

Job Description

POST TITLE:	Locality Manager
DIRECTORATE:	Adults, Health & Integration
SERVICE:	Extra Care, Provided Services
GRADE:	PO 5
RESPONSIBLE TO:	Registered Manager
RESPONSIBLE FOR:	Up to 7 Scheme Managers

PURPOSE OF POSITION

Working under the direction of the Registered Managers in Extra Care to provide clear Leadership and direction to ensure that services provided are: acceptable to service users, their families and representatives; meet quality standards, legislative requirements, and best practice criteria; provided with the budget available.

The post holder will contribute to the development of the service to ensure that all the requirements of the Care Quality Commission are met and that the service is innovative and meets individual needs.

KEY RESPONSIBILITIES

- To be accountable to the Registered Managers for achieving agreed service outcomes and personal performance targets
- To support staff to improve quality and embed a culture of quality improvement across services, through quality assurance audits,
- To work with the Quality Assurance manager to identify staff training needs
- To advise the Registered Manager on the strategic direction of the service and the management and development of quality assurance systems and resources.

- To make a positive contribution to the work of the team, including the provision of care and support, contributing to more complex assessments as and when required, raising practice issues and generally helping to keep the team morale high by developing a multi-skilled, flexible working team.
- Directly supervise Scheme Managers and ensure that supervision, training and development are cascaded throughout the team
- To attend the Extra Care panel meeting every two weeks and review risk assessment for potential service users for Extra Care.
- To attend Extra Care Service strategy meetings, reviews, investigations, interventions and case conferences.
- To make decisions regarding the suitability of appropriate accommodation for individuals.
- As part of the team to benchmark, research and develop working protocols of best practice with other local authorities, the interface of the Extra Care Service.
- To develop and maintain appropriate intelligence and information sharing systems with partners in Provided Services
- To make a positive contribution to the development of the service area and to be responsible for developing and implementing relevant projects as directed by the Registered Manager.
- Play a key role in preparation and response to inspections by the CQC, write reports for and correspond with the CQC as required.
- To liaise and work in partnership, adopting a multi-disciplinary approach.
- Work closely with Registered Managers to ensure staff are kept informed and are adhering to the latest developments.
- To be responsible, under the direction of the Registered Manager, for the development and audit of Extra Care Services policy and procedures.
- To take part in Quality Assurance of Provided Services across the service, undertaking audits of case files and electronic records to ensure compliance with policies and procedures
- To maintain service performance information and provide reports on this as required
- Carry out mock CQC-style inspections with the Quality manager within services, at least annually.

- Work closely with the Registered Managers to ensure action is taken in response to complaints, compliments, accidents & incidents, safeguarding concerns and audits from services are carried out and recorded.
- To facilitate, enable and support professionals across a range of statutory and voluntary agencies in delivering policy and procedures for the Housing with Care Service.
- To establish and maintain positive working relationships with external agencies in the voluntary, statutory and private sectors, to develop integrated protocols and systems
- To attend internal and external meetings as required within the Extra Care network, as agreed by the Registered Manager.
- To represent the service in strategic meetings and share with the wider team
- To be responsible for ensuring that the management of safeguarding issues is reported within time deadlines.
- To work closely with the Registered Manager towards identifying priorities and achieving the appropriate balance between development and practice work based on the Care Quality Commission and Nice guidelines.
- To deputise for the Registered Manager as required.
- In partnership with the Registered Manager, share responsibility for the development of best practice in the area of Extra Care Services in Hackney.
- To receive regular supervision from the Registered Manager to maintain good standards of working practice at all times.
- Attend Registered manager networking meetings when required
- To ensure that information technology supports all activities to meet the requirements of e-government, whilst adhering to all data protection and confidentiality policies and procedures.
- To ensure that consistent standards of confidentiality of information are upheld under GDPR
- To keep up to date with legislation and professional practice issues and to use this knowledge to contribute to policy and practice development and guidelines.
- To proactively ensure that Council standards are met in employee management-related matters, including sickness absence,

unsatisfactory performance, conduct, discipline and grievances, ensuring that these are managed by the Council frameworks.

- To work as part of the Provided Service management team and provide support across other areas of the service as required
- To undertake training as identified to carry out the duties of the post.
- It is expected that the post-holder will work flexibly and undertake a range of duties within the scope of the post and competencies of the post-holder.
- The post-holder will be required to take part in a backup on-call rota, and some evening/weekend working may be required.

