



Job Description

JOB TITLE:	Service Manager
COMPANY:	Deafblind Scotland
BASE:	Lenzie, Kirkintilloch
CONTRACTED HOURS:	Full time (35 hours/week)/Flexible Working
SALARY/BAND/GRADE:	Salary Scale 37 – 41 (£32,665 - £36,583)
RESPONSIBLE TO:	Head of Operations
ACCOUNTABLE TO:	Senior Management Team

Background

Deafblind Scotland is the specialist charity working with adults living with dual sensory impairment. Our ambitions are high for members and we are therefore at the cutting edge of finding ways to support people to lead their most meaningful life.

Deafblindness can be a devastating condition that can make daily life extremely challenging and as a result, many dual sensory impaired people become isolated. Our services can make a vital difference to their lives; enabling people to regain confidence, gain vital communication skills and re-establish social connections. Some people may acquire the loss of both senses where others may be born deaf or blind and lose the other sense through conditions such as Ushers Syndrome or through the ageing process.

Purpose of job

Deafblind Scotland holds dual Care Inspectorate registration under Housing Support and Support Services – Care at Home categories. The Service Manager role is focused on managing Deafblind Scotland's Guide/communicator service provision and leading a team of 50+ guide/communicators. The Service Manager will hold Registered Manager position for both services, complying with Care Inspectorate registration and upholding the Scottish Social Service Council and National Care

Standards to ensure quality support is available to meet the needs of deafblind people and in line with requirements of funders and registered bodies.

Main Responsibilities

Service Management

- Meet with funders service level agreements and support members to determine individual goals and outcomes.
- To ensuring that the services provided meet all appropriate regulatory and legislative requirements and standards, i.e. Health and Safety Executive, Health and Social Care Standards, SSSC Codes of Practice.
- Ensure the working practices of guide/communicator are in line with internal and external requirements, including SSSC registration.
- Ensure that standards required by the Care Inspectorate are met.
- Model a positive solution focused approach to relationships within the department and support staff to work together as a productive and supportive team.
- Work collegially across departments to help create a unified organisational culture
- To assist in setting achievements for the service and participating in Deafblind Scotland's annual planning process.
- To participate in budget setting and support the maintenance of budgets.
- To ensure that contracts and compliance obligations are met through a process of person centred review and assessment.
- To ensure appropriate record keeping and general administration of the service.
- Host Regulatory Inspections as required
- To be a point of contact for emergencies outside office hours and to be part of the on-call support on a rota basis.

Person Centred Services

- To support the people who use the service to lead fulfilling lives through person centred approaches and managing a team of guide/communicators, supervisors and office-based admin staff to provide individualised and shared support as agreed in support plans.
- To support the implementation and review of person-centred support plans, ensuring that the people who use the service and their families are at the centre of decision-making, taking into account professional health and social care expertise and advice.
- To provide support in managing Individual Budgets or Individual Service Funds where required, liaising with family members, commissioners, brokers and advocates as appropriate for each individual.
- To lead the co-ordination of the support service to individuals by ensuring that appropriate support workers are available to meet the personal, social, domestic, educational and leisure needs of the people who use the service.

- Analyse performance and making service improvements as required to increase outcomes/level of satisfaction for Deafblind people.
- To promote human and civil rights and social inclusion, facilitating opportunities for the people who use the service to engage with their community and build and maintain relationships with people not paid to be with them.
- To ensure that the people who use the service or their representatives are aware of Deafblind Scotland's complaints procedure and are actively encouraged to feedback on the quality of the service they receive.
- To ensure all measures are in place to safeguard against abuse in all its forms, to ensure safeguarding and reporting procedures are adhere to and all staff are familiar with the operation of these.

Leadership

- Lead the staff team by acting as a role model and demonstrating appropriate professional standards and a person-centred approach.
- To recruit, supervise and appraise staff, as delegated by the Head of Operations ensuring that their learning and development needs are met.
- To support effective communication between staff through team meetings and other administrative processes.
- Supporting the development of workforce plans including competency frameworks to meet the operational requirements of the service.
- To support the Head of Operations in ensuring that staff are familiar with, and adhere to, all of Deafblind Scotland's policies and procedures including Health and Safety, the Complaints Procedure and Equal Opportunities Policy.
- Responsibility for staff appraisal and supervision in line with any required registration/SSSC Codes of Conduct
- Identify team/individual learning and development needs and organize and provide training.
- Resolve performance issues among staff and volunteers
- Arrange and deliver a programme of in-service days for guide/communicators.
- Hold the Registered Manager's position with Care Inspectorate

General

- Take an active role in own personal and professional development including membership of relevant special interest groups and attend meetings and training courses as required, including regular one to one meetings and annual appraisals with the Head of Operations.
- Carry out any appropriate tasks and duties as delegated by the Head of Operations or as may be defined in strategic plans or operational reviews and quality inspections.
- Arrange monitoring and evaluation meetings with service users and assessment of needs for deafblind people who require services.
- Verify and approve guide/communicators timesheets and expense claims.
- Prepared monthly reports, budget records and annual reports as required.
- Prepare other reports as may be required by the CEO and Trustees

- Report to funders as requested.
- Ensure the values of DbS are upheld across the organisation.
- Receive complaints and process as necessary.
- Report daily to Head of Operations providing up-to-date information.
- Undertake from time to time any such other duties/tasks as required commensurate with the grade and competencies of the post in line with business requirements as requested by Head of Operations and Chief Executive.

Person Specification

Essential:

- A flexible attitude to work in keeping with a national charity.
- Social work, health, counselling, SVQ Level 4 or other relevant qualification or experience.
- Leadership and Management qualification in care services or willingness to achieve
- An enthusiasm to learn about deafblind people and their needs
- Experience of managing/supervising a team of staff.
- Experience of working in an enabling role with people with a disability
- Experience in writing reports/funding applications keeping records
- Experience in managing budgets.
- Ability to work well under pressure
- Willingness to travel throughout Scotland
- Clean driving licence

Desirable

- Experience of working with people with sensory impairment or other disabilities
- Experience of providing personalised support
- Knowledge of national policy, regulatory standards, health and safety legislation and best practice for sensory impairment services.
- Diploma in Deafblind Studies
- Experience of specialist communication skills – for example British Sign Language, Deafblind Manual Alphabet, Makaton, Talking Mats or a willingness to learn