



JOB TITLE	Registered Service Manager
SALARY	£34,000 - £36,000
REPORTING TO	CEO

JOB PURPOSE

To manage and lead the continued excellence of services within Age Scotland Orkney.

Undertake duties as delegated by the CEO ensuring effective and efficient ongoing operation of the services. Manage, supervise and support staff in the performance of their duties ensuring highest standards of professional practice and conduct. At all times adhere to Age Scotland Orkney's policies and procedures for the provision of care.

DUTIES AND RESPONSIBILITIES

Job Specific Duties

To undertake the duties of the Registered Manager within the existing services, carrying out specific lead responsibilities, and deputise as delegated.

To ensure compliance with all policies and procedures for the service and the SSSC Codes of Practice, The National Care Standards and any other relevant professional code..

To work in partnership with statutory bodies and third sector organisations and implement identified requirements/areas for development.

Care Planning and assessment:

The formulation and delivery of care packages to meet the needs of service users, including reviews.

Liaise with colleagues, clients and other professionals to ensure a well co-ordinated service which is responsive to changing needs.

Take a lead role in quality control systems, including service user feedback sessions.

Protect service users' personal information and strictly observe principles and procedures to ensure confidentiality.

Identify and report any unmet needs or service deficits.

Organisational Tasks:

Ensure that all associated paperwork and all manual and computerised information pertaining to service users and staff are maintained and updated timeously.

Maintain health and safety recording systems, including accident and incident reporting.

Attend service and inter-agency meetings as required and represent Age Scotland Orkney.

Supervisory Responsibilities:

Be responsible for the management, supervision and support of staff within the services as delegated by the CEO.

Maintain professional standards of conduct and practice in keeping with Age Scotland Orkney's aims, policies, procedures and legislation.

In conjunction with the CEO, ensure relevant supervision and training for staff to meet the requirements of the service, including adequate levels of induction.

Regularly access and disseminate training knowledge and skills as part of continuing professional Development.

General Responsibilities:

Promote a culture which respects client independence, privacy, choice and rights to take calculated risks.

Create an environment which nurtures compassionate leadership.

To take responsibility for any task being carried out by the post holder.

Working arrangements relevant to this post.

Primarily you will work Monday – Friday for 35 hours per week during office hours.

Communication

The post holder will be required to liaise with service users, carers and family, members of the public, external agencies and any other professional.

CORPORATE RESPONSIBILITIES

Observe Age Scotland Orkney's policies with regard to the data protection and confidentiality of information.

Responsible for upholding Health and Safety and Risk Management policies.

Be aware and adhere to the policy on Equal opportunities and Diversity.

Undertake any training as necessary to carry out the duties of the post.

Undertake any other work as required.

Post Specific

This post is subject to membership of the Protecting Vulnerable Groups (PVG) Scheme in respect of regulated work with adults. Holding, maintaining and evidencing as requested registration is a requirement for this post with the SSSC.

ACCEPTANCE OF JOB DESCRIPTION

Signed:

Date:

PERSON SPECIFICATION

Post Title: Service Support Manager

Factor	Essential	Desirable/Beneficial
Knowledge and Experience	<p>Supervisory work with people in a social care service.</p> <p>Current legislation and codes of practice.</p> <p>Care planning and review processes.</p> <p>Quality Assurance.</p> <p>Risk Assessment.</p> <p>Health and Safety.</p>	<p>2 years post qualification experience.</p> <p>Management experience.</p>
Qualifications/ Attainments	<p>SVQ 3 in Social Services and Healthcare or other relevant practice qualification to allow registration with SSSC as a Supervisor in Care at Home Service. With a willingness to undertake an SVQ 4 for registration as Registered Manager.</p> <p>Or a relevant professional qualification to enable registration as a Registered Manager to meet the requirements for registration with the SSSC.</p> <p>Supervisory or management qualification at SCQF level 7 or above. Where this is not held at appointment this must be achieved within 3 years of taking up appointment.</p>	

Job Aptitudes	<p>Assessment and Care Planning.</p> <p>Team Leadership.</p> <p>Supervisory skills.</p> <p>Organisational skills.</p> <p>Confidentiality</p> <p>Communication and collaboration.</p> <p>Innovative thinker</p> <p>IT / Computer Skills</p>	<p>Design and provision of training.</p>
Personal Requirements	<p>Capacity to work consistently under pressure.</p> <p>Flexibility, adaptability.</p> <p>Commitment to multi agency working.</p> <p>Commitment to social care values.</p> <p>Capacity to convey warmth, concern and engagement.</p> <p>Must drive and have access to a vehicle.</p>	