



DAY SUPPORT SERVICE MANAGER

Maternity Cover Fixed Term Contract 10 months

JOB DESCRIPTION

Mission Statement

We are Tiphereth Camphill, a vocational community that values each person equally. We aspire to live a life full of meaning, work associatively and grow together based on a rich cultural and spiritual foundation. We strengthen and nurture our common purpose and individual potential through authentic relationships and shared life experiences.

Introduction

Tiphereth is a semi-rural Camphill Community based on the outskirts of Edinburgh at the foot of the Pentland Hills. Together we make up a community of about 150 people. The community provides residential care homes, supported living tenancies, a social enterprise and day support services for adults with learning disabilities and autism. For more information visit www.tiphereth.org.uk.

We offer adults with learning disabilities and autism the opportunity of living, working, and growing together to realise their potential. Our life and work are based on Rudolf Steiner's anthroposophy and the principles of Social Therapy. We are also influenced by Social Pedagogy. Through working with these principles Tiphereth aims to meet the physical, emotional, and spiritual needs of the individuals we provide a service to. We strive to create situations where each person can participate in meaningful work, believing that work is the primary vehicle for personal growth and development.

We refer to the individuals who use our services as members.

Job Context

The purpose of the role is to manage the efficient running of our Tiphereth Day Support Service, across our organisation.

Our Day Service workshops have a primary focus on providing meaningful work and educational opportunities for our members. Our Day Service is based across two sites in several small buildings with additional off site working for some members. The post will involve managing these services; in particular, staff, members, parents and external regulators and relationships.

Primarily based within our Community at Tiphereth, the role may require off site working at times. On occasions evening and weekend work may be required out with normal hours to support Community events.

By creating opportunities for each member to participate in a real work setting we support our members to grow and develop. To enable this, members are active in small groups under the guidance of co-workers. For members who need more intensive support an appropriate level of assistance is provided.

Our Day Service currently offers opportunities for members in

The May Group – arts and craft workshops and a kitchen where communal meals for the group are prepared.

The Pottery – a creative ceramics workshop producing vessels and objects for use in the community, exhibition, and sale.

The Pentland Group – woodworking in two purpose-built workshops.

The Quarry Group – environmental work in our social enterprise; supporting green waste composting, firewood production and deliveries.

The Garden Group – therapeutic organic gardening experiences within our community gardens.

The Peregrine Group – maintenance of our estate and support to external charities in a range of land-based settings.

The Print Studio – a creative printing workshop producing quality items for exhibition and sale.

Key Responsibilities

The key aspects of the post are

- To manage the Day Services and all associated tasks for Tiphereth.
- To be the Registered Manager of the service ensuring regulatory requirements are met.
- To manage the recruitment, induction, support, and supervision of co-workers working in the Day Service projects promoting their development.
- To recruit and support new members and their families.

- To support co-workers to provide the meaningful work which underpins our Camphill ethos and reflecting the needs and choices of members.
- To support the developments of the Day Service identified by the community.
- To support the wellbeing of the wider Tiphereth community as a member of the Service Management Team.
- To manage responsibilities allocated by organisational requirements.

The Day Service Manager will be supported by senior community managers in fulfilling their role.

The post holder is responsible to the Chief Executive Officer and managed by the Quality and Operations Managers. Under charitable regulations, Trustees have ultimate responsibility for strategy, finance, health and safety, policies, and human resources. The post holder is responsible for informing the Chief Executive Officer of changes or impending changes to the statutory regulations, financial variations, staffing and health and safety issues in relation to the Day Services. As a member of the senior team, attendance may be required at Management and Trustee meetings.

The Day Service Manager is responsible for delivering a community agreed vision, values, business plan and annual targets for Tiphereth's Day Services. The Day Service Manager will work as part of a senior team at Tiphereth whilst carrying a leadership role in the Day Service setting. The team setting for the Day Service is the weekly Team Leader's meeting led by the Day Service Manager, with ad-hoc meetings as needed. As part of the senior team the Day Service Manager will attend the weekly Service Managers meeting. The Day Service Manager will also join College, a community wide forum for all leaders for issues relating to the mission of Tiphereth as a whole. The Day Service Manager collectively shares the responsibility for the wellbeing of the whole community.

