

**Job Description**

**Job Title:** Service Manager

**Department:**  Adult Services

**Salary:** £32,175

**Reports to:**  Senior LD Managers

**Responsible for:** Team Leaders, Support Workers and Client Services

**Role Purpose:** To deliver an effective managerial service for the Burton Street Foundation. Including managing staff rota’s, sickness absence and minor disciplinary issues. Utilise staff to ensure a high quality service delivery and uphold standards in accordance with the Burton Street Foundation’s ‘code of conduct’. To develop and enhance service offer, looking at new opportunities to achieve consistent improvements.

**Generic Responsibilities:**

* To ensure all sessions are run on time, that they are appropriately staffed and organised
* To ensure that the aims of the sessions and individuals are fulfilled
* To promote the Burton Street Foundation ethos and ensure that it becomes embedded into core business
* To take telephone calls from existing clients, relatives and carers and deal with immediate issues where appropriate or refer the information to the Senior Manager’s
* To manage any ‘instant’ situations regarding staffing or clients ensuring that the relevant Senior Manager is alerted to any major concerns over a client or member of staff
* To ensure compliance with Health and Safety procedures e.g. the use of fire registers
* To enhance service delivery and client experience
* To attend managers and team meetings
* To ensure the cascading of relevant information throughout the organisation
* To identify training needs for departmental staff and ensure planned training is delivered to departmental staff
* To maintain confidentiality at all times
* To ensure that all relevant paperwork is completed accurately and in a timely manner
* To fully investigate variations to budgeted performance, whether positive or negative and provide explanations of variances to Senior Managers

**Role Specific Responsibilities:**

* Responsible for day to day decisions regarding changes to staffing/clients
* Responsible for collating all paperwork in relation to absence management, holiday’s and payroll information
* Responsible for dealing with minor disciplinary issues and minor breaches to the Burton Street Foundations code of conduct
* To work within sessions for adults with disabilities always modelling exceptional behaviour to staff and clients
* To liaise with parents and carers regarding sickness/absence, if over a day and inform the relevant Senior Manager
* Ensure that the relevant Deputy Managers/Team Leaders are informed of any issues
* Ensure that all conversations and or discussions with staff or clients are recorded in accordance with the relevant Burton Street Foundations policies and procedures
* Liaise with Senior Managers regarding financial details of client services
* To attend client reviews when needed
* To organise meetings around client issues/training
* To ensure that all clients files are kept up to date
* To ensure that the client database is being updated and maintained
* To ensure that any relevant information is added to the case notes on the client database
* To liaise with the Senior Manager and Finance Manager to prepare the departmental budget for the year ahead
* To deliver and communicate any changes to the service to the relevant staff
* To develop person centred services through stimulating activities for all clients
* To deliver development meetings and staff supervisions
* To conduct performance review meetings with departmental staff in accordance with the Performance Review policy
* To report any safeguarding concerns to Senior Managers without delay
* Identify potential risks and carry out appropriate risk assessments

**General Responsibilities:**

* Provide cover for colleagues as required
* Be flexible in your approach to work
* Ensure you adhere to the Burton Street Foundation’s policies and procedures and adhere to Care Quality Commissioners (CQC) or other relevant agencies where appropriate
* The above list is not exhaustive and, as such, it is expected that the post holder will be responsible for related issues commensurate to the level of the role

**Person Specification**

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| **Job Title** | Service Manager | | | |
| **Department** |  | | | |
| (**\*E**ssential or **D**esirable) | **Details** | **E\*** | **D\*** | **Evidence\*\*** |
| **Attainment**  Evidenced achievements eg relevant qualifications (or equivalents), training, membership of professional bodies | ILM Level 3 or equivalent  Previous managerial experience | E | D | AF + QC + I |
| **Experience**  Type of experience and specific knowledge required for this job | The ability to work as part of an effective team  The ability to promote open communication within a team environment to ensure effective service delivery  Providing guidance and support to colleagues within a team environment  Experience/knowledge of completing risk assessments and the risk management process  The ability to work on your own initiative  Used to balancing a range of priorities and delivering to deadlines  Knowledge of Safe Guarding Adults, Protection of Vulnerable Adults, Safeguarding of Vulnerable Adults and Valuing People  Experience of working in a health and social care environment  General PC skills and experience of using Microsoft Office software | E  E  E  E  E  E  E | D  D | AF + I  AF + I  AF + I  AF + I  AF + I  AF + I  AF + I  AF + I  AF + I |
| **Other relevant information**  Eg shift work or weekend working, travel in UK or abroad (state approximate frequency) | The ability to work flexibly according to the needs of the business | E |  | AF + I |

**\*\* Evidence/Method of Assessment:**

**AF =** Application Form **G =** Group Exercise **I =** Interview

**In-tray =** In-tray Exercise **IT =** IT Test **OT =** Occupational Test

**P =** Presentation **PT =** Psychometric Testing **Q/C** = Qualifications/Certificates