

JOB DESCRIPTION

Description of Post.

1. **Title:** Deputy Operational Network Manager
2. **Location:** Future Directions CIC
3. **Accountable to:** Director of Operations
4. **Reports to:** Operational Network Manager
5. **Function:** Assisting the Operational Network Manager to manage a diverse service to a number of people, described as vulnerable and who live within their own homes and in so doing network/work in partnerships with other professionals to support People we support and staff.

a) GENERAL STATEMENT OF RESPONSIBILITIES:

As part of the management team ensure that the relevant sections of the Health and Social Care Act 2008, Care Quality Commission (CQC) Fundamental Standards and Care Act 2014 (+ any subsequent additions to the Acts) are implemented / adhered to.

Work with the local Health & Council, develop links with other local agencies including the independent and voluntary sectors to ensure an integrated approach to service delivery, and redesign of services as a consequence of national strategy / guidance.

To ensure that the people supported are valued as full citizens with rights and responsibilities and are consulted about their needs regardless of how complex their needs may be.

To participate in promoting independence and skill development for the people supported.

Under the direction of the Operational Network Manager will be responsible for managing staff and services in a housing network including having a physical presence in homes. This may include working on shift.

As per policy & procedure participate in on-call.

Our Mission is: We are a Community Interest Company that works with individuals, families, commissioners and local communities to design and deliver personalised services; enabling individual choice and control to achieve fulfilled lives.

Our Values Are:

- To put people first.
- To be transparent

- To go the extra mile
- To be creative
- To be adaptable

b) PEOPLE SUPPORTED

1. Monitor that personal care and support is provided in a way which maintains and respects the privacy, dignity and lifestyle of the person receiving care and support.
2. Ensure that the people supported have a voice and are engaged in decision about them.
3. Monitor that the people supported receive a well-balanced diet in accordance with nutrition guidelines and individual choice/need.
4. Ensure that relationships between support staff and people supported remain equitable and supportive.
5. Through working in person centred ways ensure that the people supported are enabled to remain as independent as possible and express life choices.
6. Ensure that where individuals choose that they are supported to develop and/or maintaining relationships with family, friends and other professionals to enable them to become part of their local community.
7. Encourage the recognition of each person supported as an individual, by means of precept and example.
8. Ensure that meaningful and active Person Centred & Health Action Plans are in-place for all people supported and in so doing, ensuring that people supported are accessing a variety of appropriate recreational, educational and leisure activities to meet their needs.
9. Under the direction of the Operational Network Manager participate in the monitoring and review of individual packages of support ensuring that each individual is treated in the least restrictive manner possible.
10. Where people supported have challenging needs ensure that support is provided in accordance with the Positive Behavioural Support Policy & Procedure.
11. Ensure that support staff are following policies & procedures and that where they overlap with the care or support of the people supported that their implementation promotes people's choice and independence.

c) OTHER MAIN DUTIES AND RESPONSIBILITIES

1. Under the supervision of the Operational Network Manager directly and indirectly supervising and/or co-ordinating the work of Team Managers.
2. In collaboration with the Team Leader monitoring rotas to ensure that they meet the needs of the people supported.

3. Ensure that the work of the staff teams has been planned and organised effectively, including sharing staff across teams to manage hours effectively.
4. Monitoring standards and intervene to secure an immediate remedy where they fall short of what is required.
5. Ensure that the relevant section of the Mental Capacity Act and Deprivation of Liberty are understood by staff and applied within daily practice.
6. Ensure that staff teams maintain good standards of care utilising observation and benchmarking tools / audits to assess same.
7. Ensure that staff have a voice / are engaged in decision making processes.
8. In accordance with Policy & Procedure ensure that staff have access to supervision and appraisal.
9. Under the direction of the Operational Network Manager ensure that managers and staff teams work within and deliver contract specifications - PCT, Local Authority Contracts or individual service contracts; IBs or ISFs.
10. Support the Operational Network Manager to collate and interpret and information to commissioners to enable contract monitoring and effective insight into service provision.
11. In delivery of support and care ensure collaboration with local NHS and Council services, as appropriate.
12. Under the direction of the Operational Network Manager maintain and develop services in line with quality plans, ensuring reports, when requested are provided to Governance, Senior Managers. Also advise senior managers / governance on possible improvements to systems and processes.
13. In accordance with Policy & Procedure ensure that Health and Safety risks are monitored and where necessary actions are taken to mitigate risks or hazards and where appropriate risks are report through to senior managers.
14. Ensure that checks on equipment (i.e. electrical, medical devices, Moving & Handling equipment) are carried out in accordance with standards and/or legal requirements and where necessary repairs or replacements are actioned.
15. To provide advice and Support to staff and Service Users in regards to Infection Control.
16. Where appropriate obtain and/or provide Human Resources advice and as delegated by the Operational Network Manager undertake and monitor staff risk assessments including; pregnant women/new mothers, stress etc.
17. Delegate authority wherever practical whilst retaining overall accountability. In so doing ensure that all staff understand their individual responsibilities and limits of authority.
18. Personally and also ensure that others work within agreed financial limits, ensuring budgets are spent appropriately.

