

Role Profile

Title	Peripatetic Manager
Reporting to	Head of Operations
Job Purpose	<ul style="list-style-type: none"> ▪ To provide management cover for locality operational services across all Avalon localities as directed by the Head of Operations. ▪ To manage a team of support workers and/or shared lives carers on an interim basis ▪ To ensure people are supported to progress towards support outcomes through the provision of quality services ▪ To ensure that service provision is conducted within the Avalon policy & procedure framework

Tasks & Responsibilities	
Staff Recruitment & Management	<ul style="list-style-type: none"> ▪ To follow Avalon's recruitment process & procedures and complete required processes ▪ To arrange recruitment interviews, set appropriate questions & exercises & organise Avalink involvement ▪ To provide appropriate induction for new carers / staff ▪ 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 operating system complying with strict timescales for the monthly sign off/verification ▪ Identify training requirements for carers / staff ▪ To conduct professional & productive quarterly carer reviews and support & supervision of staff & annual PDRs
Operating system/Administration	<ul style="list-style-type: none"> ▪ Operate and effectively use the digital operating 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 on digital system (Nourish) ▪ 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 regular care reviews inviting all relevant participants, for all people supported under your management ▪ Complete needs & risk assessments for all people supported and staff under your management ▪ Arrange and facilitate various(team/house/care management) meetings dictated by the service & record minutes

Supporting People	<ul style="list-style-type: none"> ▪ To 'match' carers / support workers with people to ensure positive support relationships ▪ Ensure people in your services are safeguarded from abuse and to report all accidents, incidents and safeguarding issues in accordance with policies and procedures ▪ Ensure that people supported are aware of & are offered support by other relevant agencies, such as advocacy ▪ Proactively manage rotas to ensure service levels are maintained, using all available resources to cover any gaps ▪ Ensure support plans are person centred & outcome based & that work is completed to achieve outcomes & evidence is collated to show the 'distance travelled' ▪ Ensure people are informed of all inclusion events & activities & are encouraged to take part ▪ Regularly visit services you manage to ensure people are receiving high quality care & support
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 framework ▪ To meet any performance targets set by your line manager ▪ Complete monthly financial audits for people we support to manage finances ▪ Complete regular medication audits (determined by your line manager) for people 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
General	<ul style="list-style-type: none"> ▪ To work flexibly as agreed with your line manager ▪ Able to manage workload effectively with excellent time management skills, to ensure deadlines are met ▪ Confidence to lead & able to present to groups of people at all levels ▪ Manage change ▪ Excellent organisational, literacy & numeracy skills ▪ Able to facilitate meetings & record minutes ▪ Commitment to personal development ▪ Willing to travel and work from any Avalon location dictated by the needs of the role ▪ 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

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 safer recruitment processes ▪ Use a framework of coaching and mentoring to develop staff to effectively deliver a quality service
Operating Systems/ Administration	<ul style="list-style-type: none"> ▪ Able to draft written & statistical reports ▪ Understand written guidelines (i.e. policies & procedures) & act accordingly ▪ Ability to understand IT systems ▪ Ability to use the operating system for rotas/payroll/invoices ▪ Competent in keeping accurate and up to date records
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 framework ▪ 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"> ▪ Able to work closely & positively with people supported, 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 People	<ul style="list-style-type: none"> ▪ Ensure people supported are at the forefront of all we do ▪ Ensure peoples' needs, wishes and views are respected

<p>Expertise in role (role-related knowledge, skills & experience required at selection)</p> <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
<p>Relevant technical, vocational or educational qualification for the role</p> <ul style="list-style-type: none"> ▪ Possess, or be willing to work towards, a relevant professional / management qualification
<p>Travel</p> <ul style="list-style-type: none"> ▪ Have access to own transport that can be used for work purposes, with a full valid licence and appropriate insurance ▪ Is willing and able to travel on behalf of Avalon throughout our areas of operation which are currently: Harrogate, York, Northallerton, Doncaster, Scarborough, Skipton, Teesside and Wakefield. ▪ If required is willing to stay away from home overnight, at Avalon's cost, to meet service needs.

Our Values

We are kind and respectful to everyone

We are honest and trustworthy

We are always learning and developing

We are inclusive; everyone has a voice

We work in partnership with our communities

Core Competencies

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