



THINKING DIFFERENTLY

Formerly known as Grampian Autistic Society

Scottish Charity No. SC 007421

JOB DESCRIPTION

POST:	Service Manager
HOURS:	Full time – permanent <i>(37.5 hour per week, inclusive of evening & weekend working between the hours of 8am & 9pm over 7 days).</i>
BASE:	33-35 Carnie Drive, Aberdeen, AB25 3AN
RESPONSIBLE TO:	Chief Executive Officer
SALARY:	Between £32,994 & £37,994 per annum based on experience & qualifications (<i>pro rata for part time</i>)
CLOSING DATE:	12 noon, Friday 10 th February 2023
INTERVIEW DATE:	Friday 17 ^h February 2023 - a second round to meet the team & service users may be held, date TBC.
HOW TO APPLY:	Submit CV with covering letter, detailing how you are the right person for this role & fit the essential & desired criteria to jobs@a-nd.org.uk

WORKING WITH A-ND

Established in 1989, Autism & Neurodiversity North Scotland (A-ND) has been providing services for autistic & neurodivergent individuals of all ages & their families throughout Grampian for over 30 years. We continue to develop & grow our services to ensure we are leaders in autism specific & neurodiverse support throughout Grampian & north Scotland. The role of Service Manager is key & central in leading & shaping our services & future. A very exciting time to join A-ND.

At A-ND, formerly known as Grampian Autistic Society, we strive for a world of fulfilling & happy lives for those who think differently.

We are a key provider of autism & neurodiverse specific support throughout the North of Scotland & work hard to create opportunities for autistic & neurodivergent people, & their networks, to realise their full potential & transform the world we live in. We are committed to ensuring the right support for each child, young person & adult is created by providing the practical & emotional care & support they need.

ABOUT THE ROLE

Currently A-ND offer a variety of services, consisting of a Playscheme in Aberdeen & Outreach Support Services throughout Aberdeen City, Aberdeenshire & Moray. All our services are in high demand & the need for our autism & neurodiverse specific support continues to rapidly grow.

The role of our new Service Manager will be to register as the manager with the Care Inspectorate & oversee our existing Outreach & Support Service, as well as a very exciting & brand-new project, Binky the sensory bus, working closely & collaboratively with our Children's Service Manager & effectively contributing to the wider leadership team. You will be assisted & supported by a minimum of two Team Leaders, with one currently based in Aberdeen at Carnie Drive, & two based in Moray at Winchester House. Reporting directly to the Chief Executive Officer, you will play a vital role in driving our current & new services forward.

Our current outreach service offers outreach 1-1 support to autistic & neurodivergent people & their families in their own homes & local community, as well as in education & work settings throughout Aberdeen City, Aberdeenshire & Moray. Working with individuals from the age of five, right through to late adulthood, we offer a range of outcomes focused support, tailored around the individual & their needs. Our team have recently been trained in Outcomes Star to enhance their person-centred key working & outcomes focused support, with the implementation process only just started.

Our outreach service has an office base at Carnie Drive in Aberdeen, & Elgin, Moray where some support can be provided to our younger children & young people who require specific resources, & where we hold regular support groups, which you will be responsible for overseeing, with the support of the Team Leaders. A car owner & driver is essential for this role with most of the support for the outreach service taking place in local communities throughout Aberdeen City, Aberdeenshire & Moray.

Launching our new strategic plan for 2022 -2027 at the end of April 2022, we have seen significant change over the last year & know we need to do more to ensure we reach the children, adults & families who need our support, including bringing new talent into the organisation, expanding our current services & developing new ones throughout North Scotland. We are seeking a talented, passionate & driven individual for this role who can build & expand the existing service which has been managed by the same manager for over ten years, while

effectively supporting & developing the operational team to create more magic every day throughout the north of Scotland.

GENERAL PURPOSE

To be registered with the SSSC & Care Inspectorate as the registered manager for A-ND Outreach & Support Services & fulfil all requirements as set out by both.

To lead, manage, develop & co-ordinate high quality operational activities & services, in accordance with Autism & Neurodiversity North Scotland's strategic objectives, achieving the best outcomes with & for the people & families we support.

To lead, manage & support operational teams, ensuring the provision of high quality, stimulating & safe environments & opportunities for the people we support & their families throughout north Scotland.

To positively contribute to the wider leadership team & organisational activities & strategic objectives, providing positive role modelling to operational teams & demonstrating our organisational values through everyday actions & decision making.

MAIN DUTIES AND RESPONSIBILITIES:

- To ensure individuals using our service are involved & at the centre of service delivery & design, their human rights respected, upheld & promoted.
- To be actively contribute & be part of our wider leadership team.
- To register with the SSSC as appropriate & maintain post-registration training & learning log to meet ongoing registration requirements.
- To register with the Care Inspectorate as the registered manager for our Outreach & Support Services, managing & meeting any registration requirements.
- To lead & manage the referral & selection process for individuals & services.
- To ensure effective financial management of services, meeting support needs of individuals who use our services & in line with agreed budgets, providing timely & regular financial & other records & reports to the Chief Executive Officer.
- To manage & support the implementation of appropriate & personalised support plans for people we support, ensuring they are at the centre & involved in decisions about their own support.

