

**FUTURE DIRECTIONS CIC
JOB DESCRIPTION**

A. Description of Post.

1. **Title:** Team Manager
2. **Location:** Future Directions CIC
Supported Living & Residential Care.
3. **Accountable to:** Director of Operations
4. **Reports to:** Operational Network Manager
5. **Function:** To manage a dispersed service to a number of People we Support living in their own homes and in so doing network/work in partnerships with other professionals to support People we Support, families and staff.

Includes working with Health & Social Services Departments and developing effective links with local agencies including other providers, the voluntary sector to ensure an integrated approach to service delivery, and the redesign of services as a consequence of the National Strategy.

And ensuring that People we Support are supported to be full citizens with rights and responsibilities and are consulted about their needs, regardless of how complex their support may be.

Use expertise and knowledge to assess, plan, implement and evaluate People we Support support.

The post holder will act as a role model to support staff.

Our Mission, Values and Strategic Direction is: In partnership with People we Support, families, commissioners and local communities we will support the continued development of personalised services which meets the choices and identified needs, whilst promoting maximum independence of people who use services and also provide opportunities to work collaboratively with and in local communities.

Our Vision: Is to deliver high quality, personalised social and health support services to people in their homes and/or local communities. By collaborating and working with other social care providers, housing providers and community groups, we will support individuals to expand their opportunities and to connect with others and the wider community.

We will continue to develop services in line with changing social care environment, government strategy i.e. 'Think Local Act Personal (Making it Real)' and will engage and involve individuals and families in everything we do.

SERVICE DELIVERY TO PEOPLE WE SUPPORT:

1. Using nursing expertise and knowledge to monitor that People we Support receive a well balanced diet in accordance with nutrition guidelines and individual choice/need.
2. Monitor that personal care and support is provided in a way which maintains and respects the privacy, dignity and lifestyle of the person receiving support.
3. Ensure collaboration with specialist services in treatment provision.
4. Ensure that relationships are equitable and supportive.
5. Ensure that People we Support are enabled to express their choices and independence as valued members of the community (Person Centred Approaches).
6. Ensure meaningful person centred plans are taking place for each People we Support. In so doing ensuring that People we Support are accessing a variety of appropriate recreational, educational and leisure activities in accordance with identified needs & wishes.
7. Using expertise and knowledge to ensure that the health care & support needs of People we Support are identified and met through their Health Action Plans and that prescribed treatments are carried out, where necessary arranging appropriate training for staff members.
8. Ensure the appropriate safekeeping, recording and administration of medicines in accordance with the Medicines Procedure.
9. Liaise with the Financial Advisor and Auditor to ensure that People we Support are in receipt of correct DSS benefits.
10. Ensuring that benefit forms are completed and are compliant with statutory/legal requirements and are maintained in relation to the Finance Procedure.
11. Ensure that all financial transactions carried out by staff on a People we Support's behalf are accurate and in accordance with the Finance Procedure.
12. Ensure the appropriate safe keeping of People we Support's money, property and valuables.
13. Assess the effectiveness of the service by observing and noting the progress of individual People we Support, staff interactions with People we Support and staff awareness of the supported living model.
14. Ensure that where necessary People we Support are supported in developing/ maintaining relationships with family, friends or acquaintances and other professionals to enable them to become part of their local community.
15. Advise on possible improvements to systems and processes.
16. Ensure that a culture of individuality, respect and dignity for People we Support is fostered by example.

17. Approve financial expenditure within agreed limits of authority.
18. Ensure that security is maintained at the level required for the safety of People we Support, staff and the general public through risk assessments.
19. Ensure that the health and safety of staff and People we Support, risk assessments are assessed and all necessary action is taken to mitigate risk and hazard occurring.
20. Monitor that regular recorded checks on all equipment are carried out and prompt repairs or replacements are actioned where necessary.
21. Participate in the regular review of the level of support needed for individual People we Support, to ensure that each individual is treated in the least restrictive manner.
22. Ensure that necessary day-to-day maintenance problems in homes are reported to the appropriate Housing Association.

SERVICE ISSUES:

1. Approve requisitions within agreed budget limits.
2. Will help to ensure that the relevant sections of the Health and Social Care Act 2008 and subsequent additions to the Act are where appropriate adhered to/implemented within your houses.
3. Directly and indirectly supervising and/or co-ordinating the work of all staff in implementing the Service Operational Policy.
4. To regularly provide direct support/observation to staff and People we Support to monitor standards of support & care received and to report any issues of concern to the Operational Network Manager as soon as possible.
5. Be responsible for the monitoring of rotas to meet People we Support's needs and keep within the budget.
6. Take responsibility for monitoring standards and intervene to secure an immediate remedy where they fall short of what is required.
7. Work within agreed financial limits ensuring home budgets are spent appropriately.
8. Support the development & review of Policies and Procedures. Ensuring that Policies and Procedures are maintained and adhered to.
9. Ensure that services are maintained in order to meet the Essential Standards of Quality & Safety Standards (CQC 2010.), Statement of Purpose and Operational Policy.
10. Work within the specification laid out within the Local Authority Contract or where individual service contracts (IBs or ISFs) work to meet the specified personalised outcomes or the agreement/contract.
11. Maintain and adhere to Health and Safety Guidelines as specified in procedures.
12. Maintain quality including involvement in auditing and collating/providing information for on a monthly basis to populate the Dashboard and Governance Report.

