

Role Purpose

To lead, support, organise and inspire an engaged and motivated team to deliver person led care and support across one or multiple services. Role modelling a positive approach to risk enablement and achieving high standards across all elements of quality and service performance

Best Life Possible Success Measures	
Service Quality and Innovation	<ul style="list-style-type: none"> Active continuous improvement plans Person led care and support plans Assurance audits Positive stakeholder feedback Person led rotas in place
Career Opportunity	<ul style="list-style-type: none"> Engagement index Internal talent identified Retention Learning compliance You cans completed
Community Engagement	<ul style="list-style-type: none"> Just enough support Active citizenship Community partnerships
Sustainable Economics	<ul style="list-style-type: none"> Deliver to planned budget Delivered hours Contracted versus commissioned hours and agency usage Embracing new and innovative models of care Occupancy

Key Accountabilities

Service Delivery

- Lead service(s) to meet the outcomes of the people supported, in line with the organisational strategy to deliver a best life possible
- Lead the development, management, and review of care planning to deliver people lead support enabling shared interests of people supported and colleagues
- Actively promote your service and dare to be better seeking opportunities for innovation and community partnerships
- Through our quality assurance framework, identify and build plans to continually improve the support we provide. Review and monitor KPI's to support this work, identifying areas requiring improvement and deliver activity to recover any issues. Share improvement plans with colleagues to promote a passion for continuous improvement and reflective practice
- Manage the resources available to ensure efficient service delivery in line with contractual and regulatory requirements
- Encourage people supported to actively influence service delivery

People

- Lead, develop, empower and engage your team to do their very best work everyday
- Set expectations and manage, coach and develop your team to ensure that they feel supported and engaged. Develop the team's capabilities and experience, both individually and as a team
- Promote your service, region, and community integrated care as a great place to work
- Connect colleagues with the wider charity by engaging them with the strategy. Ensure they understand and can easily access the tools, training, policies and support available to enable them to do their job brilliantly
- Ensure teams have strong two-way communication, so that people know what is happening in their region, and the wider organisation and can share their thoughts on that.
- Motivate colleagues to actively influence and contribute to the day to day running of the service. Facilitate colleagues' feedback into the wider organisation to enable challenge and improvement of systems and process.
- Ensure colleagues understand requests made of them and why they are made. Enabling teams to deliver activity positively and successfully
- Inspire others to progress their careers through identifying internal talent within your teams, supporting personal development and role modelling positive leadership
- Build strong relationships with your peers and across your regional business unit enabling you to seek support in a timely and effective way when needed

Transformation & Growth

- Embrace new ways of working and improvements leading to best life possible. Support colleagues through change, seeking regular feedback and identifying opportunities for continuous improvement.
- Lead and support colleagues with digital engagement, enabling them to access and work productively with all our technology
- Encourage teams to identify stretching goals and aspirations to deliver Best Life Possible
- Encourage good practice in regard to environmental, corporate and social responsibility
- Understand how to play your part in the regional growth plan

Legal, Risk, & Compliance

- Understand your role and responsibilities in complying with your (delegated) contractual and regulatory requirements
- Lead a positive approach to risk enablement. Escalate and seek support for dealing with any significant risks
- Manage any clinical risks; ensuring that all legal, regulatory, and professional standards associated with social care are followed
- Lead the operational delivery of your service(s), including management of any clinical risks in line with legal and regulatory requirements

Area	This will be a service, or services. Any changes to services of responsibility will be clearly defined and communicated.
Collaboration	It is expected that the post holder will proactively engage with a team of supporting Business Partners, Operational, and Support Services colleagues to ensure the right action and support can be delivered at the right time. Regular interaction with external stakeholders will include Families, regulators, other providers, local authorities, and landlords
Budgets	Accountable for the effective management of service budgets and responsible for understanding how their budget contributes to the overall Charities performance
On Call	Colleagues in operational managerial roles are required to participate in an on-call rota as per their contract of employment.

Knowledge

- Proficient in building person led care and support plans
- Professional Qualification in Health and Social Care eg qualified Nurse, Social Worker SVQ L4 or Care and Management L5 is desirable
- Evidence of continuing professional development
- Ability to use and engage with a variety of technology

Desirable Experience

- Working to CI/ CQC Regulations and inspection processes.
- Working with Multi Disciplinary Teams and participating in case reviews
- Working across multiple sites, in a health and social care setting or lived experience of working within these settings
- Experience of leading teams
- Experience of managing budgets