

JOB DESCRIPTION

POSITION:	SERVICE MANAGER
AT:	CHURCH STREET DEWSBURY WF13 1LD
RESPONSIBLE TO:	OPERATIONS MANAGER

HOURS	TUESDAY - FRIDAY
PAY	£12.21 PER HOUR

1. ABOUT MENCAP IN KIRKLEES

We are a registered charity providing services to people with a learning disability who live in Kirklees.

2. **OUR VISION** is of a world where people with a learning disability are valued equally, listened to and included.

3. **OUR MISSION** is to:

- Support people with a disability across Kirklees, to fulfil their potential and lead happy and purposeful lives.
- Involve these people and their families, staff and other stakeholders in every aspect of the services and activities we provide.
- Campaign for change & improvement in the lives of people with a learning disability.
- Build on our high quality services and be responsive to changing needs.
- Run an effective & well managed organisation which provides excellent value for money.

4. ABOUT CHURCH STREET

Three services operate from our Church Street base in Dewsbury town centre.

- Arena is a great place for people with a moderate learning disability to meet friends and try new things. Up to 12 people come to Arena every day. The members of the Arena are quite independent therefore most of them make their own way to the service.

The members decide what they want to do and there are always lots of activities to choose from.

- Super Tuesday is a quieter social group for 6-8 people with a mild learning disability. The sessions run from 10.00 – 4.00pm and include a light lunch. The group is led by a club co-ordinator and a volunteer.
- FRlendcap is an evening social group for up to 10 people. The sessions are run by a club co-ordinator and a volunteer and take place between 6.30 – 8.30pm.

5. THE JOB:

This job involves being responsible for all the services operating from the Church Street base. This includes the development of the services, the management of the staff team and the care & support of the members. You will spend the majority of your time with the Arena service but will have supervisory responsibility for the two club co-ordinators at Super Tuesday & FRlendcap.

All staff are expected to maintain high standards of customer care in the context of the organisations's vision, to uphold the Equality and Diversity Policy, health and safety standards and to participate in training activities necessary to their post.

6. MAIN DUTIES

The following is a broad outline rather than an exhaustive list.

- a. To work with individuals in a person centred way to promote their choices, dignity & independence.
- b. To design, commission or otherwise ensure provision of learning & activity programmes to members according to their individual needs and to meet the outcomes identified in their care plan.

- c. To evaluate the effectiveness of such programmes.
- d. To ensure that all staff training, supervision and appraisal is up to date and in accordance with Mencap in Kirklees policy.
- e. To promote and enable member involvement in all aspects of the service, including recruitment of support workers.
- f. To implement & audit effective record keeping in accordance with Mencap in Kirklees procedures, to include member and staff files, safeguarding information, health & safety and fire safety records.
- g. To arrange and attend team meetings, carers meetings & member forums.
- h. To build relationships with the local community and to develop an awareness of local resources.
- i. To ensure effective communication at all levels both internal and external to the service.
- j. To be responsible for the building, dealing with day to day repairs and maintenance and reporting major concerns to the Director of Business & Finance.
- k. To manage employee related matters such as staff absence, performance and conduct in accordance with agreed policy & procedure
- l. To lead & take responsibility for the safety and well being of staff, volunteers, members and visitors to the service.
- m. Be responsible for the security & maintenance of confidential data and information.

7. KNOWLEDGE & EXPERIENCE

- a. Experience of working with people with a learning disability.
- b. Experience of leading a team in a social care setting.
- b. Experience of managing a budget.

- c. Sound and up to date knowledge of safeguarding and how to respond to a safeguarding alert.
- d. Understanding of the Mental Capacity Act and Deprivation of Liberty Safeguards and how they relate to the people we support.
- e. Awareness of the challenges faced by people with a learning disability and a positive attitude in helping people to overcome them.
- f. An awareness of cultural needs and how to provide sensitive support.
- g. Ability to communicate at all levels.

8. SKILLS & ABILITIES

- a. A level of personal courage to challenge poor, unsafe or oppressive practice.
- b. A high standard of literacy and numeracy to be able to write reports and other correspondence.
- c. To have a passion and be empathetic and skilled in working with adults with a learning disability.
- c. Ability to problem solve, even when under pressure.
- d. Confident IT user with the ability to use Microsoft Word and Excel.
- e. The ability to drive and have a car available for work is essential. Exceptions can be made for people with a disability
- f. Willing to learn and participate in further training.

9. PAY SCALE (AS AT 1ST APRIL 2019)

£12.21 per hour.

10. TRAINING & QUALIFICATIONS:

Our staff are our biggest asset and we want them to be well trained so they are able to provide high quality care to the people we support. In order that you can do that

we will provide training in all relevant topics. Whilst we arrange and pay for your training you will be expected to do some of the work, including coursework, in your own time. You will not be paid for this.

