

Job Description – Service Manager

Reporting to:	Operations Manager
Responsible for:	Assistant Team Manager and Support Workers
Salary:	£36,000 per annum
Hours of work:	37.5 hours per week on a rota, including weekends

Job summary

The Service Manager leads the service, creating a high performing team that works with stakeholders and within legislation, policies, budgets, and other parameters to deliver an outstanding support service for adults with learning disabilities, meaning people supported stay healthy, are safe, and live well. This means that people with learning disabilities are treated as valued individuals and with respect and can enjoy private time and confidentiality. People we support are included in everything, use mainstream services, and are involved in their community. They are included in making decisions about their lives at every available opportunity no matter their level of disability and are able to take calculated risks. They have the right to achieve and reach their potential; and gain personal satisfaction through social activities, learning, and work.

Key responsibilities

Living our values and understanding our work

- Conduct yourself in a manner that reflects our standards for both staff and managers.
- Promote LDN London's values and standards, ensuring your team understands them and puts them into practice at all times.
- Create a team where different cultures and backgrounds, and the work of others is valued and respected.
- Advocate for the people you support, your service, and your team.
- Maintain detailed knowledge of LDN London's services, relevant legislation, quality standards, and sector developments.

Leading people

- Be a role model for people in your team, following best practice, our standards, and policies and procedures.
- Create a working environment where people excel and achieve.
- Manage staff according to LDN London's procedures.
- Manage and resolve disputes.
- Undertake fact finding and investigations participate in ER hearings as needed.
- Recognise achievement.
- Be present and available to team and creating a culture of listening and responding

Leading safeguarding and safety

- Ensure team awareness of the vulnerability of the people you support and be alert to potential for abuse.
- Use local and national policies and procedures for recognising, recording, reporting, and participating in safeguarding protocols.
- Lead safeguarding activities, ensuring compliance and effective cooperation with all stakeholders.
- Manage incidents as necessary, ensuring prompt and thorough reporting and investigations and that all records are updated accurately and promptly.
- Promote a safe working environment, ensuring health and safety is appropriately managed and health and safety incidents are managed according to legislation and procedures.
- Record staff accidents and incidents appropriately.
- Liaise effectively with stakeholders, e.g. LDN London Facilities or property owner, as well as social workers and commissioners about safety issues.
- Ensure all safeguarding and health and safety incidents are reviewed and appropriate learning is undertaken as a result.

Improving quality

- Lead quality improvement in your service, ensuring staff are aware of policies, procedures, and guidance and any relevant changes.
- Undertake and participate in quality audits.
- Enhance the quality of care and support by working within LDN London's values, the Care Act, all appropriate care standards, and any regulations pertinent to the service.
- Ensure continuous service and organisational development through monitoring and review of business planning, complaints, surveys, audits, inspections, and quality assurance processes.
- Create a high performing team through effective performance management, addressing probationary, conduct, performance, and grievance issues promptly

and effectively in line with relevant procedures and in liaison with Human Resources.

- Contribute to the recruitment and selection of staff, in line with equality and diversity and LDN London's values.

Communicating effectively

- Hold regular meetings with staff, people you support and other relevant stakeholders.
- Share information appropriately in your service.
- Liaise with relevant agencies including attending internal and external meetings as appropriate.
- Quarterly contract monitoring completion of accurate and timely records and attendance in meetings to discuss and support development of the service.
- Develop and share information about the offer with stakeholders (families. Social workers etc)

Developing people

- Ensure your team has the appropriate knowledge and skills through effective induction, supervision, and training.
- Ensure people's training is in date and records are up to date.
- Identify personal development needs to meet both operational and professional needs and to actively participate in supervision and appraisal.
- Attend internal and external learning events and develop relevant knowledge, techniques, and skills.
- Share knowledge across LDN London.
- Oversee and deliver in service inductions

