

## **BRIGHTON & HOVE CITY COUNCIL**

### **JOB DESCRIPTION**

Job title	Service Support Manager
Reports to:	Operations Manager
Department:	Adult Social Care
Section:	Provider Services, Adult Social Care

### **PURPOSE OF THE JOB**

- To lead and manage a team of staff in providing community short-term services to meet the needs of service users with complex medical and social care needs.
- To promote and actively implement the personalisation agenda and the Care Act through working with service users to ensure they receive a safe, effective, appropriate service that enables them to achieve and maintain independence, dignity and choice.
- To support the Operations Managers in providing effective leadership for the development of a quality service that meets CQC regulations and provides value for money.
- To actively promote and role model the values of choice, independence, dignity, respect and re-ablement.
- To work flexibly across community short term services to meet the needs of service users including weekends and unsociable hours.

### **PRINCIPAL ACCOUNTABILITIES**

#### **Working with Service Users**

1. Using a person centred and reabling approach, to work collaboratively with members of the multidisciplinary team and other external professionals. To prepare and implement Care Support Plans in accordance with identified needs, consulting with service users, their families/carers and other professionals to achieve personal outcomes and goals. To complete hospital / home visits as required to assist with decision making regarding assessed needs, eligibility and level of dependency with the units at any given time.

2. To have management responsibility for the safe and effective delivery of care ensuring individual holistic care needs are met. To review the care being delivered and update Care Support Plans accordingly. To lead daily meetings to exchange information to include the multidisciplinary team. To inform on changes with service users care
3. To take an active role along with the multidisciplinary team in co-ordinating the effective and safe discharge of service users.
4. To evaluate assessments for community short-term beds and make an informed decision on appropriate admissions. This will involve interpreting and understanding in depth medical information.
5. To act upon any safeguarding concerns in line with safeguarding Policies and Procedures.

### **Management of staff and resources**

6. To manage a team of staff effectively and efficiently to include:
  - selection, recruitment, induction
  - Appraising performance with the aid of staff development reviews and identifying development needs.
  - To delegate appropriate tasks to staff
  - To ensure staff receive appropriate supervision with the use of planned and regular individual and/or group sessions to ensure a high standard of practice throughout the whole staff group.
7. To manage the performance of staff in line with council policies and procedures, including absence management, capability and disciplinary issues. This will include the preparation of investigations and presenting at hearings up to Stage 3
8. To facilitate training and development activities and ensure competencies are monitored on a regular basis.
9. To have delegated responsibility to manage and monitor specific budgets.

### **Managing Performance**

10. To prioritise work and allocation of resources to ensure that the team delivers a consistently high standard of service and that resources are used in the most flexible, efficient and responsive way.

11. To have delegated responsibility for monitoring and maintaining the quality of the service to ensure that the Care Quality Commission registration requirements are met.
12. To use IT systems to monitor performance and to enhance service delivery.
13. To be actively involved in the review and implementation of service improvement plans and the CQC requirements for improved service delivery.
14. To have management responsibility for specific areas (medication; health & safety; infection control). Carrying out regular quality assurance checks in those areas and keeping records to evidence compliance.
15. To manage specific staffing areas and ensure compliance with the necessary legislation (Food safety; infection control)

### **Policies and Procedures**

16. To have a lead role in ensuring health and safety legislation is met (including: risk assessments, manual handling assessments, completing incident and investigation forms, first aid and fire safety) to ensure that risks and incidents are managed appropriately and staff and service users' safety is assured.
17. Ensure that legislation, statutory guidance and the City Council's policies and procedures are adhered to at all times.
18. To ensure that all Safeguarding Adults issues, complaints and incidents are handled in an appropriate and timely manner ensuring that the relevant legislation, statutory guidance and policies are adhered to in consultation with the manager.
19. Assessing and deciding on the need for any form of restrictive practice and whether to impose a Deprivation of Liberty Safeguard and prepare the necessary application forms and liaising with the Regulatory body.
20. Assessing and deciding on the need for individual service users to be subject to regular or within eyesight observations.
21. To promote and ensure that equalities and anti discriminatory working underpin all aspects of service delivery.

### **General Requirements**

22. To work a rota that manages the deployment of staff/resources/buildings that includes weekends, out of hours and bank holidays.

- 23. To provide cover for the Operations Managers in their absence in order that issues relating to the building or service provision are managed and decisions made appropriately.
- 24. To demonstrate a commitment to continued professional development.
- 25. To work with a number of internal and external agencies to ensure that a seamless service is provided.
- 26. To work flexibly to ensure that the needs of the service are met.

Your duties will be as set out in the above job description but please note that the Council reserves the right to update your job description, from time to time, to reflect changes in, or to, your job.

You will be consulted about any proposed changes.

The list of duties in the job description should not be regarded as exclusive or exhaustive.

There will be other duties and requirements associated with your job and, in addition, as a term of your employment you may be required to undertake various other duties as may reasonably be required.

#### **Apportionment of time for Service Support Manager Job role**

	<b>Residential %</b>
<b>Working with Service Users</b>	40
<b>Managing Staff and Resources</b>	40
<b>Managing Performance</b>	10
<b>Policies and Procedures</b>	10

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### PERSON SPECIFICATION

Post Title: Service Support Manager  
Department: Adult Social Care  
Section: Provider Services, Adult Social Care

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#### CRITERIA

#### ESSENTIAL CRITERIA

##### **Job Related Education and Qualifications and Knowledge**

- A relevant qualification in Social Care or Care Management: e.g. at least Care NVQ level 3 or equivalent relevant experience and the willingness to work towards Level 5 Diploma in Leadership for Health and Social Care
- Knowledge of the Care Quality Commission registration requirements
- Knowledge and understanding of the Care Act
- Knowledge and understanding of medication policies & procedures
- To be a qualified Manual Handling Assessor or willingness to undertake manual handling assessor training, Enhanced Assessors Training and all mandatory training

##### **Experience**

- Experience and understanding of working with vulnerable service users with a variety of complex medical and social care needs
- Experience of preparing documentation such as care support plans, restrictive practices and risk assessments to ensure service user safety.

##### **Skills/Abilities**

- Ability to manage staff and provide regular supervision
- Ability to manage staff performance management issues including absence management, capability and disciplinary issues
- Ability to recruit and induct new staff
- Ability to support the needs of vulnerable adults
- Ability to communicate effectively both verbally and in writing within a multi-disciplinary setting. Ability to manage, motivate and develop teams including the ability to chair meetings and present/ disseminate information.
- Good IT skills and the ability to use databases
- Excellent organisational skills in order to manage a busy work load with changing priorities
- Ability to facilitate training
- Ability to manage / control delegated budgets
- Ability to be actively involved in continuous service improvement
- Ability to delegate tasks to staff
- Ability to participate in discharge planning meetings involving multi-disciplinary teams
- Ability to undertake investigations and prepare a statement of case for situations where disciplinary or capability procedures are

necessary.

**Equalities**

To be able to demonstrate a commitment to the principles of Equalities and to be able to carry out duties in accordance with the Council's Equalities & Inclusion Policy.

**Other Requirements**

Flexible and resourceful approach to work situations.  
Positive approach and attitude towards change management and development of future services

Commitment to providing high quality care and the desire to role model the values of choice, independence, dignity, respect and re-ablement.

Commitment to acquiring awareness and knowledge of Health & safety Policy and practice as it applies in their area of work and the ability to cooperate and adhere to health & safety Policy, Practices and instructions.

To be able to work flexible hours including bank Holidays and weekends across the City.