

## Development Manager: Communications, Wellbeing and Services



### Job Description

- **Service Area:** Housing & Community Support Services (HACSS) and/or Children & Adult Transition Services (CAATS) (whichever is applicable)
- **Base:** The Action Group, Norton Park Centre, Edinburgh (or other local base as specified by line manager) Line Managed by: Deputy Chief Executive
- **Salary Range:** C1 – C3 (£35,287 - £36,828 p/a)
- **Hours:** 39 per week (jobsharers and other requests to work flexibly will be considered)

#### **This post requires PVG scheme membership**

**This post requires registration with the Scottish Social Services Council (SSSC).** Applicants who are not registered with the SSSC when starting will have 6 months in which to register. Applicants already registered must inform the SSSC of their employment with the Action Group.

#### **This post requires being a registered manager with the Care Inspectorate.**

- 1. Purpose of the Post: this section tells you how your work contributes to the vision, mission and aims of the organisation:**
  - a) To ensure a consistently high quality of care and support in the organisation's services.
  - b) To contribute to the development of policy, procedure and strategic plans.
  - c) To continue to develop the profile and activity of the Action Group's HACSS and CAATS services and to lead change and improvements as required.
  - d) To generate new services for the Action Group. This includes but is not limited to:
    - applying for funding
    - finding service solutions including the redesign of existing services where required
    - liaising with housing associations as required to provide housing options and bringing in new service users to existing or new teams/services.
  - e) To be passionate about improving communication across the organisation and to help ensure all information is in a format which is easily understood.
  - f) To support the organisation with its digital strategy for the people who use our services, our staff, our external partners and potential service users.

## **2. Business Plan: this section tells you how you contribute to the business plan:**

### **2.1 Quality**

- a) You will work in a manner that ensures the quality systems throughout HACSS and CAATS are adhered to and that the people we support get the best lives and person-centred support possible.
- b) You will work positively across service boundaries to solve problems and improve services.
- c) You will assist the Deputy Chief Executive (your line manager), so that they can provide information about quality to the CEO, the senior management team and the board in order to contribute to annual reports on CAATS and HACSS.

### **2.2 Investors in People and policy/regulation**

- a) You will work to ensure that you and your colleagues in HACSS and CAATS understand and implement the processes of the Investors in People standards and other quality or service accreditations as applicable (this includes Care Inspectorate standards, Autism Accreditation, Charter for Involvement standards Health and well-being awards, etc).

### **2.3 Welfare of Services Users**

- a) You will work in a manner that ensures that policies are both understood and support the protection, welfare and safety of service users and reflect best current practice.
- b) You will promote a culture, and work within systems and methods, which empower service users and staff so that poor practice is identified at the earliest possible opportunity. You will ensure we are always a “learning organisation” and we learn from our mistakes.
- c) You will ensure that you promote service user-led services and involve people who use our services in as many parts of your work as possible.
- d) You will comply with the Complaints Procedure which is in place for all service users, and carers, etc.

### **3. This section relates to your duties as a Development Manager**

#### **3.1 Accountability**

- a) As a Development Manager you will be accountable to the Deputy Chief Executive, through them to the Chief Executive, and through them to the Board of Directors, for the effective and efficient management of the Action Group.

#### **3.2 General: As a Development Manager you will:**

- a) Be responsible for the organisation and management of support and advice to groups of people with different support needs and hold overall responsibility for their care and safety while being supported by Action Group employees.
- b) Manage and supervise team managers and other staff (as required) and assist in their recruitment, induction and training.
- c) Maintain records as required and carry out the policies and procedures of the Action Group.
- d) Attend meetings of the Senior Staff Team, which is responsible for the implementation of policy throughout the Group and for the accomplishment of agreed objectives.
- e) Establish and maintain service quality systems in your own and related areas.
- f) Ensure staff and volunteers are managed, reflecting the Action Group's values and commitment to train, support and develop all staff. This is in line with maintaining the Investors in People (Gold) Award.

#### **3.3 Main Duties and Responsibilities**

**You will manage, advise and support team managers (and other staff as required), to ensure that service users are provided with person-centred and innovative support which is consistent with the principles upon which the Action Group's service is founded. You will do this by:**

- a) Promoting their integration into the local community and providing the means by which they will be enabled to develop skills and have access to as wide a range of experiences as possible.
- b) Assessing their strengths and needs and devising personal support plans in conjunction with the individual concerned, the key worker, family members and other appropriate people. Coordinating the implementation of the personal support plans and monitoring progress.
- c) Ensuring service user needs are met by liaising with other organisations in order to provide access to community based services and resources, including education, social work, voluntary groups, and leisure services.

- d) Ensure service user life skills are developed and increased in as many areas of life as possible. This will involve teaching and practical support, plus physical and emotional care, etc.
- e) Ensure that relatives and carers of service users are involved in and consulted about the provision of services where appropriate.

