

Job Description

POST TITLE: Day Opportunities Manager

DIRECTORATE: Adults, Health and Integration

SERVICE: Oswald Street Centre and Community Outreach GRADE: PO7

RESPONSIBLE TO: Deputy Head of provided Service

RESPONSIBLE For up to 6 staff within Day Opportunities

PURPOSE OF THE JOB

To provide effective management and clear leadership in order to ensure that services provided achieve best professional practice within the service competency schedules for staff, meet quality standards and service specification requirements within the resources available, are acceptable to service users and meet all legislative requirements.

The post holder will work as part of a multi-disciplinary team to offer practical and emotional support to enable service users with complex needs to participate in recreational, educational and social programmes on and off site. The post holder will promote the health and well-being of service users through a person-centred approach in line with the service user's Outcome Focused Support Plan.

KEY ACCOUNTABILITIES

- The Day Opportunities Manager role has an emphasis on the Autistic agenda within Hackney and works with the deputy head of service to develop a Centre of Excellence for People with Learning Disabilities and Autism.
- Working to develop the Day Opportunities Model within Hackney
- To proactively work with the service manager to develop and deliver a campus approach service delivery across all of Provided Services
- To support with the National Autistic Society and other Accreditation processes

- To ensure services are continually monitored, reviewed and adapted to meet changing needs and that service users, carers, community organisations and other key stakeholders are involved in these developments. involved in these developments.
- Resolve complex service user, service user family's complaints.
 - To be accountable to the Deputy Head of service for achieving agreed service outcomes, outputs and staff development targets, as determined by the Directorate of Children, Adults and Community Services.
 - To support the Deputy Head with the strategic direction of the service and the management of quality assurance systems and resources.
 - To make and develop relationships with other local organisations such as health providers, independent/voluntary sector and social enterprises and to develop services and activities in partnership with them
 - To ensure that all statutory and professional requirements are met including Health and Safety, Environmental Health Legislation and Driver and Vehicle Licencing Agency requirements.
 - To ensure the smooth running and efficient running of operations provided to service users
 - To be responsible for enabling and monitoring compliance with nationally recognised good practice, standards, policies and procedures
 - To ensure that effective and meaningful mechanisms are in place that measure the quality of service provision and that these are regularly monitored and evaluated.
 - To undertake building management responsibilities, ensuring maintenance and Health and Safety related checks are carried out efficiently and promptly
 - Act as a key holder for Oswald Street Day Care Opportunities, ensuring secure access to the building and be responsible to and close and open the premises following set procedures (alarms, locks, safety checks).
 - To ensure a range of activities is provided within the centre for the service users, e.g. health, educational and therapeutic and that service users are

able to attend such activities within the wider community in order to meet identified outcomes

- To lead on the recruitment process for staff, preparing advertisements, compiling short lists and participating in interviewing panels. To ensure new staff, volunteers and students, have a planned induction and monitor their probationary period.
- To develop and maintain joint training with service providers
- To monitor expenditure and operate within agreed budgetary controls, escalating issues to the Deputy Head of Provided Services
- To performance manage all supervisory staff and their teams in a manner consistent with the objectives of the Council's policies by ensuring regular staff supervisions, training, development and appraisals and to monitor these measures and ensuring that these are provided to all staff
- To provide seamless care services to vulnerable people by ensuring that effective professional working relationships are established and maintained with other agencies and professionals.
- To ensure concerns are raised in line with the Council's Safeguarding policy for any adult at risk of abuse or neglect who as a result of their care needs - is unable to protect themselves.
- To be responsible for ensuring that complaints concerning service provision are fully investigated and acted upon with the Council's relevant framework and that any lessons learnt from these are identified and an action plan developed
- To be responsible for ensuring provision of written reports and statistical data as required on a timely basis.
- To ensure professional standards of confidentiality are maintained throughout the service.
- To actively contribute to, promote and monitor the implementation and effectiveness of the Council's equalities policies and procedures
- To ensure that all staff have an annual performance appraisal, performance plan and personal development plan, and that these link closely with national and local business and service plans.

- To develop and implement an effective communication strategy with all staff in the agreed service areas and to contribute to a wider communication within the service
- To proactively ensure that Council standards are met in relation to employee management related matters including sickness absence, unsatisfactory performance, conduct, discipline and grievances ensuring that these are managed according to the Council's frameworks.
- To provide governance for staff, monitor activity levels and outcomes and ensure they meet their activity targets and business plan objectives.
- To identify needs, determine evidence, and to write and implement policy/protocols/clinical standards and guidelines for the service, ensuring mechanisms of audit are in place and regularly used and evaluated.
- To lead and direct staff working with the ability to respond to and/or initiate change that contributes to improved organisation performance.
- To develop co-operative working relations within other managers in order that projects or general work matters which impact on more than one team can be carried out efficiently and without delay to the benefit of service users.
- To ensure performance information is regularly reviewed, analysed and evaluated, that the information is used to address service delivery including shortfalls, service pressures and to highlight those issues with senior management and to propose, initiate and evaluate the outcome of remedial actions.
- To implement support and activity plans and follow through on the monitoring and reviewing of these plans in consultation with service users, carers, social workers and other appropriate agencies within specified times. This includes monitoring the coordination of reviews.
- To ensure all monies collected are accounted for in accordance with the Council and Directorate policies and procedures
- To remain up to date and knowledgeable of professional practice issues, new and impending legislation. To ensure that the knowledge is disseminated throughout the service and used to inform policy and practice development and guidelines
- To undertake training as identified to enable the post holder to perform the

