



Team Manager	
Department: Care & Support	Reports to: Area Manager
Direct Reports: n/a – TBC	
<p>Main purpose of the Job/Summary of Role</p> <ul style="list-style-type: none"> • Provide management across a group of services. • Plan and manage the safe, effective delivery of quality care and support services. • Promote outwards values by having a high profile in services to include some weekend and evenings • Responsible for safe and timely delivery of services against contract. • Responsible for performance reporting of each service • Carry out monthly quality checks in each service. • Build positive working relationships with commissioners and other key stakeholders. • Responsible for accurate and timely reporting and monitoring of incidents, accidents and SOVAs. • Work at least one weekend a month in a service and cover out of hours and bank holidays as part of a senior rota. <p>Responsibilities/Location Working Hours</p> <ul style="list-style-type: none"> • To work across a number of services within an area team. • To work hours as required by the service to include at least one weekend a month and some evenings. • To provide emergency on call services as part of a senior rota. <p>Delivering Customer Focused Care and Support</p> <ul style="list-style-type: none"> • Uphold the rights of customers to be involved at all levels of decision making. • Responsible for planning service delivery in a way that meets the customer’s expectations. • Consult with customers to plan their involvement in the delivery of services to include: support planning, recruiting, training and appraising staff, training, activity planning and rota plan • Support customers to attend focus groups, forums and annual conference. <p>Budgetary Responsibility</p> <ul style="list-style-type: none"> • Responsible for: Setting, monitoring and analysing team budgets. • Agreeing and recovering payment for all services provided. • Remodelling service delivery where there is a change in demand • Following financial regulations, policies and procedures at all times to include use of petty cash and purchase cards. • Ensuring all staff across the team are aware of all financial regulations, policies and procedures and follow these at all times. • Attending and actively participating in budget review meetings. • Inform the finance team and Area manager of any significant changes to budget predictions. • Take responsibility for the safe and transparent management of customer’s money by ensuring all staff follow policies and procedures. • Carry out monthly checks to ensure procedures are followed for managing customers finances. • Ensuring services are delivered in accordance with specific contract. • Building positive working relationships with contract managers and commissioners. • Negotiating any financial implications of changes in demand with funders. • Carrying out monthly checks and quality audits to demonstrate contract compliance. • Taking action to fill vacancies within services 	

- To work with other departments to introduce outward policies, procedures, financial and quality systems to new services.

Environment/Staff Environment

- Carry out recorded and timely supervision, probations, inductions and appraisal of staff across the Team
- Provide a robust induction to new managers to include regular 1:1 mentoring and coaching.
- Follow induction procedure setting and reporting on objectives.
- Work in partnership with HR to ensure vacant posts are recruited too in a timely, cost effective way.
- Ensure systems are in place to involve customers in a meaningful way in the selection and recruitment of staff.
- Identify training needs and work with Area Manager/ Floating Manager to ensure staff have the skills required
- Carry out competency assessments as required
- Ensure skills audits are carried out in a timely way.

Service Delivery

- Provide operational management of a number of services as specified by Area manager.
- Undertake and participate in internal and external quality audits.
- Carry out and record monthly service checks.
- Monitor business plan and service audit action targets.
- Monitor the staffing establishment for each service ensuring working patterns and rotas meet all contractual, legal and health and safety requirements.
- Ensure the staffing establishment and rota pattern are set following consultation with customers about how they would like their support delivered.
- Manage resources within the agreed budget.
- Ensure all staff understand the processes in place for recording and monitoring quality and performance
- Ensure appropriate training and documented guidance is available to all staff to help them record and monitor quality and performance.
- Support the efficient and appropriate use of iplanit support planning database by :
 - Carrying out regular spot checks of the quality and timeliness of data entered
 - Identify barriers to key working and reporting and work with other managers to resolve these.
 - Ensure all customers are involved in setting and monitoring their own support plan targets.
 - Carry out complex assessments and risk assessments for customers using our service.
 - Produce reports as requested for inspections, audits and to assist Area Mangers.
 - Provide both direct and in-direct support to clients where required.
 - Provide expert advice to any staff team across Outward in a crisis situation. This may involve visiting the service and providing hands on support and role modelling to staff.
- Support customers to be involved in decision making within all services to include ensuring all customers rights are upheld by all staff.
- Take responsibility for ensuring that delivery of Personal Care is provided by staff that are suitably trained and inducted. To include medication training.
- Take responsibility for ensuring that all staff delivering personal care has access to up to date policies, procedures and guidelines and follow these at all times.
- Take responsibility for appropriately documenting and reporting where any personal care activity is not carried out appropriately and lead on any investigation as a result of this.

