

Community Health and Adult Social Care

Operational Manager Job Description and Person Specification

May 2018

Job Description

Final v 3.1

Job Title:	Operational Manager
Department:	Community Health and Adult Social Care
Function:	Provision
Team:	Day Opportunities
Post number:	
Grade:	LBR 12
Hours/weeks: <i>E.g. 36 hours/52.14 weeks</i>	36 hours
Base location:	
Reports to: <i>Job title</i>	Service Manager
Responsible for: <i>Job titles of direct reports</i>	<i>Senior Community Support Workers, Community Support Workers and Administration Officer</i>
Role purpose and role dimensions: <i>Overview of the job</i>	<p>To manage a community based service, which supports service users and their carers and efficient management of a community based service, in accordance with the philosophy for service provision, including promoting individual rights, independence, choices and inclusion.</p> <p>To specialise in working with people with dementia, physical and sensory disabilities, learning disabilities and mental health. This will include developing community-based programme of provision based on the findings of community care assessments, person centred plans and risk assessments. Central to this is to manage the delivery of, effective, efficient and value for money services.</p> <p>To manage a team of Senior Community Support Workers and other support workers to consult with service users, carers and families for person centred support plans and key working, which promote independence, including health and wellbeing outcomes, community outcomes, personal empowerment and development, wishes and to try new things.</p>
Key external contacts: <i>Organisations</i>	Service user and their families/carers, relevant external agencies including, community organisations and stakeholders, schools/colleges, charitable organisations, voluntary sector and Medical Practitioners etc.
Key internal contacts: <i>Job titles or groups of staff</i>	Health and Social care teams, Team Managers across the Provision services, Business HUB, estates, health and safety teams and Human Resources. All relevant Directorates, Teams and Units.

Financial dimensions: <i>Budgetary responsibility & amount. Equipment, cash, property etc. for which employee is responsible.</i>	<p>To manage the accountability for the safe keeping of cash collections from service users for services including meals, refreshments and recreational activities and income generation.</p> <p>To manage the unit's budget of 100k and above</p>
Key areas for decision making: Leadership	<p>To lead a team of Senior Community Support Workers, providing supervision and performance management and empowering staff to make informed decisions at the point of care.</p> <p>To peer support staff coaching, training and development.</p> <p>To lead staff in supporting individuals using the service in coaching, training and development</p> <p>To manage key working responsibility for service users to monitor and be responsible for the quality of service.</p>
Other considerations: <i>E.g. working patterns</i>	<p>To work flexible shift patterns on a seven day rota including evenings and weekends.</p> <p>To attend meetings and represent the service where requested by the Service Manager, including some out of hours work.</p> <p>To provide cover for the work of other team members in their absence as required.</p> <p>To attend training courses where required, to develop skills and improve professional development.</p>

Key accountabilities and result areas:	Key elements:
Operations and Support	<p>To lead in the development of a flexible service. This will include exploring and creating new opportunities for services to be increasingly based in integrated community facilities, promoting outreach activities and income generation with stakeholders and partners.</p> <p>To oversee the development of person-centred support plans which include, health and wellbeing outcomes, community outcomes, personal empowerment and development and key working.</p> <p>To manage the promotion of an individual's rights, independence, choice and inclusion for the effectiveness and outcomes of the activities provided for person centred care that promote living skills, independence and deliver support programmes such as eating, mobility, personal care, money handling and financial processes.</p> <p>To be responsible for ensuring risk assessments are in place and updated, and followed in accordance with guidelines, which are effective with positive risk management including for people with profound and complex needs.</p>

Communication and effective partnership working	<p>To identify and manage the right communication to enable the individual's choice and control.</p> <p>To communicate with an individual regardless of their disability, build trust and advocate on an individual's behalf, to make informed decisions about how people using the services live their own lives. Have choice how individual needs are met and treated with dignity and respect.</p> <p>To lead with consulting with service users and carer's about the range, effectiveness and outcomes of the activities provided for person centred care and promote living skills, independence, choice and inclusion.</p> <p>To be responsible for the support of people who use the service to attend meetings/reviews for input into the design of the service.</p> <p>To apply effective communication with the team, colleagues and Senior Managers and other professionals.</p> <p>To work with members of the public in a positive manner.</p> <p>To be responsible for ensuring that files are kept up to date and that information is recorded appropriately on files, as per safeguarding and data protection protocols.</p>
Staff Management/Leadership	<p>To assist the Service Manager in selection and recruitment of staff in accordance with the Council's Equal Opportunities Policy.</p> <p>To manage, regular supervision and performance management, to support and develop the staff team.</p> <p>To lead the staff team through change.</p> <p>To manage and monitor sickness absence in line with the absence management procedure.</p> <p>To ensure that health, safety and statutory regulations are maintained at all times, that risk assessments are in place, including appropriate medication processes.</p>
Financial Management	<p>To manage the unit budget, ensuring that appropriate financial management systems are in place.</p> <p>Support the Service Manager in all aspects of financial regulations in the agreed format.</p> <p>Ensure staff are aware of and work within financial regulations, contract standing orders, unit inventory, agreed procedures and audit advice.</p>