Leadership and management of people

- Supervise up to 7 Scheme Managers, oversee their work and outputs, and allocate tasks
- 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 in accordance with the Council frameworks.
- Act as a champion for service improvement, and motivate and support staff to adopt and consistently deliver relevant processes and practices

LONDON BOROUGH OF HACKNEY



Person Specification

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Service Management

- A working knowledge of the key principles of the Care Act and other relevant social care legislation relating to the provision of services for Housing with Care.
- Substantial experience and knowledge of working with the Care Quality Commission regulations and standards
- Evidence of developing a performance-oriented approach and culture, including translating strategic plans into individual and team objectives.
- Experience of working within a multi-agency forum
- Experience in working with the management of a large budget, ensuring effective allocation and monitoring of resources.
- Experience of cascading supervision and development programmes for a large group of staff and directing the work of others.
- Experience in assessing the needs of service users.
- Experience in improving the quality of service provision
- Experience in leading the involvement of service users in monitoring and improving quality
- Experience of Co-producing and developing work with service users in order to produce improvements that meet the needs of the people who use the service.

SKILLS AND ABILITIES

The successful post holder will demonstrate their ability to:

- Develop comprehensive service quality improvement plans based on data and feedback from service users and staff
- Implement data recording and analysis processes to ensure effective management and utilisation of quality assurance data
- Carry out quality assurance audits and mock inspections, using a robust and thorough approach whilst communicating sensitively and clearly with those involved
- Use excellent interpersonal, presentation and communication skills and develop and maintain highly effective working relationships with a range of people
- Converse at ease with members of the public and provide advice in accurate spoken English

- Utilise excellent literacy skills to produce well-structured and high-quality reports, including reports to CQC, improvement plans, and briefings to senior stakeholders
- Present information in a structured way appropriate to the needs of the audience
- Analyse quantitative and qualitative information and utilise proven numeracy and written skills to produce reports summarising information.
- Ability to understand the new CQC framework and implement all required changes
- Standard set for staff, including expectations, timescales, and to establish clear lines of responsibility and accountability.

Decision Making

- Experience of decision-making through analysis of relevant information and risk assessment.

Working Together

- High level of interpersonal skills to establish good working relationships with service users/carers/families.
- Experience in building and maintaining a team, ensuring good dynamics and collaboration.
- Ability to empathise with the challenges facing specific users of the Housing with Care Service
- Ability to use interpersonal skills to establish good working relations with external agencies (including voluntary or unpaid work and Equal Opportunities)
- To promote a 'one organisation' approach.
- To promote equality among all staff, and ensure that services are delivered in a non-discriminatory way

Communication Skills

- Ability to converse at ease with service users and members of the public and provide advice in accurate spoken English
- Ability to communicate with a range of people within the service area and with external organisations.
- Ability to keep clear written records and produce reports and letters about the work.

- Able to build and maintain positive and respectful relationships with service users, staff, carers, colleagues and representatives of other provider organisations.
- Able to provide leadership and direction so that anti-discriminatory practice is achieved and the service promotes equal opportunities for service users and staff, modelling good practice to others.
- Able to demonstrate a personal and professional demeanour which invites confidence from staff, colleagues, and professional and external agencies when representing the service.
- Ability to develop and use a range of office IT and information management systems effectively.
- Ability to interpret data and produce and present performance reports for the team.

Personal Effectiveness

- Ability to work independently and consistently maintain high levels of performance and meet statutory requirements.
- Able to demonstrate a personal and professional demeanour which generates credibility and confidence amongst service users, families, staff, managers, internal and external partners and other stakeholders.
- Ability to influence and negotiate effectively, together with verbal, written and presentation skills, commensurate with the responsibilities of the post.
- Ability to lead and direct managers working in a dispersed, self-directed environment.
- Able to demonstrate commitment to providing a value-for-money service for service users and the Council
- Able to demonstrate commitment to customer care and customer-focused approaches
- Ability to set and achieve own priorities, meet objectives and deadlines, and work under pressure.
- Ability to think creatively and flexibly with a problem-solving approach to issues.
- Ability to identify staff training and development needs and ensure they are fulfilled.

Technical Knowledge Skills

- In-depth knowledge of the needs of older people, those with dementia, those with physical disabilities, those with mental health support needs and those with a learning disability and experience of working in a manner that meets these needs in ways that are culturally appropriate and empowering.
- Extensive experience working within care delivery services
- In-depth knowledge of individual care planning systems, including assessment of personal care and support needs and risk assessment procedures
- Experience in Management in a Social Care setting
- Experience in managing employee issues about sickness, conduct and performance
- Able to demonstrate a track record of applying strong analytical skills and lateral thinking to develop creative and innovative service solutions.
- Experience and confidence with using IT systems, including word processing, spreadsheets, databases, and electronic filing systems

Qualifications

- A current Enhanced Disclosure and Barring Service check
- Minimum of NVQ Level 5 award in Health and Social Care Management : (Equivalent or Above Qualification)

Circumstances

- It is expected that the post-holder will work flexibly and undertake a range of other duties within the scope of the post and competencies.
- The post-holder will be required to take part in a backup on-call rota, and some evening/weekend working may be required.