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| **Area Manager** |
| **Department:** Support and care | **Reports to:** Director of care and support  |
| **Why** | **Main Purpose of the Job:*** Work as a member of the Senior Care and Support Management Team to plan and deliver high quality services which commissioners will want and customers will chose to buy. To ensure services are innovative, flexible and of a high quality.
* Work flexibly across the Care and Support department, taking responsibility for the effective operational delivery and satisfactory financial performance of services.
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| **What** | **Key Accountabilities*** To provide line management to Team Managers in your area (and Floating Manager where applicable). To support Managers and their Teams to continually develop and improve their services to deliver personalised outcomes and provide value for money.
* Take a lead role in keeping up to date with best practice across your allocated geographical area, updating other members of the senior management team
* Support the growth of the care and support department by identifying new business opportunities and to develop and implement these.
* Work with and support the Quality team to manage and develop existing services to meet the KPI’s and contractual requirements. To put in place corrective actions where quality is not being achieved. Identify where services are not achieving the required quality and agree and implement an action plan for improvement.
* Work with and support the Directors to manage and develop existing services; deliver Support and Care business plans and strategies; set up and establish new services; remove services which are no longer strategically viable or those lost to other organisations; reconfigure services which are no longer delivering services in a way that is current and acceptable and manage the reconfiguration process.
* Undertake specific work as directed by the Director to deliver the department’s plans.
* To take a lead advisory role across Outward , carrying out assessments of service user needs and staff skills developing action plans for service improvements.
* Be responsible for the delivery and review of relevant national Care and Support frameworks for each service user group.
* To develop a flexible management approach across services to ensure high quality management cover for services at all times including managers working weekends and covering on call during the evenings and overnight.
* Work with the Director to take a lead role in stakeholder management as directed. Build strong, supportive and trusting relationships with commissioners.
* Work with external commissioners and Care Managers and any other relevant stakeholder to resolve issues and secure and deliver creative solutions to problems
* Work closely with HR and your managers to support the effective performance, retention, and attraction of good quality staff for your areas. To be a Chair for Disciplinary, Capability and Grievance cases across all areas, as requested by HR.
* Advise and support Directors on the operational aspects of services in your area, to help inform any decision making around establishments/ restructuring where applicable, providing pragmatic and practical suggestions to staffing problems.
* Take accountable oversight of budgets for all services within your area, advising and supporting managers with good financial management of these.

**This job description does not reflect an exhaustive list of the requirements of the post. You are expected to undertake any other reasonable duties as decided by your line manager.** |
| **Person Specification** | **All our staff are expected to work to our values. Our values are –*** We are **responsible** – we act responsibly, openly and honestly. We do what we say we will.
* We are **flexible and creative**– we take measured risks, try out new things and even sometimes get things wrong.
* We are **welcoming, inclusive and involving** – we are interested in you and we bring energy and enthusiasm to our work. We involve, enable and empower.
* We are **committed** – we are engaged, passionate and hard working.
* We provide **quality** – that enables people to maintain / grow their independence.

**Requirements**Demonstrable understanding of the specific needs of vulnerable persons across a range of customer groups with a proven track record of understanding and implementing excellence. Proven track record of managing high quality support services (substantial front line management experience or experience of managing a group of services).Demonstrate a good understanding of the difference in regulation, funding and legal framework for registered care services, supported housing and outreach services. Proven track record of effectively managing change within servicesGood knowledge of and experience of working within a regulatory and public policy frameworkUp to date with current best practice. Demonstrable understanding of the importance of monitoring quality and performance. Astute financial management skills, including complex budget analysis, setting, pricing and remodelling of servicesAbility to identify and appropriately respond to strategic risks. Ability to write clear, structured reports for Senior management team meetings, committees and boards as required.IT literate**Skills**Able to relate and work with people across Outward to deliver quality servicesAbility to coach, develop and support staffAble to successfully and strategically manage performance of contracts, people and servicesAble to develop services, finding creative and cost effective ways to add value.Ability to influence and inspire colleagues, other agencies and key stakeholders. |
| **Context** | **Environment:*** Working out of hours on call
* Working weekends and evenings where necessary
* Working across a number of services and a broad geographical area
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| **Scope:*** Working in collaboration with external professionals
* Communicating with a range of commissioners, service users, employees, parents, carers and other stakeholders
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| **Date JD reviewed: April 2022** |

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.