

LONDON BOROUGH OF HACKNEY

Job Description

POST TITLE:	Centre Manager
DIRECTORATE:	Adults. Health & Integration
SERVICE:	Oswald Street Centre
GRADE:	PO6
RESPONSIBLE TO:	Head of Provided Services
RESPONSIBLE FOR:	Assistant Centre Manager

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 user's through a person-centred approach in line with the service user's Outcome Focused Support Plan.

KEY ACCOUNTABILITIES

- To support the Head of Provided Services with the strategic direction of the service and the management of quality assurance systems and resources.
- 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 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 undertake building management responsibilities, ensuring maintenance and Health and Safety related checks are carried out efficiently and promptly
- To be responsible for monitoring compliance with nationally recognised good practice, standards, policies and procedures
- To develop innovative practice/policy developments which raise the national profile of the Borough and to embed those across the service
- 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 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 performance manage all staff 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 provide to all staff
- 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 lead and direct staff working with the ability to respond to and/or initiate change that contributes to improved organisational performance.
- To provide governance for staff, monitor activity levels and outcomes and ensure they meet their activity targets and business plan objectives.
- To ensure professional standards of confidentiality are maintained throughout the service.
- To develop and maintain joint training with service providers
- To be responsible for the service budget ensuring that it is managed effectively. Manage team's expenditure and the allocation of resources within the agreed budgetary limits ensuring authorisation and that financial decisions reflect value for money and continual driving of efficiency.

- To ensure all monies collected are accounted for in accordance with the Council and Directorate policies and procedures
- 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 actively contribute to, promote and monitor the implementation and effectiveness of the Council's equalities policies and procedures
- 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 identify needs, determine evidence, and to write and implement policy/protocols and guidelines for the service, ensuring mechanisms of audit are in place and regularly used and evaluated.
- 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 develop and embed reporting mechanisms to provide robust data and reports on the service for clients, senior management/Boards and to support bids for additional funding as required.
- 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 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 provide support across other teams within Provided Services as required
- 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

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.

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

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Person Specification

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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 a strategic and day to day basis.
- 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.
- Ability to manage a large budget, ensuring effective allocation and monitoring of resources. Ability to identify, advise on and implement remedial action as needed.
- 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.

- 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.
- Well-developed written, oral and analytical skills.
- Able to converse at ease with members of the public and provide advice in accurate spoken English
- 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

- 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.
- 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
- A clear understanding of the budget making process and proven ability to take complex budgeting considerations into account in the development of new services which are of high quality and value for money.
- A track record of identifying where systems might be improved and effectively managing these into the service to become normal practice.
- Experience of managing operational services
- Experience of crisis management.

QUALIFICATIONS

- Diploma/NVQ Level 4 equivalent and above in Health/Social Care and a management qualification

CIRCUMSTANCES

- The service 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.