Diversity	E	
Commitment to promote excellent organisational practice	E	
Positive, pro-active, flexible, and dynamic attitude towards people with autism/learning disabilities	E	
Team player	E	
Ability and willingness to make decisions	E	
Positive, calm, enthusiastic and committed	E	
Flexible approach to work unsociable hours/on call rota	E	

KISHARON IS COMMITTED TO SAFEGUARDING THE WELFARE OF CHILDREN AND VULNERABLE ADULTS AND EXPECTS ALL STAFF TO SHARE THIS COMMITMENT.

This job description has been received and agreed by:

Name: _____

Signature: _____

Date: _____