Scope/Additional Responsibilities

- To provide managerial support across any service across outward as requested by line manager.
- To participate in the tendering process for new business and for existing contracts. This may include: producing reports and gathering performance data in a timely way.
- To work in a co—operative way at all times with other departments and external agencies
- To act as an ambassador for Outward at all times.

- To treat customers with dignity and respect at all times putting their needs at the forefront of all decision making.
- Follow the code of conduct at all times.
- Read and follow policies' and procedures
- Take personal responsibility for the safety of self and others at all times.
- To work responsibly and appropriately with due regard to confidentiality, commercially sensitive information.
- Produce timely, high quality strategic reports for senior meetings, boards and committees as required. To include research, analysis and recommendations.
- Take all reasonable measures to follow all Health and Safety policies and procedures and appropriate legislation as applicable to the role.
- Responsible for informing line manager where there is a health and safety concern.
- To take all possible measures to keep customers safe respond appropriately to risk and report on safeguarding, accidents and incidents as per policy and procedures.
- To be accountable in managing the end to end incident/accident/safeguarding process.
- Lead liaison with HM/Landlord/colleagues, lead on and have main oversight of sign up process, referrals and assessments, following up in-action.
- Promote, market and attend void forums and develop/work in collaboration to develop tools to minimise void turnaround times.
- This job description is not an exhaustive list. You are expected to undertake any other duties as may be reasonably requested of you by your line manager.

PERSON SPECIFICATION		
Essential	Desirable	Assessment
Education and qualifications		
CQF Level 5 in Leadership for Health and Social care or equivalent (or willingness to work towards)	NVQ Level 4 in Leadership and Management	A
Experience, Knowledge and understanding		
Considerable evidence of working for at least 3 years with adults in an outreach, residential or supported living setting including carrying out initial referral assessments, writing person centred support plans, risk assessments, key working and managing service user finances		A
Good written standard of verbal and written communication skills/report writing		A/T
Evidence of staff/team management on a regular basis (including recruitment, L&D, staff performance)		A
Budget management setting including monitoring, recording and reporting		I/T
Experience of successful change implementation		I
Ability to monitor and manage agency staff spend		A
Full understanding of the principles and practices of safeguarding adults at risk		I
Experience of working in partnership with other agencies including Local Authorities		I
Understanding of and commitment to equal opportunities in service planning, delivery and employment		A/I

Understanding the importance of confidentiality and data protection		A/I
	Experience of implementing improvements to paperwork and procedures	I
	Experience of driving in new business into organisations and to ensure this is managed and monitored appropriately	I
	Experience of managing a service which has achieved good or excellent rating under CSCI	A
Technical and Practical Skills		
Application of policy into practice		I
Ability to develop collaborative partnerships to promote joint working, best practice and consistency of service delivery		A/I
Ability to prioritise work in an environment which may have conflicting pressures and demands		A
Understanding of leadership and staff motivation. Ability to implement this knowledge in role.		I
Understanding of Health and Safety legislation in relation to service provision		A
Experience of planning, monitoring and evaluating.		I
Customer Service and Quality Focus		
Ability to deal with serious concerns such as SOVA's.		I
Ability to represent Outward to key partners and external agencies at meetings and forums		I
A commitment to working in an anti-discriminatory way with adults at risk and staff and hold a positive view of people with learning disabilities		A
A commitment to promote choice, and to empower adults at risk to have control over their own lives, irrespective of their needs or disability		A
	Experience of auditing standards and quality assurance systems and experience of providing support and advice where performance is of concern	I
Personal Attributes		
To be an ambassador for Outward and act as a champion for core areas of the business		A
Positive can-do attitude		A/I
Active listening skills		I
Results orientated		A/I
To show creative thinking, using initiative and finding practical solutions to problems		I
Promote the health, safety and wellbeing of adults at risk and staff		A
Ability to remain calm and show leadership when under pressure		I

Commitment to developing self and others by sharing knowledge/expertise and keeping abreast of industry changes		1
Our values		
Engaging <i>We listen to what people say, we involve people, we are honest and open</i>	We act responsibly We appreciate and respect individuals We are welcoming and inclusive	
Enabling <i>We facilitate, we assist and we support to make things happen</i>	We are committed, passionate and hard working We support to people make informed choices We build upon excellence	
Empowering <i>We inspire and we encourage, supporting people to take control</i>	We are flexible and creative We learn, question, challenge and reflect	
Safeguarding statement		
Outward is committed to safeguarding and promoting the welfare of adults at risk and expects all staff to share this commitment. If the post you apply for involves working with or having access to adults at risk and/or their records, we will require an Enhanced Disclosure from the Disclosure and Barring Services for successful candidates.		