

Role title	Day Services Manager
Responsible to	Head of Services
Location	Within a Day Service

About Alzheimer Scotland

Alzheimer Scotland is Scotland's national dementia charity. Our vision is a future where dementia doesn't exist. Our mission is to make sure nobody faces dementia alone. Our goals are to prevent dementia by empowering people to look after their brain health, continue to care for as many people as we can who are living with dementia, and to help find a cure by funding research and campaigning for people to have access to any treatments available.

Alzheimer Scotland is committed to fair work and is proud to be accredited as a Living Wage employer. We enable and foster a working environment of trust, integrity and respect, for which everyone in the charity has a responsibility. We work collaboratively and encourage creativity and innovation from our employees and volunteers as we strive to continually improve the ways in which we support people with dementia, their families, and carers.

All Alzheimer Scotland employees and volunteers are encouraged to engage in activity within the charity, and through our Colleague Voice Forum and other outlets we actively promote an effective voice so that the views of those who work with us are sought out, listened to, and can make a difference. We advocate continuous development across all our teams, providing opportunities to learn in a safe and supportive environment.

About the role

The Day Services Manager will be responsible for leading and managing sustainable, resilient, therapeutic, commissioned services and other services of the highest quality for people with dementia, those at greater risk of dementia, and their families, and carers within the area. This may include registered day services and commissioned and non-commissioned community supports, such as an outreach service or community connections service. This role will be responsible for ensuring that services are of the highest quality, meet Alzheimer Scotland's vision for unique therapeutic, highly person-centred support. There is also the responsibility for ensuring that our commissioned services meet all service level agreement, contract specifications and Alzheimer Scotland's quality guarantees.

The Day Services Manager will have overall day-to-day responsibility for the services within the area and will be responsible for promoting the services with key local stakeholders within Health and Social Care as well as relevant other organisations. The role will undertake the referral and assessment process.

The Day Services Manager will work collaboratively with the Head of Services to ensure safe practice and delivery of high-quality, person-centered therapeutic day services, ensuring practice complies with Alzheimer Scotland's policies. The post is responsible for evidencing, reviewing and continually improving the quality of the services and will proactively participate in internal audit and Care Inspectorate inspections.

The postholder will be responsible for evidencing that services meet Alzheimer Scotland's Quality Guarantees, Scotland's Health and Social Care standards and other quality frameworks including those of the Care Inspectorate where relevant. This includes ensuring that the activities and supports offered meet the identified personal outcomes of those attending the services.

The Day Services Manager will ensure that the activities, development, and work of others within the team is enabled through a supportive culture which includes ensuring that there are strong links and supports for all colleagues. You will provide strong line management and leadership to your team, through setting clear objectives and outcomes, regular review within Support & Development processes and undertaking appraisal.

You will place a significant focus on helping others within the organisational structure, specifically to enable and embed a style of management and leadership and close collaborative working that will influence a positive culture of engagement, gives colleagues an effective voice and delivers our vision.

There may be a requirement for the postholder to hold registered manager status with the Care Inspectorate, which will be dependent on the specific needs of the service.

Key responsibilities

Role specific responsibilities

- Manage the regulated service according to contract specifications and in line with the Health and Social Care Standards, ensuring registration and contract compliance and that internal standards are achieved.
- Manage referrals for the day service, ensuring the provision of high-quality individual assessments and personalised support planning and service provision. Organise and facilitate reviews for the people we support in line with Organisational Policy and Care Inspectorate registration requirements.
- Lead and manage staff and volunteers in the regulated service and ensure they are aware of their responsibilities in relation to standards, SSSC codes of practice, quality assurance, policies, and procedures.
- Ensure all colleagues within the service achieve and maintain the required knowledge, skills, learning, professional development, and Promoting Excellence Framework standard to meet Alzheimer Scotland's quality guarantees, deliver high quality therapeutic support, which empowers those we support to achieve the personal outcomes important to them.
- Be responsible for ensuring your team and your personal practice, knowledge and learning is maintained at a required level, by ensuring all mandatory and other learning events and opportunities, delivered in person or online learning through the Skills Development Hub are achieved as required.
- In collaboration with the Head of Services, provide strong leadership to the team through setting clear objectives and outcomes and undertaking support and development sessions and annual appraisals with staff in line with organisational policy.
- Lead, manage and work in collaboration with the wider team including the Head of Services to ensure that a range of planned and resourced therapeutic activities are offered and regularly reviewed and evaluated to achieve and evidence high quality services with good outcomes for the people we support.
- Ensure a therapeutic, warm and welcoming environment conducive to delivering high quality services.