Job Description

- To uphold Tiphereth's Mission Statement, values, aims and objectives as a Camphill community and lead on these in the Day Service.
- To attend meetings identified by the Chief Executive Officer which relate to the community as a whole or to the management of the Day Service.
- To be the Registered Manager of the Day Service with the Care Inspectorate and support inspections carried out by regulatory bodies, assisting in implementing changes in practice which may arise as a result.
- To facilitate working practices within the guidelines of the National Health and Social Care Standards, SSSC Codes of Practice and other relevant statutory guidance.

- To attend the weekly Service Managers meeting where operational issues are agreed and implement agreed practices across the Day Service.
- To provide support and supervision to Team Leaders, who lead workshops and manage teams of co-workers.
- To lead a weekly Team Leaders meeting to plan and coordinate the operational management issues for the day service.
- Ensure that members have regular reviews of their care and support and up to date Personal Plans and Risk Assessments, through a system of key working.
- To lead on the recruitment of Day Service co-workers and manage their Tiphereth induction.
- Ensure staffing levels in the Day Service are appropriate, including organising relief cover.
- To carry out annual reviews for co-workers in the Day Service, and lead on staff management issues relating to sickness, performance, or conduct.
- To contribute to the delivery of training for all co-workers at Tiphereth.
- With the Finance Manager, ensure Day Service financial records are managed and support the development of the Tiphereth annual budget for the Day Service, monitoring this throughout the year.
- To support the negotiations with local authorities for day service members' financial packages and fee increments, and to develop and prepare documentation to support this process. To prepare and review the day service contracts which are signed by the Chief Executive Officer.
- With the Operations Manager, support the implementation of the agreed Health and Safety policies and practices in the Day Service, managing risk assessments of the environment, accident and incident records including reporting to RIDDOR and/or the Care Inspectorate.
- With the Quality Manager, build a positive relationship with day service stakeholders, in particular parents/ carers, and ensure external communications are appropriate to the audience.
- To support the admissions, referrals, and reviews of members in line with Tiphereth's agreed strategic plan.
- With the Operations Manager, facilitate and manage the application of Tiphereth policies, procedures and contribute to developing new organisational policies.
- To support agreed developments of the wider community and Day Service as identified by the Chief Executive Officer.
- To support the Fundraising Manager in application requests and reporting on donations in the Day Service as required.
- To represent Tiphereth at external meetings identified by the Chief Executive Officer such as local authority provider forums.

- To be responsible for creating a harmonious working environment and maintaining an aesthetically pleasing space in which to work.
- With the Quality Manager, facilitate and play an active part in maintaining and developing the cultural life and celebration of festivals within the community – this rich cultural life is central to Tiphereth as a Camphill community.
- To demonstrate a flexible approach towards enhancing community life, recognising the Day Service is integral to the wider community.
- As well as the formally structured internal meetings, to be conscious of maintaining an informal approach of open-door relationships with the whole community.
- To carry out any tasks as delegated by the Chief Executive Officer and to attend, advise, report to, and support the Management Group as required.

Line Management

The post holder is responsible to both the Quality Manager and Operations Manager.

The Day Service Manager has access to support and supervision sessions, where issues of concern or those needing clarification can be raised, and where practices can be reflected with the Quality Manager.

The Chief Executive Officer and Quality Manager will hold Reviews for the Day Service Manager. Performance and the role, in relation to agreed aims and objectives, are considered, training and development needs are agreed, and personal outcomes are set.

Tiphereth Values

The post holder will take an active interest in the values and principles which underpin our life and work at Tiphereth and make full use of training and supervision to ensure that they are upheld in working practices and attitudes. They will build constructive working relationships within the community founded on dignity and respect for individuality.

