



JOB DESCRIPTION

LEARNING DISABILITY SERVICES

POST: SERVICE MANAGER

REPORTING TO: Head of Services

ACCOUNTABLE TO: Director of Operations

JOB PURPOSE: To provide direct line management and support the local senior management team to manage the delivery of consistent and high quality services ensuring their continuing relevance to all stakeholders.

KEY ACCOUNTABILITIES/TASKS:

Service Delivery

- Maintain the continuing relevance of services to individuals' needs and purchaser requirements by ongoing planning, monitoring and evaluation.
- Where a need or an opportunity is identified, assist in the development of new services
- Maximise stakeholder involvement in service, planning and promoting Citizenship.
- Ensure that equality of opportunity is reflected in all aspects of service delivery

Quality Assurance

- Ensure agreed standards of service delivery in compliance with relevant legislation, National Care Standards and purchaser requirements.
- To support the senior management team in the streamlining, promotion and monitoring of quality assurance systems which meets the needs of individual services as well as the overall service delivery in the region.
- Ensure compliance with the Scottish Social Services Council Code of Practice.
- Ensure that stakeholder processes are managed

Staff Management

- Be responsible for and ensure the appropriate support, supervision and appraisal of staff.
- Develop, monitor and evaluate staff communication and support systems.
- Develop, monitor and implement supervision and appraisal systems for staff.
- Ensure that all Turning Point Scotland policies and procedures are adhered to.
- Recruit, develop and ensure the provision of relevant induction for staff and continuing learning opportunities
- To liaise with the senior management team regarding information relating to individual

registered services across the region.

Financial Management/Administration

- Ensure that records are kept up-to-date and take account of relevant legislation and individuals requirements.
- Ensure that service records are audited to ensure compliance with organisational requirements
- Maintain the economic viability of the Service by operating within agreed budgetary requirements.
- Record information in line with the organisation's Confidentiality Policy and the Data Protection Act.
- Monitor, develop and review financial systems that take account of organisational, individual and legislative requirements

Health & Safety and Property Management

- Ensure a healthy and safe environment by monitoring systems that take account of relevant legislation and organisational policies and procedures.
- Develop and monitor all domestic, maintenance, medication and recording systems in line with organisational policy.
- Monitor, review and ensure implementation of risk assessment and management strategies within the service.

Learning and Development

- Maintain, promote and ensure within the service an awareness of current developments in practice and legislation.
- Participate in relevant internal and external training, identify own, individual and team training and development needs.
- Ensure that staff receive appropriate training to meet individuals and service needs.
- Actively participate in and be committed to the supervision and appraisal processes in line with organisational policy.
- Maintain own recognised and required qualifications.

Communications

- Promote the aims of the Service and Turning Point Scotland.
- Represent Turning Point Scotland at local level and build positive links with all relevant stakeholders.
- Develop and maintain effective communication systems between all stakeholders.
- Work closely with the management team to ensure the services are operating smoothly and effectively, sharing information to promote streamlined practices.
- Support effective, positive communication systems with "Because people matter" as a key message

Other Requirements

- Organise your working time to maximise the efficiency of the Service.

- Undertake on-call, overnight, weekend and rota-working as required.
- Undertake any other tasks as may be reasonably requested.
- Undertake registration with the SSSC within the timescale required, where relevant, and maintain this.
- To undertake a deputizing role for any short term absences for the Care Inspectorate registered managers.