

JOB DESCRIPTION

Job title	Locality Manager
Department	Operations & Development
Grade	B1
Hours	Various hours to suit operational needs of the service which may include weekends and bank holidays
Job Purpose	
<ul style="list-style-type: none"> • To ensure service specific regulatory, legislative and contractual obligations for the provision of social care services are met, as per current requirements. • To manage and lead teams to provide support that enables the people we support to achieve the outcomes of their individual Person Centred Plans and the aims and objectives of the service. • To carry out all aspects of the role within the guidance of the Organisation’s vision, mission, ethos and values, enabling the people we support to maximise their independence, choice and control, acting as a role model and practice leader to the teams. • To carry out all aspects of the role within the guidance of the Walsingham Staff, Dignity & Personalisation Charters and the Code of Conduct for Healthcare Support Workers and Adult Social Care Workers. • To ensure that you have processes and procedures in place to ensure the prevention and control of infection. • To ensure that all staff are aware of their responsibility for the prevention and control of infection. 	
Responsibilities	
<u>Leadership & Management</u>	
<ol style="list-style-type: none"> 1. To lead and direct the teams in person centred planning and support for the people we support, ensuring that tailored support plans are completed, reviewed and continuously developed to meet individual needs, wishes and outcomes. 2. To ensure teams actively support and promote the health and wellbeing of people we support and that current issues or changes in health, behavioural, emotional, psychological or mental health needs are reported to the relevant professionals and support sought if necessary. 3. To lead and direct teams to facilitate and empower independence of people we support. 4. To lead and direct teams to facilitate effective communication, enabling the people we support to make their own informed choices, communicate their own wishes and be “listened to” whatever their means of communication. 5. To lead and direct teams to take an active role in the spiritual and cultural needs of the people we support according to the individual’s beliefs, wishes and customs. 6. To ensure all support provided preserves and respects the dignity and privacy of the people we support. 7. To take responsibility and lead teams in ensuring that every individual we support are safeguarded effectively from harm, abuse, and unnecessary risk. 8. To lead the assessment and ‘move in/on’ process for the transition of people we support moving in and on from services, in line with the referrals and “Moving On” policy. 9. To actively manage voids through prevention, early identification of and partnership working with the Business Development and Marketing and Communications teams to effectively promote and fill voids. 10. To take an active role in the development and growth of the Organisation, supporting the business development objectives and Key Performance Indicators (KPIs) in line with the Organisational strategic aims and objectives. 11. To maintain a good local market knowledge to ensure that opportunities for the people supported are maximised and that the Organisation is aware of external changes that will affect the service(s) market position. 12. To be responsible for quality management and auditing of service delivery, maintaining accurate internal and external quality assurance records and completing any required improvement actions. 13. To be registered with the appropriate regulatory and monitoring authorities as required. 14. To understand and apply ‘best practice’ operational systems, particularly in relation to continuous improvement, customer satisfaction, and quality assurance. 15. To demonstrate a sound knowledge of Walsingham’s strategic and annual business plan and ensure that the service objectives fits within these. 	
<u>Policy, Legislation and Administration</u>	
<ol style="list-style-type: none"> 16. To adhere to, lead on, and ensure that your team understands and operates within all Organisational policies, procedures, best practice guidelines in relation to Health and Social Care Standards, and local contractual arrangements and that staff understand their responsibilities within them. 17. To ensure all work by both yourself and others is safely carried out within Organisational policy and the Health & Safety at Work Act (1974), proactively managing hazards and risks and responding appropriately to Health & Safety emergencies. 18. To ensure that teams are fully aware of their responsibilities as defined by Walsingham Policy and the Health & Safety at Work Act (1974). 19. To ensure Risk Assessments are undertaken, recorded, delivered and regularly reviewed. 20. To ensure that emergency business contingency plans are comprehensive and are regularly reviewed. 21. To ensure all records are updated and maintained accurately, in line with Confidentiality and Data Protection policies, legal and contractual requirements, Walsingham policies and procedures and service level arrangements. 22. To provide written reports as required by the role and as directed by your line manager. 23. To report and record any significant issues, including accidents & incidents, notifiable events, safeguarding or other concerns through appropriate channels as outlined in the scheme of delegation and relevant policies and procedures. 	
<u>Relationships & Communication</u>	
<ol style="list-style-type: none"> 24. To develop professional relationships with colleagues, families, other stake holders; partner organisations and regulatory bodies. 25. To act as an excellent role model to your team demonstrating best practice and maintaining a high standard of quality. 	

