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Job Description

Service/Registered Manager

Introduction

Autism Initiatives is committed to working in partnership with the People Supported, their families, commissioners and others to provide a specialist, Autism specific, person centred and outcome focussed service for people with Autism Spectrum Conditions.

All staff are expected to:

- Work in the context of Autism Initiatives' Vision, Mission and Philosophy and to use our 'Five Point Star' approach in order to support the People Supported in achieving their goals.
- Work to develop their abilities in line with the Autism Initiatives Competency Framework.
- Recognise the positive abilities of the People Supported and support our shared belief in lifelong learning.
- Adhere to the Autism Initiatives' Code of Conduct and the NI Social Care Council's Code of Practice (NISCC), showing a high degree of professionalism, resilience, and a willingness to remain committed during particularly demanding times.

Location

Service Managers are usually recruited for specific services, but may also be required to work at other locations, either temporarily or permanently as required.

Line Manager

Service Managers are managed and supervised by the Area Manager whose area(s) they are located in. Your line manager may change depending on changes in the organisation.

Registered Managers will be accountable to their Area Manager for the overall management and quality of the service, in keeping with AI philosophy, aims and objectives. The Registered Manager will also be expected to work directly with the People Supported.

Person centred autism specific practice

The Service Manager will:

1. Specifically take account of the choices, needs and wishes of each Person Supported, involving them in their own plans and day-to-day decisions.
2. Take personal responsibility for learning about each Person Supported and the way Autism affects them; for 'listening' to each individual; and for reflecting on own practice to continuously develop their own knowledge and skills.

3. Maintain People Supported Confidentiality at all times.
4. Develop person-centred working relationships with the People Supported, carry out Key Worker responsibilities if required, in a professional manner, or alternatively delegate a member of your team to the Key Worker role.
5. Ensure that *all* documents to support person centred outcome focussed Autism practice, as contained in their Working Files, are appropriate and up to date and all plans being used effectively.
6. Ensure that all records are maintained in an efficient and professional manner and in accordance with GDPR and the Data Protection Act.
7. Contribute to People Supported reviews and all monitoring and inspections, both in writing and in person, as required. Prepare a written report for Area Managers (AM) on a monthly basis and keep the AM informed of all matters of concern relating to the People Supported as required.
8. Undertake assessments of new People Supported and continue a process of re-assessment and review incorporating these in the People Supported About Me.
9. Ensure person-centred support plans and interventions are reviewed regularly and updated as required and ensure that changes are communicated to relevant persons in a timely manner.
10. Work within the team to support People Supported in their daily lives, through:
 - Assisting People Supported to develop and maintain a high standard of personal hygiene and appearance, or ensure this support is provided by a member of your team.
 - Supporting People Supported to make appropriate choices regarding their nutritional needs.
 - Administering medication in accordance with the People Supported needs and Kardex's and also ensuring medication policy and procedures are adhered and staff are competent in administering medication.
 - Ensure the People Supported are accompanied to the dentist, doctor, hairdresser and other appointments as appropriate.
 - Reporting to the service Area Manager any concerns regarding the Person Supported welfare including health and safety issues and safeguarding concerns.
 - Ensure People Supported are supported with their personal care needs such as bathing, dressing, shaving, and assisting them to learn self-care, with direct support where required.
 - Ensure People Supported are supported to leisure and meaningful activities both inside and outside of the home, in accordance with individual interests, choices, needs, activity plans and support plans.
 - Ensure People Supported are accompanied on trips and holidays to various locations (including abroad) when required.
 - Ensuring the home environment is secure, clean and well-presented and domestic chores and relevant checks as necessary are completed ensuring tasks are delegated fairly.
 - Adhering to all safeguarding requirements and any procedures aimed at the protection of vulnerable adults.

- Using 'Positive Intervention Support Planning' to support People Supported who present with behaviours that challenge, take action if these need reviewed.

Quality

The Service Manager will:

1. As the Service Manager you shall register with RQIA and take on the role of Registered Manager of the designated service(s).
2. Ensure all RQIA Minimum Standards are adhered to in the service you manage by being aware of the standards and making sure all your staff read and understand these and they guide your service.
3. If applicable in the service, ensure all Supporting People Quality Assessment Framework standards are met in the service and these along with RQIA standards guide your service delivery. Also be aware of and be guided by the REACH Standards for Supported Living.
4. Attend any meetings, training or up-dates required to contribute to the quality development of your service e.g. RQIA Road shows.
5. Ensure all internal and external regulatory monitoring visits e.g. internal Monthly Monitoring and RQIA inspections are prepared for and responded to in a timely and efficient manner.
6. Carry out Monthly Monitoring in other services within the organisation, as directed by line management.
7. Ensure all actions arising from inspections and monitoring are recorded, acted upon, and improvements evidenced and forwarded to the Registered Manager and Area Manager in a timely manner for action.
8. Ensure that all reports required by senior managers are completed in an efficient and timely manner, using electronic systems where appropriate and that these are forwarded to designated Senior Manager and other head of departments as required.
9. Following transition of any Person Supported into your service, ensure all assessments and records of the transition process are completed, recorded put in place.
10. Maintain all written records relating to the service as required, ensuring all are up-to-date and reviewed as required.

