

## Role Profile

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

<b>Key Responsibilities</b>	
<b>Management</b>	<ul style="list-style-type: none"> <li>▪ To provide a strong and effective leadership to the locality team</li> <li>▪ To set and maintain high standards of service delivery in accordance with regulatory requirements, contractual requirements, customer expectation and Avalon policy and procedures</li> <li>▪ To be proactive in recruitment initiatives liaising with Human Resources on appropriate campaigns and advertising</li> <li>▪ To ensure compliance with legislative and best practice requirements of safer recruitment</li> <li>▪ To effectively manage teams to ensure that they work within guidelines and deliver an effective high quality service</li> <li>▪ 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</li> <li>▪ To conduct professional &amp; productive support &amp; supervision sessions, team meetings &amp; annual PDR's according to the agreed schedule</li> <li>▪ To conduct reflective practice exercises to review and develop the team</li> <li>▪ 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</li> <li>▪ To ensure that services are delivered in a manner that will not compromise the health and safety of employees and customers</li> <li>▪ To manage the resources and budgets on a monthly basis to ensure all spend is accounted for and is appropriate</li> <li>▪ To monitor the service to ensure person centred ways of working are the forefront of activity and best practice in social care</li> <li>▪ To use a framework of coaching and mentoring to develop staff to effectively deliver a quality service</li> <li>▪ To identify learning needs and training requirements appropriate to the development of the service</li> </ul>
<b>Administration and Technology</b>	<ul style="list-style-type: none"> <li>▪ To be a proficient ICT user with a good working knowledge of Microsoft Office applications</li> <li>▪ 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</li> </ul>

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

	<ul style="list-style-type: none"> <li>▪ Oversees Service Managers in supporting customers in any housing related matters including liaison with landlords, tenancy agreements, housing benefit claims, house maintenance.</li> <li>▪ Attends all necessary mandatory training and any training or development requirements identified through support &amp; supervision or PDR</li> <li>▪ Committed to own personal development and able to identify areas for growth or skills enhancement</li> <li>▪ Registers with the regulatory body to be the registered Manager for the locality</li> </ul>
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<b>Core Competencies Applicable to all posts</b>	
Communicate well	<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>
A positive & practical approach to work	<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> </ul>
Work well with other people	<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	<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	<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> </ul>