- To ensure individuals using our services are enabled to enhance their social interaction, communication & independence skills, supporting the effective monitoring, evaluation & evidencing of outcomes.
- To manage the organisation & deployment of operational staff, providing quality & appropriate support, in line with Service Level Agreements.
- To effectively manage & support operational staff, including practice conduct, absence, support & supervision, & regular team meetings.
- To ensure effective recruitment, selection, induction & training of operational staff.
- To provide on-call support to operational staff, fully taking part in the organisations on-call out of hours rota (included in salary).
- To support operational staff to understand & follow policies, procedures & SSSC Codes of Practice.
- To work positively & effectively with other members of the team & liaise effectively with families, agencies, colleagues, stakeholders & partners.
- To provide representation for individuals using our services at formal meetings & reviews.
- To regularly represent A-ND at meetings with Local Authority representatives & various stakeholders, promoting positive professional & public awareness of our services & organisation.
- To ensure agreed standards of service delivery, policies & procedures are in compliance with relevant legislation, National Care Standards & purchaser requirements.
- To effectively contribute & support any funding or tender applications for A-ND where requested by the CEO.
- To effectively monitor, review, evaluate & report on services to the leadership team & funders.
- Monitor, review & implement risk assessments & management strategies for operational services.
- To undertake any other tasks as may be reasonably requested & required.

PERSON SPECIFICATION

Qualifications	Essential <ul style="list-style-type: none"> • SVQ 4 in Health & Social Care or equivalent, as defined by the SSSC or willingness & ability to achieve • Relevant Leadership & Management qualification as
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Document: Service Manager

Approved by: CEO

Date approved: 19th December 2022

	<p>defined by the SSSC, or willingness & ability to achieve</p> <ul style="list-style-type: none"> • Driving Licence / Car Owner (willing to use own car for work purposes) <p>Desirable</p> <ul style="list-style-type: none"> • Relevant Degree / Masters • Autism specific Qualification
<p>Knowledge & Experience</p>	<p>Essential</p> <ul style="list-style-type: none"> • Minimum of 3 years' management experience within a social care setting • Minimum of 3 years supervisory experience, leading & motivating a staff team • Good understanding of Autism, neurodiversity & specific practice & approaches • Excellent IT Skills • Rota management • Budget & Finance management • Risk assessment / management • Child & Adult Protection, & Safeguarding trained • Recruitment & induction of operational staff <p>Desirable</p> <ul style="list-style-type: none"> • Makaton Trained • CALM Trained • Delivery of training (e.g., child/adult protection, CALM, Makaton, care planning, risk assessment, play & transitions) • Trauma informed • Knowledge of Picture Exchange Communication Systems (PECS) • Conflict management & experience of managing difficult conversations
<p>Working With Others</p>	<p>Essential</p> <ul style="list-style-type: none"> • Promotes solution focused, collaborative & inclusive team working • Supports empathy, psychological safety & excellence • Promotes strengths & opportunities in others, promoting & enhancing equality & diversity

	<ul style="list-style-type: none"> • Promotes, models & supports culture where individuals are treated with dignity & respect • Promotes, models & supports a learning culture, valuing reflective practice & ongoing, constructive self-reflection to support individual & service improvements • Demonstrates A-ND's values through everyday behaviours & decision making
<p>Communication</p>	<p>Essential</p> <ul style="list-style-type: none"> • A skilled verbal & written communicator, with ability to provide quality written & verbal reports that inform others • Informed, research & evidence-based approach to practice & reporting, & the planning of services • Encourages & supports a two-way communication with all stakeholders, creating & promoting an environment where individuals are comfortable to express & constructively debate their opinions openly • Actively contributes to a culture that embraces change • Values & demonstrates a no surprise approach
<p>Managing Self & Others</p>	<p>Essential</p> <ul style="list-style-type: none"> • Skilled at remaining calm, positive & solution focused on stressful situations & overcoming adversity, & ability to support others to the same • Skilled at managing own work life balance & model good practice to others • Skilled at effectively managing own stress & employs appropriate coping strategies, supporting & mentoring others to do the same • Models & promotes personal integrity • Delegates effectively & motivationally • Develops & manages clear, realistic, timely work plans, ensuring high quality outcomes & service provision • Adapts style & approach appropriately to suit different people, cultures & situations • Leads, supports & participates in meetings professionally and confidently • Strength based approach, with ability to identify & praise others for work well done & recognition of strengths

	<ul style="list-style-type: none"> • Takes fair & prompt action in underperformance & manages conflict confidently & effectively
Management of Services	Essential <ul style="list-style-type: none"> • Supports people & services using agreed organisational policies & procedures • Consults with others & consistently acts on ways to improve delivery of services • Seeks, collects, considers & acts on feedback from stakeholders & partners • Completes timely internal & external reports accurately • Takes responsibility & holds individual accountability for decisions within services & organisation • Continually seeks new opportunities to develop, obtain & save funds for current & new services • Effectively manages budgets & finances of services, providing accurate & timely reports • Anticipates & plans for future demands, opportunities, threats & risks for services & prepares appropriately • Manages services within & excelling the minimum standards set by Care Inspectorate & SSSC

A-ND operate an equal opportunity policy and commit to treating all our candidates and jobseekers fairly. We welcome and encourage applications from everyone regardless of age, disability, sex, gender reassignment, sexual orientation, pregnancy and maternity, race, religion or belief and marriage and civil partnerships.