JOB DESCRIPTION

POST: **Operations Manager**

LOCATION: Derbyshire

RESPONSIBLE TO: Assistant Director of Operations (or nominee)

DBS CHECK: Subject to child and adult workforce regulations

JOB PURPOSE

To ensure that support staff within the designated area provide a safe, sound and supportive service within P3 policies and style of operation.

- Co-ordinate, develop and supervise the work of the Support Teams.
- Ensure good practice in the support of people who use our services.
- Develop, promote and maintain good relationships with external agencies.
- To take overall responsibility for coordinating outcomes information

KEY RESPONSIBILITIES

DELIVERING SERVICE

1) Take a lead role in the management and leadership of services in the East Midlands.

2) To ensure that all operational policies, procedures and statutory regulations are implemented and observed at all times.

3) Alongside the Director of Operations, take a lead role in the development of new systems, programmes and initiatives across housing and support services.

4) To take responsibility in ensuring the effective delivery of an integrated and holistic service which responds to the needs of the clients.

5) To ensure effective use of systems of quality assurance, performance indicators and output targets.

6) To develop and maintain a strategic awareness and overview of the commissioning environment in the area.

7) To develop effective working relationships and work in partnership with all key stakeholders including commissioners, community mental health teams, clients and other providers

8) To demonstrate achievement of key performance indicators and meeting targets set by funders.

9) To ensure payment by results information is detailed and is collated monthly for reporting to funders.

10) To support and direct managers to evidence outcomes achieved to ensure funding is maximized.

11) Work with Service Coordinators to coordinate the work of Support Work teams in their role as Key Workers to clients, ensuring that all clients have an allocated Key-worker and up to date Support Plan.

12) Ensure that all staff receive Support and Supervision sessions in accordance with P3 Policy's and Procedures.

13) Review, develop and monitor the formal support co-ordination, support planning and client risk assessment procedures.

14) Ensure that comprehensive and up to date risk assessments are carried out and appropriate management plans are in place.

15) Ensure that comprehensive and up to date needs assessments are carried out and reflected in support contracts.

16) Ensure that up-to-date records are kept of all on-going work, importance incidents, and developments in the client's life, and that this information is passed on appropriately.

17) Ensure that clients are fully consulted and involved in the planning and revision of their support.

18) Ensure that support plans are relevant to the current needs, preferences and situation of each client and outcomes are identified.

19) Ensure that key-workers promote a healthy and active lifestyle for all clients.

20) Ensure that all referrals are fairly dealt with and assessed as appropriate, and that communication is clear and comprehensive at each stage of the process. Ensure that visits are arranged as per policy and procedure.

21) Liaise with external agencies including local statutory and voluntary services and ensure information is available to Support Workers and clients relating to these services.

22) Raise awareness of P3 services with relevant external agencies and in the community.

23) Be aware of developments within the external environment in relation to current thinking and good practice in relevant areas of practice. Find ways to share these with the team; e.g. training, seminars, written reports.

24) Ensure that all clients understand the nature of their tenure and the rights and responsibilities that are associated with it.

25) Participate in the development of policies within the service and take an active role in those policies relevant to support work.

26) Take a lead role in the recruitment and induction of new staff and volunteers.

27) Monitor exit pathways for clients, supporting and directing Service Coordinators to identify suitable pathways and referral routes for clients.

28) Liaise with those promoting and providing meaningful occupation to ensure that Support Workers can promote the optimum level of activity for each client.

29) To promote effective client involvement in P3 activities wherever possible and appropriate.

30) Provide reports on a monthly basis to the Director of Operations and regularly attend management meetings.

31) Share responsibility for good health and safety practices, including participating in fire drills and risk assessments, and reporting to line-management any matters of concern.

32) Take a lead role in evidencing the Quality Assessment Framework.

33) Look for opportunities to identify additional resources to add value to the local service wherever possible.

TEAMWORK

34) Participate in and coordinate staff meetings, supervision meetings, training, team development sessions and other meetings as required, reporting back to the team as appropriate.

35) Facilitate and lead staff discussions on individual client progress within the team meeting structure to encourage all staff to think creatively and constructively about the work they are doing. In doing this, therefore also facilitating the development of support work skills through discussion and demonstration.