### **3.4 Management and Supervision**

**You will manage, advise and support line management staff to ensure that the following is achieved:**

- a) Ensure there is a clear plan for recruitment and take part in recruitment processes, including the shortlisting and interviewing of staff as required. Work positively to find solutions to staffing and retention issues.
- b) Help to plan and run induction training for new staff and volunteers, thus facilitating the development of a team approach within the staff group.
- c) Supervise, support and advise on particular approaches to problems. Attend regular staff meetings in order to brief staff and set working priorities. Adhere to the Action Group's system of performance appraisal.
- d) Ensure working hours and regular leave for staff are managed to the benefit of the service and that staffing is sufficient to ensure effective service delivery.
- e) Meet regularly with the Deputy Chief Executive in order to discuss the above tasks and make regular reports to them. Report any deficiencies in service.

### **3.5 Record keeping and procedures**

**To carry out the policies of the Action Group by:**

- a) Ensuring line management staff are briefed about policies, procedures and guidelines.
- b) Keeping records as required by policy guidelines of the Action Group and as agreed with the Senior Manager.
- c) Writing reports as required.

## **4. Authority**

Within the policies agreed by the Action Group and through the supervision of the Deputy Chief Executive, the Development Manager is responsible for the day-to-day management of the service.

## **5. Development**

The Development Manager will be expected to contribute to the general development of services provided by the Action Group. Flexibility in the post holder's pattern of work will be necessary to ensure that such developments are successful.

## **6. Health and Safety**

The Development Manager will ensure that all staff who fall within their remit of managerial responsibility are aware of and implement the necessary Health and Safety practices.

## **7. Supervision**

The Deputy Chief Executive, through regular meetings, is responsible for the supervision of the post holder and the development of their work. The post holder will participate in regular appraisals as per the organisation's policy.

## **8. General Duties: (these are applicable to all Action Group staff)**

- a) Read and work in accordance with TAG's Mission, Aims & Objectives, and current Business Plan
- b) Manage own work time effectively
- c) Keep on top of own paperwork and maintain effective and organised filing systems, as appropriate to the specific job role
- d) Treat everyone with consideration and respect
- e) Ensure prompt, polite and clear communication (whether responding to a query from a member of staff or a complaint from a service user)
- f) Keep up to date and comply with all applicable TAG policies and procedures (covering everything from personal Health & Safety to Care Commission Standards)
- g) Promote and respect individual rights and responsibilities at all time
- h) Retain the highest standards of confidentiality, as appropriate to the specific role
- i) Assist your manager and other work colleagues as appropriate and whenever possible
- j) Take charge of own CPD (Continuous Professional Development) and contribute to TAG maintaining the Investors in People standard
- k) Be responsible for own work life balance (e.g. taking Annual Leave at regular intervals, etc)

**This job description may be amended following discussions with the postholder and with the approval of the H Senior Manager HR.**

# Development Manager: Communications, Wellbeing and Services

## Person Specification

Essential Criteria	
<b>Motivation and outlook</b>	<p>Demonstrates a commitment to the Action Group’s vision, mission and values</p> <p>A self-starter with a positive attitude towards change, work, with creative ideas to improve support and services for people with support needs.</p> <p>Willing and able to work flexible hours as required including evening and weekend working.</p> <p>Ability to work across Edinburgh and the Lothians (as required)</p>
<b>Skills and experience</b>	<p>Social care management experience</p> <p>Experience in managing innovation and change</p> <p>Experience of direct work with people who have a variety of support needs</p> <p>Experience of promoting service user participation and involvement</p> <p>Experience of partnership working with different agencies</p> <p>Strong verbal and written communication skills</p> <p>Ability to present complex information to different audiences</p> <p>Negotiating, diplomacy and influencing skills</p> <p>Ability to initiate new opportunities/business for the Action Group</p> <p>Competent IT skills, including use of MS Office and information systems and a strong knowledge of digital communication systems</p> <p><b>Ability to register with the SSSC as a manager of services and be a registered manager with the Care Inspectorate.</b></p>

<b>Personal qualities</b>	<p>Proven ability to lead and manage teams effectively</p> <p>Effective teamwork skills</p> <p>Excellent time management</p> <p>Good initiative and creativity</p> <p>Confident and able to work on own initiative</p>
<b>Qualifications, relevant training and knowledge</b>	<p>Willing to undertake training and continuous personal development.</p> <p>Ability to complete relevant qualifications as necessary to meet SSSC requirements within 2 years of starting the post, e.g. SVQ 4 in Health and Social Care, plus SVQ 4 in Leadership and Management of Care Services.</p> <p><b>Can demonstrate knowledge of:</b></p> <ul style="list-style-type: none"> <li>• The legal, social and political context of social care</li> <li>• Care Inspectorate requirements</li> <li>• Business skills including recruitment and selection, project development and business planning</li> <li>• Management of information and administration systems</li> <li>• Quality Systems</li> <li>• Funding Streams</li> <li>• Investors in People Award</li> <li>• Direct Payments</li> <li>• Personalisation of Services</li> </ul>
<b>Other requirements</b>	<p>Willingness to travel across Edinburgh and the Lothians.</p> <p>Ability to work flexibly as required to meet service needs.</p> <p>Evening and weekend work to meet service requirements.</p>

<b>Desirable Criteria</b>
<p>Relevant qualification that meets SSSC requirements for managers within Care at Home and Housing Support Services</p> <p>BA Childhood Practice or Postgraduate diploma in Childhood Practice</p> <p>Full driving licence and access to a car for work purposes</p>