<p>26. To be a member of the regional management team, attending and participating in regional team meetings, communicating effectively and taking responsibility for achieving individual and shared project tasks.</p> <p>27. To support the regional management team, for example, by undertaking and supporting investigations, chairing disciplinary hearings and providing management cover in the event of absence.</p> <p>28. To attend external meetings as required, representing the organisation in a professional manner by demonstrating thorough preparation of information, knowledge of the subject and affective reporting and responsibility for achieving any subsequent actions.</p> <p>29. To plan, lead and record team meetings and ensure that all relevant information is shared and communicated appropriately.</p> <p>30. To work with the Operations and Development Manager and Head of Operations and Development in identifying, reporting and resolving issues that affect the management of the service.</p> <p>31. To respect and understand people's needs in relation to: gender (including gender identity), age, sexual orientation, race, religion or belief and disability.</p> <p>32. To communicate effectively sharing relevant information in a timely and appropriate manner.</p>
<p><u>Budgets and Finance</u></p> <p>33. To develop the budget for your service within agreed time scales.</p> <p>34. To ensure effective financial planning and budgetary control for the service, liaising as appropriate with the Operations and Development Manager and the Finance Department.</p> <p>35. To ensure that all financial transactions are recorded and monitored in line with relevant Organisational policies and procedures.</p>
<p><u>Human Resources</u></p> <p>36. To organise and monitor available staff resources, within current legal and Organisational frameworks, ensuring agreed levels of cover at all times (which may include on-call arrangements).</p> <p>37. To ensure that sufficient staff with the right experience and skills are available to deliver the service.</p> <p>38. To lead the recruitment process and ensure all staff vacancies are filled appropriately and within a timely manner.</p> <p>39. Ensure all new team members receive a full and comprehensive Induction.</p> <p>40. Ensure supervision adheres to Organisational policy and procedure and that practice and performance are discussed regularly within this.</p> <p>41. Ensure that all team members receive an annual appraisal.</p> <p>42. To identify and undertake regular training for both yourself and staff and understand and value opportunities for the continuing professional development for you and your team.</p> <p>43. To facilitate team training, development and meetings.</p> <p>44. To manage and monitor though the resources available, staff attendance and follow Organisational policy and procedure when addressing sickness absence.</p> <p>45. To manage employee relations issues in line with Organisational policy and procedures, ensuring appropriate advice is sought from relevant departments and the Operations and Development Manager.</p> <p>46. To immediately report (within the bounds of practicality) any customer feedback or grievance to the Operations and Development Manager; responding and recording as per policy requirements.</p>
<p><u>General</u></p> <p>47. To travel to allocated locations, if required.</p> <p>48. To participate in on-call arrangements, as appropriate.</p> <p>49. To take responsibility for your job description and an active role in determining and meeting your development needs.</p> <p>50. To carry out any other duties that are within the scope, spirit and purpose of the job, its title and are requested by the post-holder's line manager.</p>

PERSON SPECIFICATION FOR LOCALITY MANAGER – DRIVER

CRITERIA	ESSENTIAL	DESIRABLE
Qualifications & Training (i.e. the level of education & professional development that the job requires)	<ul style="list-style-type: none"> Level 3 Social Care qualification. (Minimum essential requirement) Level 5 Social Care qualification in line with the organisation’s Strategic Aims or a willingness to complete the qualification within a designated timeframe Willingness to work towards a Level 7 Social Care Qualification as required. 	<ul style="list-style-type: none"> Appropriate Level 7 Social Care qualification
Legal Requirements	<ul style="list-style-type: none"> To achieve and maintain a satisfactory Enhanced Disclosure and Barring Service Certificate. Ability to provide evidence of right to work in the UK. Must be 21 or over and have held a full manual driving licence valid for driving in the UK for a minimum of 2 years as per Walsingham Insurance requirements. 	
Experience (i.e. the quality or quantity of different experiences that the job requires)	<ul style="list-style-type: none"> Good experience of working at a supervisory level in a care/support setting within the last 3 years Experience of coaching and mentoring 	
Knowledge, skills & competencies (i.e. the specific skills and knowledge that the person is required to bring to the job and the behaviour that is needed for effective performance)	<ul style="list-style-type: none"> Good knowledge & practical implementation of The Health & Social Care Act (particularly the Essential Standards of Quality & Safety in England and / or Care Standards Regulation in Wales) and other legislation relevant to the running of the service Ability to demonstrate clear communication skills both verbal and written High level of numeric skills Ability to set and monitor service budgets Excellent level of people management skills Excellent level of conflict management skills Excellent level of interpersonal skills Excellent level of listening skills Excellent level of team skills, but also possess the ability to work on their own Excellent level of organisational skills Excellent level of planning, prioritising and monitoring skills Excellent level of decision making skills Ability to work under pressure Ability to set and work to deadlines Computer literate, skilled in using Microsoft Office - particularly Word, Excel, Outlook and the Internet 	
General attributes (i.e. aspects of the personality & beliefs that are required to carry out the post effectively)	<ul style="list-style-type: none"> Ability to deal with confidential material appropriately Ability to build and maintain relationships internally and externally with a variety of professional contacts. Ability to support, empower and promote the rights of people with learning disabilities Demonstrates a commitment to Walsingham’s Vision, Mission and Ethos and Values. Ability to work to your own initiative and take responsibility for both your own actions and those of your team Ability to recognise, challenge and remedy bad practise Ability to create a working environment that promoted diversity 	
Other	<ul style="list-style-type: none"> Ability to co-ordinate and participate in on-call arrangements Ability to adapt working style to meet needs within an ever changing environment Ability to carry out appropriate physical aspects of the role such as using hoists, pushing wheelchairs, supporting service user activities etc. Ability to work a variety of shifts across a 24 hour day, 7 day week, 365 day year rota Ability to travel independently to various locations across the organisation for training, meetings, cover etc., that may involve overnight stays 	