You will be expected to already hold, or be willing to work towards the following mandatory and core qualifications:

Care Certificate	Learning disability awareness	Fluids & nutrition
Safeguarding	Dementia awareness	MCA & DoLS
Fire safety	Handling other people’s money	Medication
Oral hygiene	Moving & handling	Equality & diversity
Dignity & respect	Pressure Care awareness	Food hygiene
Diabetes care	Infection prevention & control	Autism awareness
First Aid	Distraction & intervention	Epilepsy awareness
Writing in care records		

You will also be required to undertake a leadership or management qualification, the format of which will be agreed with your manager.

11. BENEFITS OF WORKING FOR MENCAP IN KIRKLEES

- a. Enrolment into our workplace pension scheme into which Mencap in Kirklees contributes 3% of your salary if you meet our qualifying criteria.
- b. Enrolment into a healthcare scheme that allows you to claim money towards the cost of dental, optical and other medical expenses.
- c. A generous holiday allowance that increases the longer you work for us.
- d. Sick pay and family friendly policies after a qualifying period.
- e. Membership of Mencap Extra’s offering discounts on lifestyle purchases such as cinema tickets and meals out.
- f. Ongoing investment in your personal development and training to help you to achieve your career goals.

12. A DAY IN THE LIFE

To help candidates to have a deeper understanding of the role they are applying for, we asked our existing staff to describe in their own words what a typical shift involves. This is what they said:

“As service manager, I found that first and foremost cultivating a strong foundation with my staff team to be one of the most important strategies in the success of managing the service. I believe a well managed team results in a well managed service, with staff wanting to give of their best, feeling appreciated and valued. A typical day would consist of making sure that every service user had arrived safely. Sometimes this would mean that I needed to call them at home to see if they have set off or call their mobile to make sure they were on their way. Every day is so different and consists of many aspects including, spending time to plan events, meetings with staff, talking to service users and listening to their concerns. Also I regularly consult with the senior management team to exchange ideas, organise trips and events, liaise with parents and offer support to them as well as making sure there is an exciting programme of activity in place. Part of my role is ensuring that all care plans are up to date, adjusting risk assessments daily where necessary. I continuously have to communicate with staff to help them support our service users in the best way possible. Additionally, I plan staff meetings that help promote a constructive team. These team meetings encourage ideas from staff that help the people we support to achieve their goals. Team meetings also allow staff to express their thoughts and ideas by having feedback from each other. I make sure that staff adheres to the policies and procedures of Mencap in Kirklees and I regularly go through policies and procedures with them.

I supervise all my staff and volunteers by following the supervision process that is set out by Mencap in Kirklees. This is an opportunity for me to express encouragement personally and raise any issues around their performance if necessary. Staff are also able to raise issues privately and I aim to find solutions in which to support them to develop professionally.

I review the progress, achievements and goals of the people we support throughout the year by having meetings with them, their parents and other partnerships/organisations who are involved in their support. When more serious issues are raised, I report these concerns to safeguarding and follow the relevant safeguarding procedure.

Much of this role is making sure other important tasks are dealt with such as the health and safety of the building, fire checks and evacuation procedures. Making sure all my staff are up to date on training and arranging cover to release them for training requirements. This role for me has been one of the best experiences I have had in my career in health and social care. I feel very fortunate to have had a part to play in the achievements and goals of the staff and service users here at Church Street!”

13. NEXT STEPS

You can get an application pack by ringing the Admin Team on 01484 340811 or you can download one from our website www.mencapinkirklees.org.uk

Send your completed application form to:

Admin Team
Brunswick House
33 East Street
Lindley
Huddersfield
HD3 3ND

Or email it to hr@mencapinkirklees.org.uk

Or you can hand it in at any of our services.

If you want to have a chat with the Operations Manager before filling in an application form you can telephone 01484 340811 or email info@mencapinkirklees.org.uk

UPDATED: MARCH 2019

Shortlisting criteria

We will use the following matrix when shortlisting candidates for interview

Essential	Desirable
Experience of working with people with a learning disability.	Experience of managing a budget.
Experience of leading a team in a social care setting.	
Sound and up to date knowledge of safeguarding and how to response to a safeguarding alert.	
Understanding of the Mental Capacity Act and Deprivation of Liberty Safeguards and how they relate to the people we support.	
Awareness of the challenges faced by people with a learning disability and a positive attitude in helping people to overcome them.	
An awareness of cultural needs and how to provide sensitive support.	
Ability to communicate at all levels.	
Ability to tackle poor, unsafe and oppressive practice.	
High standard of literacy & numeracy.	
To have passion & be empathetic & skilled in working with adults with a learning disability.	
Ability to problem solve, even when under pressure	
Confident IT user with the ability to use Microsoft Word and Excel.	
The ability to drive and have a car available for work.	
Willingness to learn and participate in further training.	