

JOB DESCRIPTION

JOB TITLE	Service Leader
RESPONSIBLE FOR / JOB PURPOSE	<p>Lead and manage allocated service/s within a regional cluster ensuring the delivery of outcomes focused personalised services to the people we support.</p> <p>Responsible for the Operational Performance of all services in their cluster ensuring compliance with all statutory and contractual requirements.</p> <p>In registered services will be the nominated registered manager with CQC/ CI.</p> <p>Drive performance within the cluster ensuring that optimum resourcing levels are used and staff are clear on the standards that are expected of them.</p> <p>Develop and embed a culture of accountability, responsibility and self-development based on CIC Values.</p> <p>Ensure staff fully understand the needs of the people we support and receive the appropriate training, coaching and mentoring to ensure they are effective in their role.</p>

DUTIES AND RESPONSIBILITIES

Clinical Risk Management

- Ensure the Safeguarding Strategy is firmly embedded in service delivery.
- Responsible for ensuring that all team members are fully trained in safeguarding and reporting of incidents
- Undertake safeguarding investigations
- Act as the safe guarding lead for allocated services (Adult Support and Protection lead, Scotland)
- Ensure all people we support have a comprehensive Needs Assessment, Support plan and appropriate risk assessments in place.
- Ensure appropriate medication management systems are in place and that staff have competency assessments in place where they are required to administer medication with any errors dealt with swiftly.
- Facilitate regular person centred reviews acting a local champion for person centered services.
- Ensure staff are equipped with specialist skills as required to meet the needs of the people we support following clinical protocols as agreed with Multi-disciplinary teams

- Lead and promote positive risks within the risk management framework that is regularly reviewed.
- Ensure the people we support are given appropriate information about potential risks.
- Continually keep updated with new legislation

Leadership, Management and Service Delivery

- Provide leadership and direction to the staff team by setting performance standards and monitoring performance during monthly Supervisions and the appraisal process. Lead and support direct reports to ensure there are effective clear lines of responsibility and accountability in place
- Demonstrates and sets high standards of personal and professional behaviour
- Lead culture change and innovation projects empowering individuals within the staff team.
- Manage and co-ordinate the activity of all direct reports to ensure achievement of KPI's for established services, for example QAF ratings and internal quality ratings.
- Work to agreed targets for growth income
- Ensures income is maximised to its full potential
- Monitors staff costs in line with budget
- Takes swift action in areas of overspend
- Provide management information and data on key business objectives including financial performance to the Regional Manager as required.
- Ensure all staffing levels meet the needs of the people we support in line with contractual and registration requirements. Any variances to be reported to the Regional Manager
- Ensure staff mandatory, contractual and individual Training and Development needs are identified, recorded and met.
- Monitor the performance of all direct reports and take appropriate action to address all areas of under performance.
- Celebrate and share examples outstanding performance and innovation within the service and within the organisation working with the Regional Manager.
- Undertake disciplinary and grievance investigations and chair hearings as required.
- Creates a team that champions excellent social care
- Responsible for opening and management of new services in line with contract requirements

Quality Improvement and Innovation

- Ensure quality monitoring systems are in place ensuring all records are updated regularly and action plans followed through for allocated services.
- Ensure systems are in place to monitor the health and safety of all staff and people we support in the allocated services.
- Undertake regular audits and develop action plans in line with Quality Assurance procedures ensuring the results of all audits and action plans are shared with the staff team creating a culture of shared responsibility and accountability.
- Ensure effective risk assessment/ personal safety procedures are in place to protect staff and the people we support in accordance with CIC policies and procedures and keep under regular review.
- Participate in best practice forums in a chosen specialist area and work with colleagues to develop specialist service models across the organisation.

- Investigate and manage complaints in line with the company policy.
- Actively engage with all stakeholders taking to account their views on how to improve services and take action where possible to facilitate improvements.
- Ensure safe staffing levels are maintained at all times to meet the individual needs of the people we support.

Legal

- Ensure all services meet CQC/CI regulations and contractual obligations and take swift action to address any areas of non-compliance.
- Ensure the people we support are aware of their rights and responsibilities under any tenancy or licence agreements.
- Actively assess the mental capacity of the people supported and take appropriate action where external support may be required.
- Ensure all staff are aware of their legal responsibilities in relation to the care and support of vulnerable people and children.
- To ensure where applicable all direct reports comply with SSSC regulations (Scotland only)

KEY REQUIREMENTS

Qualifications

- Professional qualification in Health and Social Care eg Qualified Nurse or Social Worker, NVQ 4 is desirable
- Evidence of Continuing Professional Development is desirable

Experience

- Proven track record working managing health and social care services
- Previous experience working across multiple sites
- Previous experience and managing a team of employees and managing performance of individuals Experience in clinical environment where CQC/Care Inspectorate regulations have been in force
- A proven track record of working with vulnerable people
- A proven track record in improving person centred outcomes
- Previous line management experience
- Previous experience of working to budgetary targets is desirable

Skills / Abilities

- Excellent leadership skills with ability to motivate and improve performance
- Able to develop credibility with internal and external stakeholder and build sound working relationships
- Ability to assess care packages and identify needs and outcomes required to meet person centred needs
- Ability to undertake service audit

- Excellent written, oral, and communication skills
- Ability to assess and analyse data and financial information
- Good IT skills
- Ability to empower individuals and manage culture change
- Able to travel as required
- Full Driving Licence

Knowledge

- Knowledge of the health and social care services including regulatory and contractual frameworks, government legislation
- Knowledge of Supported Housing, Personalisation and inclusion Standards
- Knowledge of Health and Safety at Work regulations in a social care setting
- Understanding of proposed changes in legislation – understands the impact of these changes on health and social care services is desirable

NB : This job description is not intended to be an exhaustive list of duties and responsibilities, but to give an indication of the main areas of activity and involvement.

This Job Description is an outline of the key tasks and responsibilities of the post and the post holder may be required to undertake additional duties appropriate to the pay band. The post may change over time to reflect the developing needs of the Charity and its services, as well as the personal development needs of the post holder.