

# Role Profile & Specification

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

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

<b>Tasks &amp; Responsibilities</b>	
Staff Recruitment & Management	<ul style="list-style-type: none"> <li>▪ To follow Avalon's recruitment process &amp; procedures and complete required paperwork</li> <li>▪ To arrange recruitment interviews, set appropriate questions &amp; exercises &amp; organise customer involvement</li> <li>▪ To provide appropriate induction for new carers / staff</li> <li>▪ To fulfil health and safety requirements by undertaking audits,</li> </ul>

	<p>completing and reviewing risk assessments, maintaining records, reporting accidents and incidents, identifying training needs, booking mandatory training and promoting safe working practices</p> <ul style="list-style-type: none"> <li>▪ Complete carer assessments, link agreements and panel reports</li> <li>▪ To effectively manage a team of carers and staff to ensure that they work within guidelines to deliver an effective high quality service</li> <li>▪ Identify &amp; effectively address poor practice by carers / staff under your management</li> <li>▪ To plan &amp; manage staff rotas using the Carefree system complying with strict timescales for the monthly sign off/verification (by 7<sup>th</sup> of each month)</li> <li>▪ Develop &amp; maintain training records</li> <li>▪ Identify training requirements for carers / staff</li> <li>▪ To conduct professional &amp; productive quarterly carer reviews and support &amp; supervision of staff &amp; annual PDR's</li> </ul>
Carefree / Administration	<ul style="list-style-type: none"> <li>▪ 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.</li> <li>▪ To comply with written guidelines (i.e. policies &amp; procedures) &amp; act accordingly</li> <li>▪ To communicate written guidelines to the wider carer / staff team or other interested parties</li> <li>▪ Keep accurate &amp; up-to-date records both in manual files &amp; on electronic systems</li> <li>▪ To produce written &amp; statistical reports on issues and performance relating to services you manage</li> <li>▪ 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 &amp; medication records)</li> <li>▪ To arrange care reviews (min. annually) inviting all relevant participants, for all customers under your management</li> <li>▪ Complete needs &amp; risk assessments for all customers and staff under your management</li> <li>▪ Use the electronic referral's log to record &amp; monitor all new referrals, taking appropriate action to ensure maximum conversion</li> </ul>
Supporting Customers	<ul style="list-style-type: none"> <li>▪ To provide direct support to our customers either due to emergency cover or as good practice to check service quality</li> <li>▪ To 'match' carers / support workers with customers to ensure positive support relationships</li> <li>▪ Ensure customers in your services are safeguarded from abuse and to report all accidents, incidents and safeguarding issues in accordance with policies and procedures</li> <li>▪ Ensure that customers are aware of &amp; are offered support by other relevant agencies, such as advocacy</li> <li>▪ Proactively manage customer rotas using the Carefree system to ensure service levels are maintained, using all available resources to cover any gaps</li> <li>▪ Ensure customers' support plans are person centred &amp; outcome based &amp; that work is completed to achieve customer outcomes &amp; evidence is collated to show the 'distance travelled'</li> <li>▪ Ensure customers are informed of all inclusion events &amp; activities &amp; are encouraged to take part</li> <li>▪ Support customers to maintain their tenancy (if relevant) including dealings with landlords, tenancy agreements, housing benefit claims and maintenance issues.</li> <li>▪ Regularly visit all customers in services you manage to ensure they</li> </ul>

	are receiving high quality care & support
Partnership Working	<ul style="list-style-type: none"> <li>▪ To work closely &amp; positively with our customers / their advocates / other professionals &amp; agencies</li> <li>▪ To work with our customers &amp; other interested parties to continually improve services offered</li> <li>▪ Foster good relationships with service commissioners and care managers portraying a positive image of the organisation and encourage the use our services</li> <li>▪ To work as part of a wider team of Avalon Group employees, contributing to the support of other departments such as Finance &amp; Inclusive Learning &amp; Development</li> </ul>
Quality Assurance	<ul style="list-style-type: none"> <li>▪ To understand and interpret CQC Fundamental Standards and apply them to the services you manage</li> <li>▪ Promote practices &amp; systems that enable staff to meet CQC standards and ensure compliance across services you manage</li> <li>▪ Proactively monitor services through the Quality Assurance system, completing quarterly self assessment reports &amp; addressing issues and weaknesses identified through action plans agreed with your line manager</li> <li>▪ To meet any performance targets set by your line manager</li> <li>▪ Complete monthly financial audits for customers who we assist to manage finances</li> <li>▪ Complete regular medication audits (determined by your line manager) for customers who we administer medication</li> </ul>
Housing	<ul style="list-style-type: none"> <li>▪ To carry out property inspections &amp; report any maintenance issues to the landlord or relevant person</li> <li>▪ To carry out Health &amp; Safety inspections &amp; ensure Risk Assessments are in place, reporting findings to relevant personnel</li> <li>▪ Work with tenants to ensure they are fully aware of their rights &amp; responsibilities &amp; facilitate &amp; minute regular tenants meetings</li> <li>▪ To ensure all properties are kept in reasonable order by the tenants or by carers</li> </ul>
General	<ul style="list-style-type: none"> <li>▪ To manage workloads effectively and to ensure deadlines are met</li> <li>▪ Arrange and facilitate various(team/house/care management) meetings dictated by the service &amp; record minutes</li> <li>▪ To work flexibly in hours dictated by the requirements of the service</li> <li>▪ To be part of the locality's out-of-hours on-call service</li> <li>▪ Attend all necessary mandatory training and any training or development requirements identified through support &amp; supervision or PDR</li> </ul>

<p><b>Expertise in role</b> (role-related knowledge, skills &amp; experience required at selection)</p> <ul style="list-style-type: none"> <li>▪ Experience of working within the support sector at a supervisory level for more than 1 year</li> <li>▪ Knowledge of relevant legislation within the sector - especially CQC, The Care Act, and Shared Lives Framework.</li> <li>▪ Proficient ICT user, particularly MS Office applications plus databases</li> <li>▪ Have access to own transport that can be used for work purposes, with a full valid licence</li> </ul>
<p><b>Relevant technical, vocational or educational qualification for the role</b></p> <ul style="list-style-type: none"> <li>▪ Possess, or be willing to work towards, a relevant professional / management qualification</li> </ul>

## **Our Values**

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

### **Core Competencies**

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