

JOB DESCRIPTION

JOB TITLE: Area Manager - Community Support Team

REPORTING TO: General Manager

JOB PURPOSE:

To lead, manage and develop staff, providing the right mix of support, supervision, appraisal and training to get the best for and from each person.

To ensure high standards of quality are developed and maintained throughout the service.

To maintain a person-centred culture - focus on support that is enabling, empowering, respectful, caring, and encourages choice, independence and control

SKILLS, KNOWLEDGE & QUALIFICATIONS

- At least 12 months' experience of working within the care sector
- Car driver with own transport
- Achieved or working towards Diploma in Health and Social Care at level 3 or above (or equivalent)
- Willingness to participate in vocational training
- Satisfactory Police Check, 2 references and satisfactory check against the DBS Vulnerable Adults and Children's Barred List
- Self-motivated and customer orientated
- A good communicator and listener with excellent interpersonal skills and the ability to communicate effectively at all levels
- Excellent time management skills
- The ability to use own initiative and make safe decisions in the best interest of JRH support's policies and procedures.
- To have the flexibility to work within the structure of the service
- Caring and sensitive to the needs of others
- An active team player but also able to work on own initiative
- Honest
- Reliable/ Punctual

MAIN DUTIES AND RESPONSIBILITIES

General

- Adhere to all Company policies and procedures within the defined time scales
- Promote and ensure the good reputation of the Company
- Be responsible for recruitment of staff to work within your specified geographical area.
- Have a full understanding of your safeguarding responsibilities as a referrer and the ability to identify and assess safeguarding risks
- Ensure that all information of confidential nature gained in the course of duty is not divulged to third parties.
- Notify the person in charge as soon as possible of your inability to report for duty, and also on your return to work from all periods of absence.
- Pay maximum attention to security at all times. Where appropriate, ensure the security of service users' homes.

Leadership

- Lead, develop, manage and motivate a team in your geographical area, including Reviewing Officers, Support Coordinators and Support Workers.
- Conduct supervisions and appraisals with your team and identify good practice and positive attitudes
- Conduct probationary reviews
- Recognise and respond to good practice within your staff team
- Identify relevant training and development opportunities for your staff team

Administration

- Contribute to developing and maintaining a variety of administration tasks both within the office environment and in the community, including updating information on the Company's software.
- Ability to use Microsoft Word and Excel, to be generally computer literate and willing to learn how to use the company's software program.

Quality Monitoring:

- Continually review and evaluate the service to identify the potential for improvements.
- Contribute to the completion of quality audits of the service.
- Ensure services meet the requirements of CQC registration
- Maintain effective recording systems

- Respond to complaints and concerns in a timely fashion and maintain a culture of learning by mistakes
- Respond to KPIs and company quality audits.

Referral, Assessment and Support Planning

- Liaise with commissioners to take on new referrals
- Complete initial assessments of referred service users and develop support plans and risk assessments
- Contribute to reviewing and amending support plans and risk assessments as and when required.
- Actively develop new leads with commissioning teams and maintain positive relationships with all people who refer to our service.

Staff performance management

- Contribute to conducting disciplinary hearings and performance management meetings with support workers as and when required

Communication:

- Participate in staff and service user meetings as and when required.
- Facilitate open communication and teamwork within teams and between teams.
- Maintain open dialogues with external stakeholders to provide a high quality service at all times.

Training & Development:

- Maintain professional knowledge and competence.
- Attend mandatory training days/courses, on or off site, as and when required.
- Participate in relevant QCF training to achieve required qualifications.
- Participate in the induction process

Health & Safety:

- Report immediately to the person in charge, any illness of an infectious nature or accident incurred by a service user, colleague, self or another.
- Understand, and ensure the implementation of JRH Support's Health and Safety policy, and Emergency and Fire procedures.
- Report to person in charge any faulty appliances, damaged furniture, equipment or any potential hazard. Where applicable, remove item from use.
- Promote safe working practice at all times.
- Be part of investigations into incidents and accidents as and when required

This Job Description indicates only the main duties and responsibilities of the post. It is not intended as an exhaustive list. JRH Support reserves the right to amend this Job Description from time to time.