19. Monitor the use of agency hours, ensuring that agency hrs are only used as an absolute last resort and where ever are familiar with the people being supported.
20. In accordance with Policy & Procedure ensure the appropriate safe keeping of individual's money and personal property
21. In accordance with Policy & Procedure participate in the recruitment and selection of staff.
22. Monitor staff turnover including ensure that exit interviews are conducted.
23. Support the Operational Network Manager monitor the attendance of staff, monitoring sickness absence in accordance with Policy & Procedure.
24. As delegated by the Operational Network Manager collate information/investigate potential disciplinary investigations, complaints, grievances etc.
25. Attend, convene and facilitate meetings and actively participate in same including representation of Future Direction at 'Provider Forums.'
26. Ensure that records are maintained / kept.
27. Support the development and delivery of Policies and Procedures.
28. In accordance with Policies & Procedure will ensure that Team and Tenants Meetings have been arranged and function effectively.
29. In accordance with Policies & Procedure ensure that appropriate Incident/Accident Reports are completed and submitted.
30. Support the Operational Network Manager in communicating with CQC and in so doing CQC registration.
31. In the absence of the Operational Network Manager represent them at both internal and external meetings.
32. As required "act up" for the Operational Network Manager.

d) PROFESSIONAL TRAINING AND EDUCATION:

1. Ensure that confidentiality is maintained in accordance Data Protection and Policy & Procedure.
2. Adhere to the Skills for Care Code of Conduct and ensure that staff with sphere of responsibility are aware of their individual requirements to meet the code.
3. Maintain own Professional Profile and Keep self up to date.
4. Participate in staff development and the delivery of staff training, where appropriate.
5. Contribute to the development and growth of individual staff & teams, including potential managers, Students Nurses and Social Workers.

6. Ensure that staff are up to date with their Mandatory Training and that they complete the requirements of the Care Certificate.
7. In accordance with Policy & Procedures ensure that Team Managers are induction of new staff, including bank and agency to the home.
8. Personally keep abreast of new developments in service delivery to people who have learning disabilities and/or associated needs.
9. In consultation with the Operational Network Manager, undertake monthly supervisions (Job Consultation) and annual appraisal with your Team Managers.

e) GENERAL STATEMENT Re POLICY & PROCEDURE

1. Employees are required to comply with policies and procedures.
2. Employees will adhere to all standards and guidance set out in the staff handbook.
3. Employment Acts and Codes of Practice: Will comply with employment legislation and codes of good practice.
4. Rules, Regulations, Standing Orders and Financial Instructions: will comply with rules, regulations, standing orders and financial instructions and policies.
5. **Safeguarding:** is everyone's responsibility and all staff who, during the course of their employment, have direct or indirect contact with vulnerable adults, children or families, or who have access to information about them, have a responsibility to safeguard and promote their welfare.

We are committed to ensuring that no act or omission on the part of the organisation, or that of its staff, puts a vulnerable adult or child at risk and that systems are in place to proactively safeguard and promote their welfare.

6. **Infection Control:** Everyone within the Organisation has a responsibility for the prevention and control of infection and all have an important contribution to make to minimise the risks to service users, staff and the public. All staff will receive, on commencement and on an ongoing basis, the necessary training in both prevention of and reporting infection risks. All staff must ensure that, at all times, they are fully compliant with the organisation Infection Control plan, policies and procedures.

Any changes to this role will be made in consultation with the postholder.

Any changes to this role will be made in consultation with the post-holder.

DECLARATION

I have read the Job Description for Deputy Operations Network Manager and agree to carry out the responsibilities and duties of this position diligently and to the best of my ability

Employee Name:

Employee Signature:

Date:

PERSON SPECIFICATION

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2. **Location:** Future Directions CIC
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Application = A

Interview = I

	ATTRIBUTE	ESSENTIAL/ DESIRABLE	ASSESSMENT METHOD
Qualification & Training	Health and Social Care Diploma Level 3 (or equivalent) or Registered Nurse qualification.	Essential	A
	Diploma in Management Level 5	Desirable	A
	Assessor Award or willingness to work towards	Essential	A
	L3 Learning & Education Award or equivalent.	Desirable	A
Experience	2 years experience of managing a supported living scheme at Team Manager level	Essential	A & I
	Knowledge and experience of CQC standards and registration.	Essential	A & I
	Experience of <ul style="list-style-type: none"> • Multi-agency working; • Supervision and appraisal of others; • Risk Management; • Chairing Meetings; • Managing Budgets; 	Essential	A & I
Knowledge & Understanding	Knowledge of Valuing People Strategy and other supporting initiatives e.g. Putting People First; 'Making It Real.'	Essential	A & I
	Knowledge or qualifications in Learning Disabilities, working with	Essential	A & I

	<p>vulnerable adults.</p> <p>Ability to recognise discrimination in all its forms and put equal opportunities policy into practice.</p> <p>Knowledge of</p> <ul style="list-style-type: none"> • Personalisation; • Person Centred Planning & Support Planning; • Safeguarding Vulnerable Adults; • MCA & DOLs; • Care Act; • PBS & Restrictive Practices; • Care Certificate. 	<p>Essential</p> <p>Essential</p>	<p>A & I</p> <p>A & I</p>
Skills	<p>Excellent verbal and written communication skills.</p> <p>Ability to prepare and present clear and concise information.</p> <p>Good time management skills.</p> <p>Ability to meet deadlines.</p> <p>Proven record of leading and managing groups of staff.</p> <p>Ability to solve problems and work on own initiative.</p>	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p>	<p>A & I</p> <p>A & I</p> <p>A & I</p> <p>A & I</p> <p>A & I</p>
Personal Qualities	<p>Excellent inter-personal skills.</p> <p>Ability to motivate self and others.</p> <p>Effective team member.</p>	<p>Essential</p> <p>Essential</p> <p>Essential</p>	