

Role Profile

Title	Locality Manager
Reporting to	Deputy Operations Director
Job Purpose	<ul style="list-style-type: none"> ▪ To oversee the management of one locality of the organisation's operational services ▪ To continually develop & improve service delivery ▪ To actively generate new business ▪ To work towards strategic objectives ▪ To be Registered Manager for the service

Key Responsibilities	
Management	<ul style="list-style-type: none"> ▪ To provide a strong and effective leadership to the locality team ▪ To set and maintain high standards of service delivery in accordance with regulatory requirements, contractual requirements, customer expectation and Avalon policy and procedures ▪ To be proactive in recruitment initiatives liaising with Human Resources on appropriate campaigns and advertising ▪ To ensure compliance with legislative and best practice requirements of safer recruitment ▪ To effectively manage teams to ensure that they work within guidelines and deliver an effective high quality service ▪ To ensure timely and relevant management action is taken in the event of under -performance, non-compliance or serious incidents in order to safeguard the performance and reputation of the charity ▪ To conduct professional & productive support & supervision sessions, team meetings & annual PDR's according to the agreed schedule ▪ To conduct reflective practice exercises to review and develop the team ▪ To ensure compliance with health and safety responsibilities in respect of the workforce and of Avalon customers, including the completion of audits, risk assessments and record keeping ▪ To ensure that services are delivered in a manner that will not compromise the health and safety of employees and customers ▪ To manage the resources and budgets on a monthly basis to ensure all spend is accounted for and is appropriate ▪ To monitor the service to ensure person centred ways of working are the forefront of activity and best practice in social care ▪ To use a framework of coaching and mentoring to develop staff to effectively deliver a quality service ▪ To identify learning needs and training requirements appropriate to the development of the service
Administration and Technology	<ul style="list-style-type: none"> ▪ To be a proficient ICT user with a good working knowledge of Microsoft Office applications ▪ To ensure the Carefree system (used for rotas/payroll/invoices) is maintained and used effectively by Service Managers. Ensures the verification process is completed by the monthly deadline and sign off. Completes monthly reconciliation process of any anomalies identified by Finance. ▪ To understand written guidelines (i.e. policies & procedures) with the ability to act accordingly. Communicates guidelines to the wider

	<p>carer/staff team or other interested parties.</p> <ul style="list-style-type: none"> ▪ To be competent in keeping accurate & up to date records both physical & electronic ▪ To be able to complete analysis of information from a range of sources to produce written and statistical reports. ▪ To be responsible for the sign off and verification of financial records ▪ To be responsible for ensuring 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 carry out checks to ensure all relevant systems and databases are being updated in a regular and timely manner ▪ To monitor referrals and vacancies on a monthly basis, ensuring that relevant logs are kept updated
Partnership Working	<ul style="list-style-type: none"> ▪ To work closely & positively with customers, relatives, advocates, other professionals & agencies ▪ To show commitment to working as part of a wider team of Avalon Group employees ▪ Fosters good relationships with service commissioners and care managers portraying a positive image of the organisation encourage use of our services ▪ Attends and actively participates in regional forums representing Avalon.
Quality Assurance	<ul style="list-style-type: none"> ▪ To keep up to date with legislation, CQC fundamental standards and other external quality assurance frameworks ▪ To promote practices & systems that enable staff to meet CQC standards and ensure compliance across services ▪ To proactively monitor services through the Quality Assurance system, completing reports as required and addresses issues and weaknesses identified through action plans agreed with the Deputy Operations Director ▪ To be responsible for the completion of a range of audits in accordance with the Quality Assurance framework ▪ To be competent in identifying safeguarding issues & matters directly affecting service delivery ▪ To contribute to the review and development of policies and procedures
Business Development	<ul style="list-style-type: none"> ▪ To set business development plans for the locality, monitoring progress, reviewing targets and evaluating plans ▪ Contributes to the extended senior management team and takes an active part in setting and achieving targets that form part of the wider business plan ▪ Plans a schedule of meetings to network and build relationships with key stakeholders including commissioners ▪ Attends a range of events to promote The Avalon Group and all market offerings ▪ To be responsible for costings for potential new work, taking into account the resources required to deliver and manage a new service ▪ Identifies and positively responds to development opportunities
General	<ul style="list-style-type: none"> ▪ Upholds the values of the charity at all times ▪ Manages workloads effectively and ensures deadlines are met ▪ Works flexibly in hours dictated by the requirements of the service ▪ Participates in the locality's out-of-hours on-call service ▪ Oversees Service Managers in supporting customers in any housing related matters including liaison with landlords, tenancy agreements, housing benefit claims, house maintenance.

	<ul style="list-style-type: none"> ▪ Attends all necessary mandatory training and any training or development requirements identified through support & supervision or PDR ▪ Committed to own personal development and able to identify areas for growth or skills enhancement ▪ Registers with the regulatory body to be the registered Manager for the locality
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Core Competencies Applicable to all posts	
Communicate well	<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
A positive & practical approach to work	<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
Work well with other people	<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
Able to respond to & solve problems	<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
Able to innovate & have new ideas	<ul style="list-style-type: none"> ▪ Full of ideas which provide fresh insight & broader perspectives ▪ Responds positively to change ▪ Self- motivated