duties of the post.

- To undertake the opening and securing of the building when required
- To provide support across other teams within Provided Services as required

It is expected that the post holder will work flexibly and undertake a range of duties which are within the scope of the post and the competencies of the post holder. This list of key accountabilities is neither exclusive nor exhaustive.

LONDON BOROUGH OF HACKNEY

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Document Name: DRAFT Oswald Street Manager JD & PS

Person Specification

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DIRECTORATE: Adults, Health and Integration

SERVICE: Oswald Street and Community Outreach GRADE: PO7

RESPONSIBLE TO: Deputy Head of Service

RESPONSIBLE FOR up to 6 staff within Day Opportunities

SKILLS and ABILITIES

- A personal and professional demeanour which invites confidence from staff, colleagues, professional and external agencies when representing the service.
- Ability to be self-organising and self-directed on strategic and day to day basis, within the framework of supervision by the Deputy head of service
- Ability to lead and direct teams working in a dispersed, self-directed environment.
- Demonstrable ability to prioritise and plan own workload and the teams' workload to make best use of personal resources.
- Supporting with managing the budget as directed by the Deputy Head of service, ensuring effective allocation and monitoring of resources.
- Ability to lead on identifying training and development needs of staff and ensure they are fulfilled.
- Ability to lead on the implementation of a quality standards programme and to ensure that this is effectively monitored and evaluated.
- Ability to demonstrate a commitment to the Council's core values of public service, quality, equality and empowerment and to cascade this commitment throughout the service.
- Ability to analyse service needs, develop and implement solutions using resources which contributes to improved organisational performance.

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- Ability to standard set for staff and managers including, expectations, timescales, and establishing clear lines of responsibility and accountability.
- Ability to analyse information in order to make informed decisions and produce effective reports. Able to demonstrate a track record of applying strong analytical skills and lateral thinking to develop creative and innovative service solutions.
- Able to work under pressure, adapt priorities to changes in demand and deliver to agreed deadlines.
- Ability to work in partnership and a demonstrable commitment to collaborative styles of working within the Directorate and externally.
- A track record of identifying where systems might be improved and effectively managing these into the service to become normal practice.
- Well-developed written, oral and analytical skills.
- Capacity to establish and maintain effective communication and working relationships to facilitate change in operational practice.
- Ability to communicate effectively to influence and empower staff so as to promote best practice and build trust and morale across all teams using a change management approach.
- Ability to develop working partnerships with various bodies which contribute to improved outcomes for service users.
- Ability to acquire new skills and demonstrate a strong commitment to learning/continuous professional development for self and others.
- Able to use a variety of IT software and programmes to efficiently produce reports and data.

KNOWLEDGE and EXPERIENCE

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- Knowledge and understanding of the Care Act 2014, Health and Safety legislation, Driver and Vehicle Licensing Agency requirements
- In-depth knowledge and understanding of the needs of vulnerable people, people with mental health issues, people with learning disabilities and multiple complex needs and of ways in which these can be met that are culturally appropriate and empowering.
- In-depth knowledge of individual care planning systems, including assessment of personal care and support needs, developing outcome focussed plans and risk assessment procedures.
- In-depth experience of leading and supervising a large group of staff providing care and support services to people with care needs
- In-depth experience of managing relationships with a wide variety of professionals, external agencies, service users and carers.
- Experience of leading the implementation of a quality standards programme in a service for vulnerable people, including monitoring and evaluation outcomes for people.
- Experience of cascading supervision, appraisal and development programmes throughout a large group of staff.
- A track record of developing and embedding a performance management culture with a clear development focus, including translating strategic plans into team and individual objectives
- Experience of managing operational services
- Experience of crisis management.

QUALIFICATIONS

- Diploma/NVQ Level 5, equivalent and above in Health/Social Care, and a management qualification

CIRCUMSTANCES

- The will support some people in activities outside of core business hours,

including occasional weekends, so the post-holder must be able to work flexibly to respond to needs for managerial support

- A current Enhanced Disclosure and Barring Service (DBS) check

NB: All employees are expected to adhere to the Council's Equality & Diversity and Health & Safety Policies.