

Job Description

Operational Manager – Supported Living Services

Reports to:	Registered Manager – Supported Living Services
Salary:	£36,500 per annum plus on-call allowance
Hours:	40 hours per week plus the expectation of evening and weekend as required.
Location:	May Terrace, Giffnock, Glasgow. G46 6LD

Main purpose of post

The purpose of this post is to lead and manage our Supported Living Service for people with Learning Disabilities, autism and complex needs. To provide leadership, oversight and direction to the team with a focus on the delivery, growth and development of high-quality 24-hour personalised support services for adults.

The post holder will support the growth, development and diversification of outreach services in line with Cosgrove's Strategy.

The operational manager will have responsibility for a diverse team of support staff delivering personalised services and shared supports, helping adults who have a learning disability and/or additional needs lead the lives of their choosing.

Deputise for the Manager of Supported Living Services as required.

Work as part of the on-call rota.

Key Responsibilities

The Operational Manager will:

- Have a strong value led and person-centred practice focus derived from experience of delivering support services for people with additional needs.
- Lead, drive and empower the support team to work together to meet individual outcomes life, ensuring the supported person's voice is always heard.

- Work positively with wider multi-disciplinary team to develop and evolve protocols and systems
- Lead the staff team, ensuring that the needs of the people we support are being met to the highest standard whilst working within the regulatory framework, legislation and good practice guidance.
- Support the delivery of growth targets and agreed key performance indicators aligned to Cosgrove's Strategy.
- Have ultimate responsibility for staffing levels, recruiting appropriately in a way that is proactive, planned and personalised.
- Manage rota systems ensuring staff are matched and deployed appropriately in line with the needs of the people we support, managing absence and changes as required.
- Play a lead role in new service development, working with all key people involved.
- Play a lead role in developing innovative service models translating social care policy and practice into action within Cosgrove such as SDS, outcomes based support planning and technology enabled care.
- Ensure the supported living staff teams are properly trained and supported and take part in regular learning and development activity to maximise their competence and confidence.
- To follow and promote Cosgrove's Policy of Informed Choice, its Vision and Values and Equal Opportunities Statement.
- Provide regular reports and updates for Managers Meetings and for the Corporate Management Team.
- To actively engage with IT developments and maximise the use of technology.
- Undertake delivery of training in line with Cosgrove's developing vision for our learning and development function.
- Manage quality checks and audits in line with our Quality Assurance policy.
- Manage all aspects of people management including annual leave, sickness absence, disciplinary and grievance matters, performance management, support and supervision.
- Ensure safety checks are being carried out as scheduled in line with Health and Safety guidelines/policy. Including taking responsibility for infection control and risk reduction within the service

- Have knowledge of the Supported Living Service budget and work closely with the Service Manager to ensure the service operates within the allocated budget.
- Be proactive in keeping up to date with best practice, legislation and developments within adult social care and co-ordinate and contribute to your continuous professional development (CPD) and encourage staff to do the same.
- Any other reasonable duties as may be required according to operational requirements.

Operational Manager – Person specification

Qualifications/Education

- Relevant qualification in line with requirements of SSSC Registration:
 - SVQ Level 3 Health & Social Care (or equivalent) Minimum;
 - SVQ Level 3 Management (or equivalent) Minimum;
- OR
- Commitment to achieve qualifications within the agreed timescale for registration purposes.

Experience and Knowledge

- Proven track record of experience in a Social Care setting.
- Proven track record of supervisory/senior experience.
- In depth knowledge of and ability to deliver high quality outcome focussed support planning and review processes.
- Experience of mentoring, supporting and supervising staff.

Abilities and Skills Required

- High attention to detail and accuracy.
- Ability to produce a high standard of written work including report writing
- Ability to communicate verbally throughout all levels of the organisation
- Ability to build strong professional relationships with families and external partners
- Ability to prioritise workload/work to deadlines
- Ability to work as part of a team and on own initiative in a creative and flexible way
- Demonstrate good time management skills
- Computer literate (competent in MS Office, ideally including digital tools)

- Full current driving licence and willingness to drive own vehicle, supported person or Cosgrove vehicles.

Personal Qualities and Values

- Strong values and commitment to the work of Cosgrove Care
- Commitment and understanding of developing teams and collaborative working
- Strong commitment to inclusion
- Excellent interpersonal skills with evidence of developing and maintaining positive working relationships
- Positive attitude and solution focussed approach