



JOB DESCRIPTION

POST : SERVICE MANAGER

SECTION : CARE SERVICES

RESPONSIBLE TO : REGIONAL CARE MANAGER

RESPONSIBLE FOR : TEAM LEADERS, SUPPORT WORKERS AND SUPPORT ASSISTANTS AS APPROPRIATE

Barony is the trading name of Barony Housing Association Ltd, a registered Scottish charity (SCO16030) registered with the Scottish Housing Regulator (HEP69) and also under the Co-operative and Community Benefit Societies Act 2014 No. 1684R. VAT registration number 135 5317 26. Registered Office: Canal Court, 40 Craiglockhart Avenue, Edinburgh EH14 1LT.

Barony is part of Wheatley Group, Scotland's leading housing, care and property-management organisation. Barony employees have access to a wide range of Wheatley employee benefits such as: health and wellbeing support; mindfulness training; counselling; help with medical, dental and optical costs and access to retailer discounts.

VALUES AND COMMITMENT

Barony is committed to providing high quality, personalised care and support services. Barony provides most support to people in their own homes but we also offer other services such as Contact Points and Care Homes. Barony is committed to promoting independence and inclusion within communities. We work in partnership with individuals/carers to ensure they have choice and control in their lives.

PURPOSE OF JOB

The Service Manager will:

- Be responsible for the operational management of one or more of Barony's Care and Support Services.
- Provide management, supervision and leadership to Team Leaders, Support Workers and Support Assistants.
- In conjunction with the Regional Care Manager, the Service Manager will be responsible for ensuring that the service(s) meet the highest standards as required by our regulators and purchasers.
- Ensure a person centred, outcomes based approach to service delivery.

SPECIFIC TASKS AND DUTIES

Service Delivery

- 1 To ensure clear leadership and supervision to a team of Team Leaders and or Support Workers/Support Assistants.
- 2 Ensure care and support services are of a high standard which meet and exceed standards set by regulatory bodies including the National Care Standards and contractual obligations.
- 3 Where required act as "Fit Person"/Registered Manager as required by SCSWIS.
- 4 In conjunction with the Regional Care Manager ensure all self assessments, annual returns are completed in line with SCSWIS requirements.
- 5 Ensure that all relevant information/paperwork is made available for SCSWIS inspections.
- 6 In conjunction with the Regional Care Manager ensure that following any SCSWIS inspection any recommendations/requirements are actioned as required, to enable us to further improve our services.
- 7 Ensure the people we support and their carers are actually involved in ensuring the service they receive enables them to realise their potential.
- 8 Ensure the service(s) adopt an agreed framework to ensure a person centred, outcomes based approach to service delivery.
- 9 To ensure compliance with Barony's Health & Safety policies and procedures and notify the Regional Care Manager of any areas of risk.
- 10 To take the lead role in promoting the service(s), liaise with external professionals, individuals and carers as required ensuring the needs of the people supported are reviewed regularly and plans are developed so that we continue to meet their needs.
- 11 To ensure good communication channels are established and maintained to facilitate new referrals and joint working.
- 12 Ensure all services are delivered in line with Barony's policies and procedures.

Staff Management

- 1 To participate in the recruitment and selection of staff in line with Barony's policies and procedures.
- 2 To plan and deliver induction programmes to ensure staff are aware of their duties and responsibilities.

- 3 Manage and support staff through supervision, training and annual reviews.
- 4 Identify individual and team learning and development needs and plan to meet these in conjunction with the Regional Care Manger/Director of Care.
- 5 Participate in the delivery of training.
- 6 Promote and support effective team working through good communication and regular meetings.
- 7 Ensure staff are deployed in a way which maximises cost efficiency whilst meeting the demands of the people we support.
- 8 Actively promote amongst care and support staff Barony's vision, purpose and values.
- 9 Ensure staff comply with SSSC Code of Conduct and maintain their registration with the SSSC at the appropriate time.

General

- 1 To oversee compliance with administrative systems in line with Barony's policies and procedures.
- 2 To participate in working groups.
- 3 To implement and monitor quality assurance systems as directed by the Regional Care Manager.
- 4 To participate in the on-call/stand by system as required.
- 5 To develop appropriate links and ensure effective communication with colleagues in Finance, Administration, Housing and Personnel.
- 6 To carry out other work appropriate to the post as required by the Regional Care Manager or other senior managers.
7. To act as an "ambassador" for Barony at conferences, public gatherings and meetings with partners and other stakeholders.

BARONY

PERSON SPECIFICATION SERVICE MANAGER

ATTRIBUTES	ESSENTIAL	DESIRABLE
Experience	<ol style="list-style-type: none"> 1. Minimum of two years experience of supervising/managing staff in a social care setting 2. Experience of working with adults in relevant service user groups ie mental health/learning disabilities 3. Experience of working with people who present challenging needs and behaviours 4. Experience of liaison with other professionals in the care, support and health settings 5. Knowledge of National Care Standards and the regulatory inspection process 6. Experience of developing and co-ordinating staff rotas 	<ol style="list-style-type: none"> 1. Experience of staff development ie staff training, induction 2. Experience of the managing and administering of prescribed medication or supporting people to self medicate 3. Experience and understanding of contract compliance issues
Skills, Abilities & Knowledge	<ol style="list-style-type: none"> 1. Ability to provide clear leadership 2. Ability to communicate verbally and in writing 3. Ability to write reports and maintain records effectively 4. Ability to manage and motivate staff 5. Ability to liaise, work and engage effectively with a wide range of stakeholders 6. Ability to deploy staff efficiently and flexibly 7. Ability to assess level of need and management of risk 8. Basic IT skills 	<ol style="list-style-type: none"> 1. Ability to manage delegated budgets
Education	<ol style="list-style-type: none"> 1. Professional qualification in Social Work or Health ie DipSW, CQSW, RMN, RNMH, DipOT or related field or SVQIV in care 	<ol style="list-style-type: none"> 1. Recognised management qualification to enable SSSC registration, or willingness to work towards. 2. Current registration with health or social care registration body ie NMC, SSSC
Values Base	<ol style="list-style-type: none"> 1. Commitment to the principles and practice of continuous development 2. Understanding of Barony's vision, purpose and aims 3. Commitment to working within National Care Standards framework and comply with SSSC Code of Conduct 	
Other	<ol style="list-style-type: none"> 1. Appointment is dependent on evidence of PVG Scheme membership 2. Access to a car. Full current driving licence. Car insurance, with business cover 3. Ability to work flexibly to meet the needs of the service. 	