Managing resources and risk

- Ensure resources, including staff, are used appropriately and effectively.
- Ensure effective, positive risk management within the service ensuring team and service user involvement and understanding of risk assessment processes so that risks are appropriately assessed and managed.
- Oversee and ensure effective property management which offers high quality accommodation environments. Ensure that the building is maintained to a high standard, utilising the facilities department and landlords and monitoring and management of health and safety.
- Manage void and referral processes, ensuring effective communication in relation to void management, to actively complete assessment and review at all stages of placement from referral, transition, move in and review for move on. Ensure the environment meets need and that it is an attractive, welcoming home for everyone living there and adaptations and hours are agreed in advance of moves.
- As the budget holder ensure effective budget management. Be involved in the setting and review of annual budgets; promoting team understanding and

ensuring financial controls are observed; ensuring effective communication with the finance department and line management in relation to variances and implementation of agreed actions.

- Provide and ensure a high standard of service administration. Ensure completion of all IT and paper-based records required by LDN London and within the requirements of the Care Act.
- Ensure finance records reflect budget, culture, and lifestyle, agreed care plans within the management of ISFs and personal income. Team Manager – May 2022
- Manage your own time effectively in order to complete all responsibilities to aid business development.
- Ensure all data is managed in accordance with confidentiality protocols and data protection legislation, taking action to report and address misuse or breaches.

Delivering results

- Make clear and achievable plans that people understand and buy into and achieve.
- Encourage relationships, support people with their emotional needs, advocate on behalf of people as appropriate and encourage self-advocacy skills.
- Ensure people supported have their voices heard at service, organisation, local community and nationally levels such as tenants meetings, consultation and co-production events and local/ national elections.
- Ensure and support the delivery of a Total Communication environment to maximise communication skills and maintain or develop individuals' skills.
- Ensure an Active Support model of service delivery is consistent across the team.
- Oversee and ensure effective person-centred planning and support which identifies aspirations and ensures plans support development of potential and maintaining of existing skills.
- Deliver and monitor individualised support to address day to day needs in relation to health promotion, risk management, domestic standards, employment, education, culture, and the dignified and respectful delivery of intimate personal care.
- Ensure support to maintain and develop relationships, establishing and building supportive links with parents/relatives, maintaining internal and external working relationships, responding appropriately to concerns raised.
- Ensure the gathering of evidence of support and outcomes, actively challenging barriers internally and externally and ensuring value for money of personal monies, Personal budgets/ ISFs.
- Support people to understand and take risks, being mindful of the MCA and the right to make unwise decisions and make mistakes as part of life and learning while also being clear on duty of care and responsibilities as professionals.

This job description is a general guideline only of the key responsibilities of the post. These may change from time to time in accordance with the organisational and Departmental needs. The post holder is expected to work within agreed budgets and policies and procedures of both LDN London and the individual service, adopting a flexible approach to carry out any duties commensurate to their role.



Learning Disability Network London

Selection criteria

To be shortlisted for interview you must display sufficient knowledge, experience, and reasoning in each of the criteria below using real examples:

Living our values and understanding our work

Managers should understand the social, political and cultural context with which they work and share our vision of how people with learning disabilities are treated

Leading people

Managers should understand and demonstrate effective leadership and management, working alongside their team and leading by example

Leading safeguarding and safety

Managers should ensure safeguarding and safety are always at the forefront whilst respecting informed decisions and the Mental Capacity Act

Improving quality

Managers should understand what outstanding means and always work towards achieving this

Communicating effectively

Effective communication should include all stakeholders, including families, professionals, colleagues, the public and, most importantly, the people supported

Developing people

Managers should develop the skills of their team, irrespective of their experience to deliver the vision of the service and the ambitions and needs of the people supported

Managing resources and risk

Managers plan and use resources effectively and understand and manage risk

Delivering results

Managers should always focus on delivering the vision of the service and the ambitions and needs of the people supported efficiently and safely

Additionally we will expect you to:

- be computer literate
- be able to work alternate weekends
- be able to work “hands on” with your team
- have experience working with people with learning disabilities
- have, or are working towards, RMA/LMC, Health and Social Care NVQ4./ QCF 5 or equivalent

The standards above reflect our management standards which inform induction, probation, performance management and appraisal processes to support development in your role and career.