- Develop mutually trusting relationships with people with dementia and their families to support person centred planning, ensuring collaborative partnerships with everyone involved in the care.
- Provide support and information about dementia to the person living with dementia, mild cognitive impairment and carers and facilitate access to other support services both internally and externally when required.
- Lead a proactive approach to engaging with diverse communities to ensure Alzheimer Scotland's front line support services are inclusive of the needs of and accessible to diverse groups.
- Ensure safe practice and high-quality delivery of each of our services in line with the organisation's Quality Framework, routinely ensuring that standards, policies, and procedures are followed by implementing quality assurance processes and continuous quality improvement plans.
- Develop and nurture a collaborative and positive culture of continual improvement, innovation, and creativity.
- Work with the Head of Services to manage the service budget through regular monitoring.
- Undertake reporting efficiently and in a timely manner in line with Service level agreements and organisational requirements.
- Work flexibly within your team to deliver the service and, where required, provide Day Services Manager cover within other locations.

Other responsibilities

- Ensure Health and Safety is actively monitored and implemented and identify and manage risk in line with Alzheimer Scotland's operational guidance.
- Use IT systems appropriate to the role, including Microsoft Office suite, ALIS (intranet), and iTrent (HR and People system) and ensure all required measures relating to the safe and secure use of sensitive and personal data are adhered to at all times.
- Actively collaborate with peers and colleagues both internally and external to the Charity, as appropriate to the role, in developing positive working relationships and collaborative, flexible approaches.
- Operate within the context of all Alzheimer Scotland policies and procedures.
- Participate fully in team meetings, learning and development opportunities and CPD/ CPL activities, and personal review and appraisal meetings.
- Adopt and maintain a positive approach in supporting, contributing to, and enabling effective employee voice.
- At all times adopt a positive approach to Alzheimer Scotland's commitment to building a diverse, inclusive and representative Charity in all aspects of our work and seek to remove any barriers, wherever possible, to enable and encourage diverse and inclusive practice and participation.
- Actively support and promote the integration of volunteer activity and effective volunteer voice.

- Work flexibly and undertake any other appropriate duties commensurate with the general remit of the role, as required.
- Ensure the required recording of data is completed in line with GDPR and organisational guidelines.

General

This job description remains subject to review by the Charity at any time and does not form part of the postholder's contract of employment unless explicitly stated.

Reviewed: November 2024

Person Specification

Day Services Manager

This person specification should be read with the above job description for the post of Day Services Manager.

Please note that these competencies are not ranked in order of priority.

The following criteria will be used in selecting a candidate:

	Essential	Desirable
A relevant Practice qualification, to meet the SSSC registered manager requirements at SCQF Level 7 such as SVQ 3 Social Services and Health care or equivalent.	X	
Experience of managing a team in a social care, health or other similar setting, <u>or</u> able to demonstrate a clear knowledge and understanding of the key principles and good practice of effectively managing and leading a team.	X	
A relevant Practice qualification, to meet the SSSC registered manager requirements at SCQF Level 9 such as SVQ 4 Social Services and Health care or equivalent.		X
Hold an appropriate leadership and management qualification.		X
Knowledge and understanding of the Health and Social Care Standards and SSSC codes of practice	X	
Knowledge/ experience and understanding of the Care Inspectorate and their role in registered services	X	
Experience and understanding of person-centred planning, assessment and the review process	X	
Understanding the benefit of high quality, evidence based therapeutic activity, ongoing evaluation, quality assurance and continuous improvement	X	
Understanding and/or experience of working with, or supporting people living with dementia and their families	X	
Understanding and knowledge of dementia, mild cognitive impairment and Brain Health	X	

Able to communicate, negotiate and collaborate effectively with a wide range of people and organisations.	X	
Excellent communication skills both verbal and written	X	
Good organisational skills and proven ability to manage own time and workload and able to work without close supervision	X	
Competent in the use of Microsoft Outlook and IT systems	X	
Promoting Excellence at enhanced level		X