COMPETENCIES OF ROLE

COMPETENCY	EXPECTATIONS
<p>Achieving Results: Prioritising / Planning & Business Development: Identifies how a person works to meet their targets, support their own and team / organisational objectives & actions and works towards a high standard of service delivery</p>	<ul style="list-style-type: none"> • Achieves all targets set and strives to exceed targets. • Understands the business climate and external impact on Walsingham. • Supports business development targets through planning ahead • Works to identify and minimise risks which could negatively affect the finances or performance or reputation of the organisation. • Is able to effectively prioritise the needs of the service. • Manages and maintains the service to a high standard. • Is able to identify strengths and weaknesses and effectively manage tools & resources to improve knowledge and performance. • Acts as a mentor to all their team and promotes positive development in each person.
<p>Values / Equality and Diversity Demonstrates and evidences treating everyone as equals recognising everyone's own skills, qualities & individuality.</p>	<ul style="list-style-type: none"> • Works in a diverse way that is inclusive of different cultural and ethnic needs. • Is able to support the team to meet the needs of people we support and colleagues and appropriately challenges any areas where this is not being met. • Works to promote person centred approaches in all aspects of service delivery • Monitors teams and individuals performance in meeting goals and targets identified in person centred plans. • Ensures that team members have the tools, resources, training and competency to meet the needs of the people we support.
<p>Meeting Customer Needs & Achieving Outcomes This promotes Walsingham values and ethos through a desire and willingness to respond effectively and efficiently to the needs of internal and external customers. Continually looking to improve quality and achieve outcomes.</p>	<ul style="list-style-type: none"> • Is able to meet the needs of people being supported • Actively works towards exceeding customer expectations. • Works to ensure that the organisation has the tools to meet customer needs, such as accessible information. • Encourages feedback from people we support, staff, stakeholders etc. to enable the continuous improvement of service delivery.
<p>Problem Solving & Decision Making The ability to view a problem positively, seeking and presenting solutions with a view to learning to improve future practice. An ability to make informed decisions and seek advice and support to make decisions where required.</p>	<ul style="list-style-type: none"> • Understands the responsibilities, decision making and authority level of the role. • Is able to work within the requirements of Policies and Procedures but can also appropriately challenge and raise suggestions for improvements using clear researched evidence to put their case forward. • Is able to contribute to wider discussions and supports organisation problem solving • Actively promotes joint working and suggestions from colleagues to resolve issues or improve working practices. • Takes opportunities to contribute to projects or participating in project groups. • Has the ability to identify potential obstacles or issues and can proactively resolve these.
<p>Relationships and Teamwork The ability and desire to work in harmony with colleagues across Walsingham, seeking positive outcomes & solutions and working towards agreed targets and objectives. Supporting colleagues and taking on appropriate levels of accountability and responsibility. Able to communicate effectively to everyone both internally and externally</p>	<ul style="list-style-type: none"> • Takes pride in the achievement of the team and works to ensure each person feels supported and valued. • Understands responsibility and authorisation levels and promotes these in all aspects of their role. • Works collaboratively with other managers and actively encourages opportunities for wider team working both within Walsingham and external to the organisation.
<p>Technical Knowledge The ability to understand the remit of the role and evidence the technical knowledge and ability required within that role.</p>	<ul style="list-style-type: none"> • Works to improve standards through their own knowledge and experience and passes this to others through leadership. • Works to increase knowledge and understanding of health and social care through training, mentoring and research.
<p>Learning from experience and developing practice The ability to improve own practices through reflective review and to analyse own performance to inform future development. Is committed to learning and developing own practice as well as supporting development in others.</p>	<ul style="list-style-type: none"> • Regularly reviews performance to identify successes or areas to be learned from / improved upon both for their own performance and the organisations. • Takes personal responsibility for ensure effective improvement is implemented. • Contributes effectively to supervisions and appraisals and always works to improve their own performance.
<p>Leadership Organising a group or groups of people to achieve a common goal.</p>	<ul style="list-style-type: none"> • Manages a team of staff within a service or function. • Ensures that the service has competent staff employed to manage all day to day functions and requirements.