IT/Systems	<p>To manage computerised information systems ensuring appropriate measures are in place to protect data integrity and that all users comply with the IT security policy.</p> <p>To be accountable for staff and service users returns, registers, monitoring records and plans using database and spreadsheet applications. This will include the Community Care Information systems, Care First, Abacus, iTrent etc. to input and retrieve data and/or to produce reports.</p> <p>To manage the ordering of supplies and equipment using the Agresso system.</p>
Promote health and wellbeing	<p>Develop the provision of access to activities, relating to healthy lifestyles which develop abilities and encourage health and wellbeing in accordance with people's support plans.</p> <p>Manage the support of people with the preparation of food and healthy meals as appropriate, understanding their dietary and cultural requirements and access to activities which promote physical activity.</p> <p>To be responsible for ensuring that guidance is followed for individuals relating to managing finances.</p> <p>To oversee that local opportunities, community circles, bridge building and work in the community are explored in a positive manner.</p>
General accountabilities and responsibilities	
Green Statement	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Seeking opportunities for contributing to sustainable development of the borough, in accordance with the Council's commitment to making Redbridge a cleaner, greener place to live. In particular, demonstrating good environmental practice (such as energy efficiency, use of sustainable materials, sustainable transport, recycling and waste reduction) in your job.
Data Protection/Confidentiality	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Complying with the Data Protection Act 1998 – treating all information acquired through your employment, both formally and informally, in strict confidence and in accordance with Caldicott principles. ▪ Complying with the Code of Conduct, other practice guidelines and the rules and protocols defining employees' access to and use of the Council's databases and systems. Any breaches could result in disciplinary measures. ▪ Maintaining client records and archive systems in accordance with departmental procedure, policy and statutory requirements.

Conduct and Whistleblowing	<p>This will involve:</p> <ul style="list-style-type: none"> Complying with the requirements of the Code of Conduct and maintaining high standards of personal conduct, honesty and integrity. You have a duty to raise any impropriety or breach of procedure to the appropriate level of management. Employees making such disclosures (whistleblowing) are protected and may make them without fear of recrimination.
Safer Working	<p>This will involve:</p> <ul style="list-style-type: none"> Commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults. Where you work in such a post the Council will require a DBS Disclosure check and references will be taken up prior to interview.
Equalities	<p>This will involve:</p> <ul style="list-style-type: none"> Complying with the Council's strong commitment to achieving equality of opportunity and outcomes in its services to the community and in the employment of people. You are expected to understand, comply with and promote Council policies in your work, to undertake any appropriate training and to challenge any prejudice and discrimination.
Customer Care	<p>This will involve:</p> <ul style="list-style-type: none"> Complying with corporate and service area customer service standards and promoting the development of high quality, individualised and customer-led services.
Health and Safety	<p>This will involve:</p> <ul style="list-style-type: none"> Being responsible for your own Health & Safety, as well as that of colleagues, service users and the public. Employees should co-operate with management, follow established systems of work, use protective equipment where necessary and report defectives and hazards to management.
To contribute as an effective and collaborative member of the team	<p>This will involve:</p> <ul style="list-style-type: none"> Taking responsibility for continuing self-development and participating in training and development activities. Participating in the ongoing development, implementation and monitoring of the service plans. Supporting and contributing to value for money, service efficiencies and improvements.
Flexibility	<p>This will involve:</p> <ul style="list-style-type: none"> The above-mentioned duties are neither exclusive nor exhaustive. From time to time you may be required to undertake responsibilities outside the normal remit of your Job Description as required by the line manager, and are broadly within your the grading level and competence.

Person Specification

Job Title:	Operational Manager		
<i>Method of candidate assessment: A = Application form I = Interview T = Test. Weighting: 3 = most important, 2 = least important</i>		A - I - T	Weighting
Minimum education/ qualifications:	NVQ level 3 in Care or NVQ level 3 in Supervisory Management. LDAF introduction (or suitable professional equivalent qualification)	A - I	3
	Undertaken mandatory training in the following Risk Assessment, Manual Handling, Safeguarding	A - I	3
	Good standard of literacy and numeracy	A - I	3
	Educated to A level standard or equivalent	A - I	2
	Basic First Aid Awareness	A - I	2
Minimum experience/ knowledge/ skills:	Experience of working with, supporting and safeguarding vulnerable people with dementia, physical and sensory disabilities, learning disabilities and mental health.	A - I	3
	Experience of supervising and performance managing a staff team.	A - I	3
	Good knowledge of the requirements and expectations of legislation, policies and procedures expected of a local authority and business needs i.e. Care Act.	A - I	3
	Experience of developing Person-Centred Plans.	A - I	3
	Previous experience of operating equipment i.e. pushing a wheelchair, using hoists	A - I	3
Minimum behaviours: Customer service	Is constantly mindful of equality and diversity issues in providing services and seeks to avoid unwitting discrimination.	A - I	3
	Ability to work with people using the service and advocate on their behalf.	A - I	3
	Ability to embrace legal and operational change and implement working practices to accommodate change.	A - I	3

Communicating and influencing others	Strong interpersonal skills with the ability to communicate with people on a number of levels and with people who are non-verbal.	A – I	3
	Demonstrable experience of using recording and reporting procedures including the use of information technology, to produce records and reports.	A – I	3
	Significant experience of key working and communication with service users, carers and professional and community stakeholders.	A – I	3
Working together	Able to look for ways to collaborate with or support other areas of the authority.	A – I	3
	Ability to promote good team working practice and work as part of a team.	A – I	3
Analysis and judgement	Ability to problem solve, act on own initiative drawing upon input from other professional as necessary.	A – I	3
	Ability to make, realistic and sound decisions based on all the facts and alternatives available	A – I	3
Driving improvement	Ability to understand relevant policies and procedures, as they affect the role, and the quality standards and outputs required in the job.	A – I	3
	Able to use own initiative and work with limited supervision while understanding the need to consult with line manager as appropriate.	A – I	3
Adaptability	Is adaptable, flexible and receptive to new ideas and willing to adjust to new work priorities and demands.	A – I	3
Leadership and managing people	Ability to lead on the development of person centred plans for individuals using the service.	A-I	3
	Ability to supervise and performance manage a team of staff.	A-I	3
	Ability to develop community based programmes of opportunity for people using the service.	A-I	3
	Committed to own professional development.	A-I	3
Signature of Employee:	Name:	Date:	