HOUSING MANAGEMENT AND QUALITY

36) Have overall responsibility in ensuring effective housing management including:

- Ensuring that rent arrears policies are administered according to the needs and capabilities of clients and that clients are advised and assisted to claim welfare benefits as appropriate.
- Monitoring and ensuring the prompt notification of vacancies, preparation of empty units, and investigation of possible abandonment's, so that voids are minimised.
- Monitoring and ensuring that rent and service charges are paid regularly and accounted for in the proper manner.
- Ensuring that the inspection of rooms/properties and undertaking of minor repairs take place where possible, and making appropriate arrangements to deal with all other repair and maintenance issues within agreed timescales, and in accordance with tenancy agreements and management agreements.

- To liaise appropriately with partner Landlords and contractors to ensure that planned and day to day maintenance works are identified and carried out with appropriate timescales.

37) Deal with complaints in accordance with agreed procedures.

38) Ensure service meets the quality agenda as set out by Supporting People and continually strive to improve service delivery.

DEVELOPMENT

39) Develop and maintain training opportunities for Support staff and clients and liaise with the Human Resources Department and others as appropriate to ensure that training needs of Support staff are being met.

40) Conduct annual appraisals in accordance with P3's Policy and Procedures to inform the training plan.

41) Undertake development activities as necessary and appropriate to the role.

DELIVERING EQUALITY

42) Foster the equality, diversity and rights of others by ensuring people are respected and valued as individuals.

43) Promote the rights and needs of people who use P3 services in the community.

44) Work within the framework of P3's equality and diversity policy at all times.

OTHER

45) If required, participate in a 24-hour on-call system to provide emergency advice and support to tenants, and/or back-up support to staff carrying out these duties.

46) Undertake all duties in accordance with all P3 policies and relevant legislation and work towards their continuing development and implementation.

47) The employee may on occasions, and in necessary circumstances, be called upon to undertake work in other locations in order to ensure P3's obligations to clients are fulfilled.

48) Undertake such other duties as may be required from time to time to maintain or enhance P3's services.

This job description covers the range of duties required. It is P3 policy to, wherever possible, reach agreement on changes. However if this is not possible, P3 reserves the right to change the job description in line with the needs of the organisation.

P3

PERSON SPECIFICATION

OPERATIONS MANAGER

	Essential	Desirable
Values Must be able to demonstrate the following values; • A commitment to client involvement and empowerment.	✓	
• Promotion of equality of opportunity for people who have experienced oppression and disadvantage in their life opportunities.	✓	
• Recognise and value all aspects of diversity	✓	
• Management practice that demonstrates leadership and vision for continuous improvement and clarity of expectation	✓	
• Management style that involves people in decisions	✓	
• Understanding of and commitment to the importance of access to ongoing training, learning and development opportunities	✓	
Experience Able to demonstrate experience of: • Managing a service including a staff team and budget in a care or support setting	✓	
• At least 3 years experience of the above		✓
• Professional experience of working in a housing related support role	✓	
• Partnership and networking skills	✓	
• Risk assessment and management plans	✓	
• Working with Supporting People legislation	✓	
Knowledge and Understanding • Must have some understanding of the political and social context within which voluntary organisations provide social care services	✓	
• Must have a sound understanding of the support needs of people who use our services	✓	
• Must have an in depth understanding of the specific support and political issues affecting people from a wide range of	✓	

communities. • An understanding of Supporting People legislation • Thorough understanding of Equality and Diversity • A working knowledge of relevant legislation	✓ ✓ ✓	
Skills and Abilities • Able to work on own initiative and prioritise workload • Able to adapt to change and effectively manage change processes • Must demonstrate effective interpersonal and communication skills • Must have ability to maintain accurate records • Must be able to establish and maintain constructive relationships with a wide range of people including senior figures in external agencies. • Must be a confident user of e-mail • Ability to use Word Processing and produce quality presentation documents. • Ability to work flexible hours • Ability to take on an effective leadership role • Able to motivate a staff team • Able to understand and report accurately on financial outcomes from a range of complex service activities.	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓	
Qualifications • A qualification in health, social care or housing is desirable. • There must be substantial evidence of commitment to personal and career development relevant to the post. • NVQ/QCF Competencies at level 3 • NVQ/QCF Competencies at level 4 • Full UK driving licence	 ✓ ✓ ✓	✓ ✓