

Job Outline

Care and Support Manager

Purpose:

As the Care and Support Manager you will be responsible for implementing all decisions pertaining to a registered service as directed by the registered manager. You will provide leadership and direction to all staff within your team and as a key member of Ark's management team you have a wider leadership role, to engage with and support positively all organisational initiatives. You will be responsible for implementing area business plans within your area of responsibility, which in turn supports delivery of the overarching organisational strategy. Your role is to ensure the safe delivery of high quality support services and build a culture that aligns to our values and aims, to achieve sustained high performance. Integral to this is the development of person centered and outcome focused services to people which supports them to live a good life.

Responsibilities:

Fact Finding and Analysis

- Support the development of and implement service improvement plans to deliver the outcomes outlined in the annual strategic and area Care and Support plans.
- Ensure the effective deployment of resources (human, physical, financial, technological) to deliver agreed outcomes/outputs, identify shortfalls and make recommendations for corrective action.
- Ensure the full implementation of policies and procedures within your service.
- Ensure full compliance with all regulatory responsibilities as directed by the Registered Manager; develop detailed knowledge of the National Care Standards and Inspection methodology and participate in activities that ensures all of Ark's Care and Support services have full awareness of and are implementing new developments relating to registered services.
- Ensure compliance with all contractual responsibilities; provide timely information on activity and achievements to identified stakeholders and ensure action is taken to address areas of concern.
- Ensure the design and delivery of services to individuals is based on recognised good practice, has clear objectives/outcomes in place and provides evidence of the positive impact of Ark on individuals lives.
- Ensure the workforce is supported in achieving SSSC registration requirements through facilitating engagement with the organisational and area SVQ strategy, including taking on the role of SVQ assessor.
- Become a Practice Leader through actively engaging with your teams learning and development with a specific focus upon leading their learning to deliver positive outcomes for people you are supporting.
- Ensure implementation of effective methods to review and improve operational performance, with a specific focus upon achieving high occupancy targets in existing services.

- Actively engage with internal and external customers/stakeholders to measure levels of satisfaction.
- Responsible for ensuring all risk management plans associated with the delivery of Care and Support services are implemented and compliant with Ark policy and Strategic Risk Register.
- Ensure implementation of positive approaches to service user participation within your service and support the continued development of Speak Out groups across Ark.
- Responsible for ensuring compliance with the Health and Safety at Work etc. Act 1974 and associated legislation, and in particular ensuring compliance with all relevant aspects of Ark's Health and Safety Management system, as set out in relevant policies and procedures.

Innovation and Initiative

- Ensure high levels of awareness and participation in local networks as appropriate, in support of Ark's business strategy and ambitions.
- Ensure full implementation of quality approaches to drive continuous improvement within your service and share learning with colleagues across Ark.
- Influence the design, delivery and implementation of bespoke interventions to drive positive change within your service.
- Ensure the full implementation of the Key Worker approach; support Key Workers to fulfill their role; ensure compliance with all aspects of assessment, support planning and review of support; has overall responsibility for ensuring compliance with policy and procedure relating to support planning.
- Ensure the full implementation of Ark's people strategy to meet future organisational needs.

Interpersonal Skills

- Develop and maintain collaborative working relationships with the Executive Team, Assistant Directors, Heads of support functions, Registered Operations Managers, Care and Support Managers and other key internal stakeholders as identified.
- Monitor and review the effectiveness of working relationships across Care and Support; identify; address conflict in-keeping with Ark's principles and values and demonstrate participative leadership.

Internal

- Support the Senior Leadership Team and prepare reports/presentations to the team, as required.
- Attend area management and other internal meetings, as required.
- Work closely with the Area Managers, Registered Operations Managers and Care and Support Managers and demonstrate positive leadership attributes across the organisation
- Develop and maintain effective relationships with all staff in your service, offering guidance and support in ways that make staff feel valued.
- Ensure there is a positive culture of equality, fairness and non discrimination within the service.

External

- Develop key local relationships in the pursuance of Ark's Strategic and Business objectives.

- Develop key partnerships to ensure Ark and your service has a high profile that leads to benefits for service users and Ark.

Leading and Developing People

- Provide line management support to Support Workers within your service; ensure compliance with all related policies and procedures; provide additional management cover as requested when necessary.
- Ensure the effective management and development of all staff within line management remit.
- Work to embed a coaching culture within your service that upholds the values of Ark.
- Demonstrate leadership and provide appropriate direction to people in the organisation
- Through your decisions and actions become a role model for all staff within your service and all levels across the organisation.

Resources

- Manage budgets and staff resources, working in partnership with Finance to monitor variances, reviewing forecasts and contributing to future budget and business plan development so that Care and Support is appropriately resourced to deliver strategic plans.
- Responsible for effective deployment of resources within area of responsibility in keeping with agreed budgets.
- Deployment of resources is in keeping with guidance, systems and processes; ensure full compliance with all aspects of reporting relating to deployment of resources.

Impact on Decisions

- Set targets and delegate tasks to ensure the effective delivery of Care and Support plans within your service.
- Exercise judgement in balancing the competing demands of the service/organisational need and resource constraints ensuring all Care and Support activity is based on sound business need and is in line with the organisation's overall strategic direction.
- Advise, inform and influence the organisation's decision making process from a Care and Support perspective.
- Use sound judgement when deciding about the use of resources in order to deliver key objectives within the required timescale and achievement of quality.

Expertise

***Qualifications**

- A relevant professional qualification at SCQF level 9 or above.
- A management qualification with a minimum of 15 credits at SCQF level 9 or above or
- L&D9 DI Assess workplace competence using direct and indirect methods
- Equivalent knowledge acquired by other means.

*Where qualifications are not held by internal candidates, Ark will support you to attain these.

Experience

- Using quality frameworks to drive organisational change.

- Delivering service development approaches to promote and drive cultural change.
- Delivering interventions that improves the lives of people we support and provides an evidence base of the positive impact on people's lives .
- A fundamental understanding of the impact of organisational culture on engagement and performance and experience in influencing cultural change.
- Evidence of continuing professional development.
- Developing and implementing organisational policy and practice.
- Demonstrable leadership experience that inspires and engages both own team and the organisation as a whole.
- Implementing support planning systems and processes and understanding how to deliver improved outcomes for people.
- Working to the National Care Standards and experience of the Care Inspectorate's inspection regime and methodology.

Knowledge/Skills

- Creative thinking.
- Project Management.
- Understanding of the voluntary sector; contracting environment, regulatory framework, policy context and partnership agenda.
- Knowledge of best practice in management, leadership and planning approaches.

Care and Support Manager Competencies

- Conflict within Teams
- Problem Solving
- Customer Service
- Communication
- Leadership
- Managing Change
- Continuous Learning
- Professional Boundaries
- Ark Values