

Nutley Edge Activity Break Manager Role

Department: Business Development

Reports to: Business Development Manager

Direct Reports: Line management of activity breaks deputy(s) and support staff

Main purpose of the Job

- To provide leadership in the delivery of a minimum 20 high quality Activity Breaks
- Manage the service to ensure compliance
- To engage, enable and empower guests attending Activity Breaks.
- To increase the number and scope of activity breaks

Responsibilities/ Summary of Role

- Provide management of the Nutley Edge Activity Breaks alongside the deputy manager(s),
- Plan the activity breaks.
- Research, risk assess and cost new activities for future breaks to offer a variety of choice and fun things to do for guests
- Create and action a marketing plan which includes attending events, forums, carers groups and talking with professionals to grow our service and ensure the success of the activity breaks
- Build positive working relationships with carers, commissioners and other key stakeholders.
- Complete assessments for potential new guests
- To run in the region of 10 activity breaks per financial year. These are 5 days/ 4 nights long. Whilst running activity breaks you will be working in a small team and directly with guests and this may include providing personal care support, using hoists, ensuring all support needs and emotional needs are met, monitoring and administering medication if required, catering, coordinating and attending activities on and off site, running activities on site. Supporting guests in a group setting and ensuring guests have the best fun filled break they can. You will be required to be onsite at Nutley Edge when you are running breaks.

Responsibilities/Location Working Hours

- To work at Nutley Edge, in Uckfield, East Sussex to lead in the region of 10 activity breaks a year.
- To work in our offices in East London.
- To work hours as required by the service which may include some evenings and weekends.
- To provide emergency on call services as part of a senior rota whilst at Nutley Edge.

Putting People we Support First

- Uphold the rights of guests to be involved at all levels of decision making.
- Engage potential guests and carers in an assessment process so the support delivered whilst on the break is appropriate and individual.
- To support guests to give constructive feedback after each activity break and seek feedback from carers and use that information to develop and plan our future breaks and make improvements.

Budgetary Responsibility

- Responsible for setting, monitoring and analysing budgets.
- Attending and actively participating in budget review meetings.
- Plan and deliver all aspects of the breaks within the budgeted income and expenditure, including agreeing and recovering payment for all breaks provided.
- Inform the finance team and area manager of any significant changes to budget predictions.
- Follow financial regulations, policies. procedures and checks at all times including use of petty cash and

purchase cards.

- Ensuring all staff across the team are aware of financial regulations, policies and procedures and follow these at all times.
- Support guests to manage their personal spending money whilst on an activity break
- Take responsibility for the safe and transparent management of guest's money if required, by ensuring all staff follow policies and procedures.
- Complete any required monitoring or reporting in relation to fund raised monies

Staff management

- Organise staffing for each activity break
- Recruit to vacant posts in a timely manner
- Undertake supervision, probation meetings, inductions and appraisal of staff within the team.
- Ensure that all staff are made aware of the need to comply with mandatory training and have the necessary time and resources to do this
- Ensure staff have received adequate handover, guidance and training in relation to guest needs and are equipped to deliver best practice and high quality services
- Develop and grow the skills of a staff team providing training, mentoring and performance management.
- Carry out competency assessments, including support worker competency checklist for medication administration and PBS support as required (in collaboration with Outward's PBS coaches)
- Monitor staff sickness, carry out Return to Work Interviews and sickness capability meetings and update recording and monitoring as and when required.
- Work alongside front line staff to assess skills and attitude on an on-going basis addressing any issues that arise
- Lead by example to develop your team, encourage a reflective practice approach and build strong and positive team relationships
- Seek to effectively and quickly manage conflict within your team seeking support from the Area Manager or HR where needed
- Delegate responsibilities as appropriate within your team

Service Delivery

- Provide operational management and ensure safe running of Nutley Edge Activity Breaks.
- To market activity breaks and grow the number of guests, monitoring business plan and service growth targets.
- Carry out complex assessments for supporting individuals whilst on an activity break, liaising with parents and support staff and reviewing individual's needs where necessary.
- Completing risk assessments including for guests and all aspects of each break including trips off site.
- Ensure all aspects of care and support are in accordance with Outward's policies and holiday itineraries. This includes responsibility for ensuring that delivery of support including personal care and medication administration is provided by staff that are suitably trained and inducted.
- Ensure compliance with all regulatory requirements, in particular the CQC regulations, sending notifications when required, providing follow up information and putting proactive measures in place to better support individuals
- 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.
- Ensure incident and safeguarding reports are completed correctly, appropriate follow up actions are taken and the Service Manager or On-Call senior manager is informed and kept up to date regarding any serious incidents, SOVA's, hospital admissions or deaths

- Undertake and participate in internal and external quality audits, ensuring any identified service improvements are addressed
- Monitor the staffing establishment, ensuring working patterns and rotas meet all contractual, legal and health and safety requirements.
- Ensure all staff understand and adhere to administrative processes both within local services and organisationally
- 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 agreed support planning database and record keeping
- Carrying out regular spot checks of the quality and timeliness of data entered
- Provide both direct and in-direct support to guests where required.
- Provide expert advice to staff in a crisis situation. This may involve providing hands on support and role modelling to staff.
- Support guests to be involved in decision making and ensure all guest rights are upheld by all staff.

Additional Responsibilities

- To positively collaborate with other Outward Departments and external agencies at all times
 - Adhere to Outward's Code of Conduct at all times
 - Understand and follow organisational policies and procedures
 - Take personal responsibility for the safety of self and others at all times
 - To work responsibly and appropriately with regard to confidentiality and commercially sensitive information
 - To comply with all legal and regulatory responsibilities
 - Take all reasonable measures to follow Health and Safety policies, procedures and legislation as applicable to the job role informing the line Manager or other senior manager where there is a health and safety concern. To take all possible measures to keep the people we support safe respond appropriately to risk and report on safeguarding, accidents and incidents as per policy and procedures.
 - Provide emergency hands on care and support and cover where needed
- This job description is not exhaustive and you are expected to undertake any other duties as may be reasonably requested

Our values

Engaging

We listen to what people say, we involve people, we are honest and open

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. This will be fully subsidised by Outward.	

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)	A
Experience, Knowledge and understanding		
Experience of managing support for people with learning disabilities and / or autism.	Experience of running/supporting respite activities for people with support needs	A
Considerable experience of working with adults with learning disabilities and/or autism including carrying out initial referral assessments, writing person centred support plans, completing reviews and risk assessments	Experience of working with or supporting families and carers	A
Good standard of verbal and written communication skills, report writing and IT skills	Experience of supporting people who have a range of health conditions or moving and handling needs	A/T
Evidence of staff/team management on a regular basis (including supporting staff performance)	Experience of supporting people who may experience behaviors of distress	A
Budget management setting including monitoring, recording and reporting		A/I/T
Experience of successful change implementation		I
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
Ability to create interesting and engaging activities		I
	Experience of driving in new business into organisations	I
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
	Ability to drive	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
Energetic		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		I