RESPONSIBILITY FOR STAFF:

1. Ensure that staff shifts are flexible to enable sufficient cover to meet People we Support's needs & wishes.
2. Ensure that the support to People we Support/other work is being planned and organised effectively.
3. Under the direction of the Operational Network Manager, manage and monitor the use of Agency/Bank hours within homes, ensuring at all times that Agency/Bank Staff are used as a last resort to meet People we Support's needs/wishes.
4. Ensure induction of staff, including roles and responsibilities is carried out in accordance with Policy and Procedures.
5. Monitor and contribute to the development of staff teams and individuals, including students and the development of future managers.
6. Ensure that identified Mandatory Training for staff is carried out.
7. Ensure that all staff within the network have regular person centred supervision (Job Consultation) and annual appraisal in accordance with the procedures and contract requirements.
8. Maintain and support Person Centred Team Meetings and/or Plans.
9. Offer Human Resources advice, where appropriate.
10. In exceptional circumstances will provide emergency cover.
11. Delegate authority wherever practical whilst retaining overall accountability. In so doing ensure that all staff understand their individual responsibilities and limits of authority.
12. Undertake and monitor workplace risk assessments.
13. Participate in the recruitment and selection of staff in accordance with the Policy and Procedure and as instructed by the Operational Network Manager.
14. Ensure that exit interviews are offered/conducted in accordance with protocols/procedures.
15. As per procedure undertake On-Call duties.
16. Participate in the resolving of staff grievances within the Policy.
17. Monitor the attendance of all staff and monitor sickness and absence in accordance with the Policy & Procedure.
18. When required "act up" for the Operational Network Manager; including attendance at service meetings, investigate, collate and present evidence for disciplinary hearings, when necessary.

COMMUNICATION:

1. Attend and where appropriate facilitate meetings and actively participate in same.
2. Represent the service at local meetings i.e. Provider Forums.
3. Collate, interpret and provide information for commissioners to enable contract monitoring and effective insight into service provision.
4. Ensure that staff members complete all necessary records promptly and to the required standard.
5. In line with Contract Specification, liaise with local professionals to ensure People we Support's needs are met.

6. In accordance with the Standard/Procedure, ensure that Person Centred Team and Tenants Meetings have been arranged and function effectively.
7. Ensure that appropriate accident and incident reports are completed in accordance with procedure.
8. Provide reports as required and ensure information requested is supplied within agreed timescales.
9. Under the direction of the Operational Network Manager liaise and work with Care Quality Commission (CQC) Inspectors and in doing so help maintain Registration.
10. Ensure that all communications intended for staff are disseminated and understood.
11. Ensure that where People we Support have families or friends that a Family Communication Agreement is completed.
12. Communicate effectively with People we Support, families and other visitors, professional or otherwise.
13. In accordance with Policy and Procedure deal with complaints

PROFESSIONAL:

1. Ensure that confidentiality is maintained in accordance with legislation.
2. Adhere to the General Social Care Councils (GSCC) Code of Conduct and ensure that staff with the sphere of responsibility are aware of their requirements to meet the code.
3. Maintain NMC Registration and adhere to the Code of Conduct and requirements as laid out under PREP, where appropriate.
4. Maintain Professional Profile & Single Page Profile and make it available when required by the service.
5. As required, participate in training events for self-development, including Management Development Training.
6. Participate in the delivery of both formal and informal staff training, where appropriate.
7. Will develop and lead on training specifically related to area of work, expertise or nursing knowledge i.e. Dementia. Epilepsy, Autism etc.
8. Enable staff to develop their knowledge of ethnic and cultural requirements to help them meet individual People we Support's and families needs and those of the neighbouring community, where appropriate.
9. Keep up to date with new developments in the service delivery.
10. Follow procedure and respond appropriately to any concerns, complaints or grievances. Reporting promptly to a line Manager.
11. Be involved in the management, assessment and training of staff that are engaging in the Health and Social Care Diploma.
12. To participate in formal Person Centred Supervision (Job Consultation).
13. Undergo an annual appraisal of performance in accordance with Policy and undertake further training and education as identified by Personal Development Profile.

POLICY:

- 1. Employees are required to comply with Future Direction CIC Policies and Procedures.
- 2. Will adhere to the Dress Code.
- 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: 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.

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

DECLARATION

I have read the Job Description for Team 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: