



Job Description

POST: OPERATIONAL SERVICES MANAGER

RESPONSIBLE TO: DIRECTOR OF OPERATIONAL SERVICES

ACCOUNTABLE TO: CHIEF EXECUTIVE

ROLE: To contribute to managing the provision of high quality, cost effective services that meet the needs of individuals in line with relevant policies, procedures and legislation within the area, and to contribute to the corporate management of the organisation.

DUTIES

1. To provide leadership and direction to allocated Local Authority areas and contribute to the leadership and direction of the operational services department and the organisation.
2. To develop and maintain person centred services that incorporate key planning tools such as Active Support and Positive Behaviour Management, and promote a culture of positive Risk Management.
3. To develop managers and other staff to achieve the organisation's objectives.
4. To facilitate and implement change that has a positive impact upon the area, the operational services department and the organisation.
5. To be self motivated and effectively manage own time.
6. To work in partnership with others to ensure the organisations work is effectively managed and the rights of the people supported are championed.
7. To contribute to the development of policy and procedures as required.
8. To ensure that all resources are effectively managed and that contracts are monitored and implemented as specified.
9. To lead the development, implementation and maintenance of quality management systems within the locality.
10. To contribute towards the strategic/corporate management of the organisation.
11. To promote equality of opportunity and anti discriminatory practice.
12. To ensure that Safeguarding Procedures for Vulnerable Adults are promoted and implemented.
13. To ensure that the legislative and social framework underpinning the provision of social care services is understood and adhered to, for example Health and Safety.
14. Any other duties commensurate with the level of the post.

Operational Services Manager

Person Specification

Qualifications, Experience and Knowledge

This post requires 3 years experience of managing services for vulnerable adults, and experience of managing and leading staff in a variety of different settings.

Essential

- Demonstrate the ability to develop and maintain person centred services that incorporate a strong ethical values base.
- It is essential that you are able to demonstrate compliance with the qualifications and experience required to operate as a Registered Manager under the Care Standards legislation
- Demonstrate evidence of developing individuals and self, including experience of recruitment, induction, supervision etc.
- Have experience of developing and implementing support plans for individuals with a range of support needs, including behaviours that can challenge services, and complex support needs. This should include knowledge of developing and maintaining support plan tools for example behaviour management plans, teaching plans and risk management processes.
- Have a broad understanding of the legislative and social framework underpinning the provision of social care services, for example Health and Safety.
- Have experience of effectively managing budgets, contract monitoring, and creative utilisation of staff resources.

Desirable

- Hold a Nationally recognised professional qualification in Social Care, and/or management (e.g. Social Work, Level 4 Management, Nursing).
- Positive Behaviour Management Qualification

Skills and Abilities

Essential

- Have the ability to develop and maintain effective relationships with staff at all levels, peers, service users, families, colleagues and other agencies.
- Have excellent communication skills.
- Is well organised, prioritising, planning, and effectively managing time.
- Has the ability to lead teams.
- Can initiate and manage change effectively, and puts energy into achieving positive outcomes.
- Highly self motivated with the ability to motivate and positively influence others.
- The post holder must be able to participate in an out of hour's advisory service.
- The ability to drive with the use of a vehicle with business cover is essential
- Should have good presentation skills to a variety of audiences
- The ability to develop clear operational plans.

Personal attributes

Essential

- Must have a commitment to confidentiality.
- Must be able to manage personal emotions and stress.
- Must be an exemplary role model.