Training

There is an initial period of induction. On-going training and continued professional development will be agreed with the Quality Manager. The Day Service Manager will maintain registration with the Scottish Social Services Council adhering to its Code of Practice. The Day Service Manager will be required to register with the Care Inspectorate as the Registered Manager of the Tiphereth Day Support Service and maintain this registration for the organisation.

Meetings

As a senior member of Tiphereth Camphill community, you will be required to attend meetings in your managerial capacity, according to the community's needs.

PERSON SPECIFICATION

Knowledge

Essential:

- Experience of managing a day service for adults.
- A willingness to support the ethos of Camphill.
- An understanding of the National Care Standards and the Scottish Social Services Council Codes of Practice.

Desirable:

- A working knowledge of Health & Safety.
- A working knowledge of managing budgets and financial reporting.
- A working knowledge of Social Therapy or Social Pedagogy.

Qualifications

Essential:

- SVQ Care Services Leadership and Management at SCQF level 10 or SVQ Social Services and Healthcare at SCQF level 9 – and a management qualification or Equivalent qualification recognised by the SSSC to manage a Day Support Service

Desirable:

- Related Professional Qualification
- Scottish Social Services Council registration
- BA in Curative Education
- Relevant Camphill and/or Anthroposophical training
- Clean driving license

Experience

Essential:

- Three years in a managerial position within the Health and Social Care sector.
- Three years' experience of staff development management.
- Experience of working with adults with learning disabilities, autism, or challenging behaviour.
- Experience of staff recruitment.

Desirable:

- Previous experience of preparing and working to budget and annual targets.
- Previous experience of supporting human resource issues.
- Previous experience of appraisal, supervision, and quality assurance.
- Previous experience of training and development.

- Experience of working in a setting that involves entrepreneurial activity.

Aptitudes

Essential:

- Ability to be flexible with working hours as the role demands.
- Strong communicator able to liaise effectively with stakeholders.
- A forward-looking leadership style, with an ability to motivate, inspire and engage staff.
- Ability to write concisely and clearly in words and figures.
- Ability to use information technology and associated software.
- Good time management skills and ability to achieve deadlines.

Desirable:

- Previous experience of quality assurance.
- Previous experience of writing management and general reports.
- Previous experience of giving verbal reports and speaking to large groups.

Personal Qualities

Essential:

- Able to uphold the Tiphereth Mission Statement.
- Able to support and develop the values, aims and objectives that are the core of Camphill and Tiphereth.
- A willingness to work collaboratively within the wider organisation to meet the needs of the community.
- Ability to work as part of a senior team and independently manage day services.
- An understanding and appreciation of the notion of community.

Desirable:

- Able to absorb new concepts quickly and adapt to changing circumstances.
- Able to cope with the rigors of management in a community setting.

TERMS AND CONDITIONS

Tiphereth is committed to the Scottish Executive's Safer Recruitment Policy. References to previous work, and Enhanced Disclosure Scotland checks will be undertaken. All offers of employment are subject to these checks meeting the satisfaction of the Chief Executive Officer. Where work begins prior to the completion of these checks, should they not be completed to Tiphereth's satisfaction the right to terminate the employee's employment with only one week's notice is reserved.

The salary is £45,327 per annum. In addition, any inflationary increases are at the discretion of the Board of Trustees.

All staff are automatically registered for a pension and make 4% personal pension contribution from their gross salaries. Tiphereth will match fund personal pension contributions with a further 5%. Employees are automatically registered on their first day with the organisation.

The employee will be entitled to 36 days paid holiday per annum inclusive of statutory and public holidays; most of which are fixed in line with the holiday closure times of our Day Service.

The working hours for this post are 37.5 hours per week. The success of some aspects of the community's work at Tiphereth is dependent on the post holder's willingness to volunteer extra hours.

There is a probationary period for this post of 6 months. During the probation there is a performance review at three months. The period of notice is 12 weeks.