



Job title:	Service Manager
Purpose:	<p>To empower the people we support to lead more connected fulfilled lives and make informed life choices.</p> <p>Organise and deliver high quality support and care to PWS, to fulfil their potential for independence, choice, inclusion and control.</p>
Reporting to:	Care and Support Manager

About the charity:

Camphill Village Trust is an award-winning national charity supporting people with learning and other disabilities. We provide housing, care, support and day opportunities to people with learning and other difficulties. We support people to be safe, healthy, happy and to be active citizens living a life of opportunity.

About the community and the service:

St Albans community is a supported living service located in the historic city of St Albans

There are workshops such as The Studio, Seeds of Nurture our allotment project and Café on the corner which creates meaningful work opportunities for the people we support. There is a vibrant cultural life at St Albans with people being supported to take part in all aspects of life within the community and also in the wider community.

Key responsibilities:

1. To ensure that care and support is of a high standard, focussed on person centred outcomes and delivered within budget, ensuring needs assessments, support plans and risk assessments are kept up to date. Liaison with social workers, family members and key workers as required.
2. Ensure that incidents, complaints, accidents and near-misses are appropriately recorded.



3. To ensure staffing rota's and on-call arrangements are always adequate for the service. You will also be expected to participate in a management on-call rota.
4. Assist and lead parts of the assessment and admission of new people to the service ensuring they have a contract for their care and support and all necessary funding and tenancy documentation is in place prior to admission.
5. To assist the Community to deliver and evidence service delivery standards in accordance with CVT, contractual and regulatory requirements.
6. Involve the people who use our services in decisions regarding the delivery of service, including the staffing, and the service design.
7. With the Team Leader/s for the areas ensure that regular supervision meetings, annual reviews as well ongoing training and development is undertaken.
8. To take part in recruitment & selection processes and carry out thorough inductions for new staff.
9. To undertake staff management such as disciplinary hearings, performance management, sickness absence and grievances.
10. Undertake the role of 'safeguarding co-ordinator' within the community, with the Care and Support Manager taking the lead. To bring to the immediate attention of the Care and Support Manager any concern about the well-being, safety or safeguarding of a person we support, with strict adherence to the charity's safeguarding policy and procedures.
11. Undertake projects for the Care and Support Manager, attend meetings for CVT and participate in local learning disability networks, as required.
12. To hold regular team meetings as appropriate and participate in team meetings held by the Care & Support Manager.
13. To ensure that all filing and administrative processes are carried out and/or collated e.g. monthly time sheets, sickness, accident /incident reports, safeguarding reports and quality assurance reports.
14. Make provision for continued own professional development, including updating of knowledge around national and local initiatives,
15. To undertake any other duties that is deemed reasonable by the Care and Support Manager.

**Person Specification: Essential (E) and Desirable (D)
Experience**

- At least three years of previous experience of working within a social care setting supporting adults with learning disabilities. **D**
- At least one year at a supervisory level with experience of managing teams. **E**
- Experience of managing multi-site services. **D**
- Experience of successful management of finances and budgets, familiar with using IT systems to enter and record data including experience in using Excel spreadsheets. **E**

Qualifications

Good general education (evidence of numeracy and literacy).

Level 4 NVQ in care or an equivalent qualification or higher is highly desirable

Skills and Knowledge

Working knowledge of person-centred support and care planning, needs and risk assessment, safeguarding, first line supervision, quality assurance processes, health and safety, and equalities and human rights essential, which is backed up by excellent record keeping skills. E

Social care sector (adult care services for people with learning disabilities and ideally supporting people) experience: including the legal context, regulator's and commissioner's expectations, funding streams. E

Confident communicator with good verbal and written skills, who is able to manage and develop others, willing to challenge poor practice and promote development of best practice. E

Being supportive of our values and philosophy and our approach to building community is desirable for this role. D

Core Competencies:

You will be able to:

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| 1. Improving service quality | <ul style="list-style-type: none">• Deliver a high quality of service for people we support by understanding the needs of individuals and developing a clear service development improvement plan. Ensures that the organisation's regulatory and compliance targets are met. |
| 2. Managing your team effectively | <ul style="list-style-type: none">• Manages staff teams that are engaged and motivated towards the achievement of service development goals.• Ensures all staff members understand their responsibilities and perform to acceptable standards, with any performance issues being managed swiftly and appropriately.• Develops, mentors and coaches' staff to ensure their personal development needs are met and managed. |
| 3. Respecting and understanding others | <ul style="list-style-type: none">• Work with people in a person centred, facilitative way which encourages the Great Interactions and meets the needs of the individuals we support. |

- Treat others with respect, dignity, honesty and equality and recognise that they may have different viewpoints, beliefs or values.
- Understand issues from others' viewpoints and build an atmosphere of trust and openness.

4. Influential communication

- Continuously encourage Great Interactions between colleagues and people we support.
- Use a variety of responsive communication skills effectively, both verbal and non-verbal, including concise report writing.
- Develop improved working practices by challenging less effective behaviours and demonstrating how things can be improved.

5. Problem solving and decision making

- Make timely, appropriate and difficult decisions, involving the right people, as necessary.
- Collect, evaluate and interpret information, quickly grasping the important issues.
- Resolve problems effectively, exploring alternative solutions.

6. Conscientiousness

- Complete work to high standards, focussing on the needs of people we support.
- Continually assess how to improve or maintain the quality of practice and service provision.

Other requirements

Able to participate in an on-call rota

Full manual driving licence with no more than 3 points

Satisfactory enhanced (plus) adult's disclosure and two references.

