

SERVICE MANAGER

Identifying Facts

Current Job Title:	Service Manager
Service Sector:	
Organisational Relationships:	Reports to Operations Manager
Line Manages:	Care and Support Managers / Team Leaders (as applicable) Care Staff Administrators Domestic Staff (where applicable) Transport Staff (where applicable) Maintenance Staff (where applicable)
Qualification Requirement:	SVQ4 Health and Social Care (or equivalent) and a relevant management qualification

Job Purpose:

To manage the service to ensure that customers receive a quality person centred experience.

Major Tasks

1. Meeting Customer Requirements
2. Manage staff
3. Budgetary and Financial Controls
4. Facilities
5. Transport
6. Meeting Statutory Requirements
7. Service Promotion and Development
8. Risk Assessments
9. Investigations

Main Activities

1. Meeting Customer Requirements

- 1.1. Manage the referral process to ensure these are handled appropriately and that agreed protocols are followed. Where necessary, meet with Social Work and/or the Local Authority to assess if the Service can meet the requirements of a potential Customer taking into account different factors (e.g.: skill set of Support Staff).
- 1.2. Meet regularly with Team Leaders to discuss the support plan in place for Customers, creating, implementing and reviewing various risk assessments and taking into consideration any changing needs of the Customer.
- 1.3. Check that staff are referring to the Customer's Care Plan and that the support and care detailed in the plan is being delivered consistently.

- 1.4. Check that staff are referring to the Customers' Care Plan to confirm any prescribed medication to be administered and the schedule to be adhered to, keeping clear and accurate records of this.
- 1.5. Check that Customer finances are being managed and protected in accordance with the Customers Care Plan by directly or indirectly reviewing the associated records.
- 1.6. Liaise with other staff and managers to ensure customer requirements regarding housekeeping, catering, driving and maintenance are being met or exceeded.
- 1.7. Maintain open lines of communication with Customers and their Families by encouraging informal dialogue, so that they feel comfortable to discuss any issues, concerns, suggestions or compliments.
- 1.8. Ensure meetings are conducted appropriately, between Team Leader and Customer / Family / Social Work, where the key areas to be addressed may be concerns for the Customers health, safety concerns, any inability to deliver the service that the Customers require, by leading the meeting or identifying the lead for the meeting.

2. Manage staff

- 2.1. Identify the required staffing for the service taking into account the needs and requirements of the customers and any contractual or regulatory requirements. Recruit staff within authorised establishment or seek permission to vary establishment.
- 2.2. With Team Leaders discuss staff rotas and ensure effective rota management, checking that the staff deployed are adequately trained to deliver care and support to customers, as outlined in the Care Inspectorate's requirements. Review monthly the working hours and times of staff to avoid staff working excessive hours.
- 2.3. Ensure that training requirements are fulfilled effectively by discussing with Team Leaders whether Training needs are being met (including specialist training) and make suitable provisions for that need to be met using the most appropriate means e.g. Referrals to the NHS, or Training provided by the Manufactures themselves, on use of equipment.
- 2.4. Provide advice and guidance to Team Leaders in accordance with Capability Scotland's and the Care Inspectorate's policies and procedures. Develop staff skills through inclusion in a range of developmental activities.
- 2.5. Conduct Management Support Meetings, Quarterly reviews and Annual Reviews with Team Leaders and other Staff. Where the desired outcomes have not been achieved, identify what further action needs to be taken. Address any concerns regarding staff performance, conduct or attendance.
- 2.6. May conduct formal absence, disciplinary and grievance hearings and issue sanctions up to and including dismissal. Ensure that any staff dismissals or other concerns are reported to the relevant regulatory body (ies) as required.

3. Budgetary and Financial Controls

- 3.1. Contribute to the budget development process by identifying expected changes in the service, its environment and other factors that may be relevant to the preparation of its budget.
- 3.2. Review and monitor four weekly management accounts and report / seek clarity on variances as necessary to both Finance and the Operational Manager.
- 3.3. Ensure efficient and effective financial management of the services (and where applicable Customer) finances ensuring appropriate and sufficient controls are in place to safeguard resources, track expenditure and income.
- 3.4. Monitor the services assets by planning for their replacement taking into account the need for new equipment, the degree of urgency, the direct and indirect costs and benefits of acquisition.
- 3.5. Authorise and sign off on requests for petty cash, as well as, Purchase Orders (up to agreed limit), ensuring relevant policies and procedure are followed.

4. Facilities

- 4.1. Will review the suitability of the facility and directly or indirectly manage the facility and its maintenance and/or manage the relationship with the facility provider.
- 4.2. Will specify and implement small project work (e.g. change of room use, redecoration) within financial limits. Will specify large project work and implement in conjunction with Operations Manager.
- 4.3. May manage facilities and other service staff directly or indirectly.

5. Transport

- 5.1. Will review the suitability of transport provision at the service and directly or indirectly manage the transport provisions. This may include using a range of external providers or using customer or service vehicles. Will ensure that vehicles used are properly maintained and insured.

6. Meeting Statutory Requirements

- 6.1. Manage the service in accordance with statutory requirements.
- 6.2. Ensure that own knowledge of Legislation and Care Inspectorate Requirements regarding Adult and Child protection is current and accurate.
- 6.3. Complete an online Self-Assessment form and Annual return via the Care Inspectorate website needed for Care Inspections. Facilitating Care Inspections by making available any evidence to substantiate the details contained in the Self-Assessment or Annual return e.g. Care Plan or Activity Logs.

7. Service Promotion and Development

- 7.1. Promote the service to Customers, Families, Social Work and within the local community to encourage new customer referrals.
- 7.2. Contribute to the development of the service by actively sourcing for business development opportunities, and drafting Business Cases to be presented to internal and/or external funders. This activity may entail liaising with different stakeholders prior the preparation of the project proposal, preparing a detailed outline of the project/s, performing cost-benefits/ risks analysis, etc.
- 7.3. Actively explore with customers would they want from the service, how their needs would change and how the unit and service could deliver this.

8. Risk Assessments

- 8.1. Will review and authorise Risk Assessments for Customers prepared by Care Workers looking to see that the correct risks are identified, appropriate control measures are in place and highlight areas that need further clarity or amendment. Will ensure that appropriate and meaningful risk assessments are prepared and adopted and communicate to staff any necessary actions.

9. Investigations

- 9.1. Will investigate issues formally or informally upon request or on own volition to identify the root cause of an apparent concern (including complaints). Will consider what action can and should be taken and, where necessary, will liaise with relevant authorities such as the police, local councils or other regulators. Will address issues and/or refer to the Operations Manager in complex circumstances or where organisational changes are required.

Applicable for all roles:

To undertake any other duties related to the responsibilities of the post and which may be delegated by Capability Scotland management.

Agreement

Job holder: _____
 Name: _____
 Date: _____

Management Representative: _____
 Name (Line Manager): _____
 Date: _____

Trade Union Representative: _____
 Name: _____
 Date: _____