**Vestacare – Manager Job Description**

**Job title:** Manager

**Location:** Paul MurphyCare Centre Respite/Short Breaks Service & Oakdene Day Care Service

**Reports to:** Head of Operations and Head of Business Development

**Management of:** Paul Murphy Centre & Oakdene Day Care Service

We are looking for an experienced person to manage our exciting new project at the Paul Murphy Centre and Day Care Service Oakdene in Blackley, Manchester. Do you want to make your mark? We are a company with strong values who have achieved Investors in People Gold accreditation. You will be rewarded for your hard work with a competitive salary and training and development opportunities.

This exciting role will involve managing a boutique short breaks/respite facility for 12 people. There will be additional management responsibilities for other services within the Paul Murphy Centre, including Hydrotherapy and Day Care Services. We want to hear from people who have developed new services and have an enthusiastic, creative and innovative approach to delivering great experiences for people with learning disabilities, autism and associated health conditions who will be guests in our short stay facility.

**The key roles for the Manager are:**

* + Management of a boutique short stay/respite home for adults with learning disabilities and associated health conditions.
  + Personalised support to people using our services
  + Management and development of staff
  + Build strong relationships with stakeholders and the wider community
  + Managing in a busy operational environment

**The Successful Candidate:**

* Good understanding and implementation of the regulatory framework and Quality Assurance systems
* Experience of change management
* Experienced Manager or Deputy Manager
* Knowledge of The Care Act 2014
* Knowledge of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.
* Competent leader who can work autonomously

**In return, we offer the following:**

* the support of a dynamic and passionate Leadership Team
* the opportunity to develop your career in a challenging but rewarding field
* Training and development
* Progression opportunities
* 30 days annual leave per annum

Salary circa £36,500

**Appointment is subject to an enhanced DBS check, medical clearance, satisfactory references and CQC approval.**

To provide a high quality service to the people we support, we need to have motivated and effective teams. The Manager will take on agreed supervisory tasks and work to develop the team and the service performance. The Manager retains the overall accountability for the performance of the team and achievement of Key Performance Indicators (KPI’s).

* Encourages and drives the team to be the best they can be through having constructive conversations with team members to improve their performance.
* Promotes a team culture where the team are confident in taking accountability and making decisions, without referring for Manager input on routine matters.
* Implementing all people management processes.
* Undertakes effective agreed reviews for team members.
* Reviews and discusses team performance issues with Head of Operations/Business to secure improvement.
* Demonstrates capacity and willingness to learn and progress as a manager.
* Models an exemplary approach to supporting people who use the service and is effective role model for the team.
* Demonstrates ability and confidence in working with family members.
* Provides lead advice and direct feedback on practice to team members through observation and other performance management measures.
* Champions change and embraces new ways of working to make service delivery person centred.
* Highlights any required specialist support needs to improve practice delivery to Senior Managers.
* Ensures that all team members are compliant with induction and training requirements linked to their role and to meet service needs effectively.
* Demonstrates effective application and management of all processes within the service to support safe management of finances.
* Assesses and manages potential risks to the people we support, staff and environment.
* Demonstrates that service complies with any regulatory, contractual and other required standards.
* Urgently escalates any failures against requirements, complaints and critical incidents to Senior Management.
* Ensures that all individual plans and reports relating to people we support are completed, maintained and reviewed within agreed intervals.
* Completes and oversees recording of incidents within the service and escalates to senior management any areas of concern so that necessary actions are taken.
* Contributes to and oversees systems and records that support health and safety and maintenance of service environment.
* Ensures that all records relating to team members are completed and updated as required and agreed with Senior Managers.

**Person specification**

### Being people centered

* **Empowering, including and respecting all people**
* **Challenging wrong ways of thinking about learning disability**
* **Transforming lives**
* **Being brave and developing new ideas**

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| **Behaviours** | **Essential/desirable** |
| Positive about working for Vestacare | Essential |
| Works well with all their colleagues | Essential |
| Takes responsibility for their own development and that of others | Essential |
| Promotes and develops team work that engenders trust | Essential |
| Honesty about own performance | Essential |
| Open communication style | Essential |
| **Experience** | **Essential/desirable** |
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| Experience of coaching, developing and motivating people | Desirable |
| Understanding of managing service quality processes | Desirable |
| Understanding of risk management | Desirable |
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| **Knowledge** | **Essential/desirable** |
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| Knowledge of sector/service types | Essential |
| Regulatory framework | Essential |
| Service design, frameworks and tools | Desirable |
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| **Qualifications** | **Management qualifications in the field of Health and Social Care** |
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