



Job Description

Job Title: Service Manager
Department: Operations
Reporting To: Head of Operations

Main Purpose: Reporting to the Head of Operations, responsible for the delivery of a number of services.

Responsible for the line management of Assistant Service Managers, Lead Support Workers, Support Workers (and Domestic Staff if the Service requires).

Responsible for delivery of services of 1,000 hours or more per week

About Us

The Edmund Trust & Eddie's has been proudly supporting people across the East of England with learning & physical disabilities, autism and complex needs for over seventy years. We work to provide lifelong opportunities and create positive lifestyles for people to be equal and active members of the community.

We provide person-centred support, allowing individuals to choose how they want to live their lives, enabling them to reach their full potential. We encourage people to achieve their aspirations with outcome focused support. Working alongside our values of Commitment, Collaboration and Positive Interactions.

Main Duties

- To provide effective management of the services included Supported Living Schemes, Community Support Services and Registered Care establishments
- To ensure the delivery of person-centered support through coaching and managing a team of staff
- Ensuring there are safe staffing levels across the services at all times with responsibility for all budgets related to the service
- Liaise closely with other professionals, as well as having regular contact with family and friends of the people we support.
- To support the growth and development of services in line with the business plan, act to fill any voids quickly, leading on staff recruitment and retention activities
- To act as Registered Manager as required; covering for other services when necessary.
- To act as a role model and mentor for staff
- To support the Head of Operations and be responsible for identified delegated tasks
- Act as Second Tier for on-call on a rota basis; proactively makes decisions and recommend actions as appropriate.



Key Performance Indicators

A) Managing Services

1. Planning
 - Shape services around the needs and desires of the people we support, learning from experience and with appropriate assessment of opportunity and risk.
 - Initiate Improvement Plans to ensure quality of services
 - Actively participate in the referral process, responding and engaging with all involved
2. Managing Resources
 - Effectively manage delegated service budgets to meet given targets
 - Accurately identify the appropriate type and level of resources required to deliver safe and effective services, taking into account the impact of national and local strategies and priorities.
 - Take action when resources are not being used efficiently and effectively
 - Optimise what community groups and other assets within the community have to offer.
 - Ensure that all repairs and maintenance issues for people we support are reported to the appropriate person and acted upon in a timely manner.
3. Managing People
 - Guide, direct and support people we support, their families and carers and the wider community to ensure that person centred, high quality care outcomes are achieved
4. Managing Staff
 - Managing and completing staff rota's to ensure the service hours are fully covered by staff with the required skill sets and we meet staff contracted hours
 - Guide and coach staff to ensure that person centred, high quality care and support is achieved
 - Build supervision and performance review processes that consistently reinforce a continuous improvement ethos and achieves performance targets through reflective practice
 - To lead and participate in recruitment of staff for the service
 - Lead on the induction process for new staff following the Induction Guide
 - Maintain a personal leadership style that is approachable in line with the Leadership Promise, to create trust and build excellent rapport with staff
 - Ensure training and compliance targets are met
5. Managing Performance
 - Work across the organisation to recognise good performance and to take action where performance can be improved
 - Effectively utilise Head Office functions (HR and Finance) in order to support service management
 - To lead and present monthly Service Review Meetings to the SMT



B) Working with Others

1. Developing networks
 - Identify and engage with other organisations including commissioners and other professionals, to ensure the requirements of the people we support are met
 - Actively identify opportunities to enable growth in other areas of the organisation
2. Building and maintaining relationships
 - Create services that value and promote effective and respectful relationships between people
 - Communicate effectively with individuals and groups and act as a positive role model
 - Ensure effective communication between the staff team, line managers and other relevant parts of the organisation
3. Encouraging contribution
 - Encourage and enable both staff and people we support to be involved in how the service operates
 - Create a service ethos which takes into account a person we support's whole life, including physical, mental, cultural, emotional and spiritual needs.
4. Working with teams
 - Working with the Team and Leadership Promise in mind, confidently leading and driving excellent team working

C) Improving Services

1. Ensuring safety
 - Ensure the safety of people we support and staff
 - Guide teams to support the people we support to take positive risks, safely
 - Instill a "safe to challenge" and speak up culture within team
 - Ensure safeguarding procedures are followed, in an effective and timely manner
2. Critically evaluating
 - Obtain and act on the feedback and experiences of people we support and their families or carers, plan and take action to implement and evaluate improvements
 - Taking an active role in any internal audits, owning and creating action plans for improvement ("good" as a minimum)
 - Drive the quality of services delivered to meet 'outstanding' ratings from CQC inspectors; "good" as a minimum
 - Deliver services that meet local authority contractual requirements and that satisfy external inspections
3. Encouraging improvement and innovation
 - Ensure that the support is designed around the contributions that people can make as well as their needs, promoting community presence
 - Develop creative solutions to transform services and care
 - Model and create a culture of improvement
4. Facilitates transformation
 - Motivate and focus teams to accomplish and positively embrace change



- Create a service that champions and promotes excellent social care

D) Setting Direction

1. Identify the contexts for change

- Anticipate and prepare for the future embracing new ideas, best practice and emerging trends that will have an impact on social care outcomes
- Translate the implications of change into operational plans and actions

2. Applying knowledge and evidence

- Support and encourage the team to improve inefficient, unnecessary or unworkable practices
- Use knowledge and evidence to improve management of risk
- Ensure the competence of the workforce through assessment, training and support

3. Making decisions

- Provide advocacy for the organisation on behalf of the people we support
- Build decision-making processes that set out clear roles and responsibilities to facilitate effective performance improvement
- Act in a manner consistent with the values and priorities of the organisation.

4. Evaluating impact

- Model and encourage teams to find ways to enable people we support to gain real control over their care and support
- Overcome barriers to implementation and sharing best practice

Please see Person Specification for more details

General

- As an employee of The Edmund Trust, you should role model our values, creating a positive working environment, advocating inclusion and equality, creating a culture that recognises and celebrates diversity.
- Adhere to and promote the Company's policies, being accountable for the Health & Safety of yourself and others
- Work with integrity and adhere to confidentiality and security of information at all times, complying with all legal requirements relating to GDPR
- To be mindful at all times that we are a charity and to play a part in identifying opportunities for process improvement and cost reduction
- Undertake training as requested by the company
- Carry out any other duties as reasonably requested from time to time