Resources and systems

People/Staffing

The Service Manager will:

1. Recruit and interview staff, maintaining the required staffing levels for the contracts and Person Supported support/care plans, in accordance with organisational procedures and current legislation and in liaison with the HR department.
2. Forward plan duty rotas using a Rota Management System. Ensure there is an adequate number and skill mix of support staff members available to meet the needs of People Supported within the allocated budget.
3. Ensure all absence is managed according to the Absence Management Policy and the absence information is forwarded to the HR department without delay. Ensure absence triggers are acted upon and long term sick is managed in liaison with the HR department.
4. Hold regular team meetings and support effective teamwork and ensure clear, positive communication channels. Organise and chair monthly team meetings within the service.
5. Keep your knowledge on chairing meetings, teamwork, leadership and management skills up-to-date by attending management training courses as required.
6. Offer day-to-day advice and guidance to staff, giving formal supervision and appraisal as required according to policy to ensure best person centred Autism practice by the staff team. Forward appraisal details to the HR department in a timely manner. Ensure your service has an acceptable level of appraisal/support/NISCC completed.
7. Ensure that all staff access mandatory and development training and that learning is transferred to practice.
8. Plan and deliver any training that you have competence to educate/train others in as required and directed by management.
9. Contribute to the on call system as required for your own and other services across AI.
10. Participate in any investigations, grievances, complaints or disciplinary procedures, in accordance with the organisation's procedures and in liaison with the HR department.
11. Compile and prepare salary returns for the staff team and submit them to the finance department for processing; also forward these to your Area Manager for inspection by the designated dates.
12. Maintain managerial observation of staff in your service paying particular attention to the following aspects:
 - Policies and procedures are followed at all times.
 - Care/support is person-centred: holistic, guided by power-with and not power-over & is empowering with choices offered to People Supported; is underpinned by empathy, compassion & dignity.
 - People Supported needs are to the fore in the support/practice in your service.
 - No staff display behaviours of any kind, or any form of communication that is derogatory, or shows a lack of respect to any Person Supported.
 - That all records such as assessments, support plans, daily records, evaluations and reviews are kept up-to-date.

- That you act at once to deal with any observed practice that falls short of AI required standards across all services. Depending on issue observed your action will be anywhere on a continuum from education, support, guidance to taking disciplinary action if needed.
- That you also provide regular positive affirmation of positive care/support celebrating good care/support when observed.

Finance

The Service Manager will:

1. Liaise with the Area Manager and the finance team in the preparation of the annual budgets, and participate in budget review meetings at regular intervals.
2. Work within budget, maintaining and recording all financial information, including those related to People Supported own monies as well as the service's petty cash.
3. Ensure that People Supported are receiving all entitlements owed, with regard to benefits payments.
4. Ensure Management Accounts are scrutinised and any discrepancies reported and rectified with the support of the finance team. Investigate any discrepancies accordingly.
5. Ensure cash within the service/home is managed in accordance with the organisations procedures.
6. Prepare for all internal financial audits and following these undertake any actions that have been recommended in the suggested time-frame.
7. Prepare for any external financial audits e.g. RQIA, Trust/BSO (in cooperation with your Area Manager) and following these undertake any actions that have been recommended in the suggested time-frame.
8. Record and Report to RQIA notifiable events, as laid out in the RQIA 'Notifiable Events Guidance'; report any critical incidents to Supporting People; inform the contacting Trust of any untoward financial issues.

Transport

The Service Manager will:

1. Ensure all aspects of the AI Transport policy is followed.
2. Ensure that each Person Supported who avails of using a personal mobility car, or public transport, has a Transport Agreement completed and in place.
3. Ensure that the transport arrangements in place for your People Supported meet their specific needs and represent best value for money for each individual Person Supported needs.
4. Where it is considered that any Person Supported is being financially disadvantaged by the transport means they use bring this to the attention of the

Trust care management team and when required follow a best interests approach to deal with the issue.

5. Ensure employees have the relevant insurance / paperwork / drivers audit completed if transporting People Supported.

Health and Safety

The Service Manager will:

1. Ensure that the service buildings and environment is maintained to an acceptable standard, being clean, comfortable and safe and equipment is stored in accordance with Health & Safety requirements.
2. Ensure that Health & Safety (H&S) checks occur as required at designated times by yourself or a designated member of your staff.
3. Ensure all reporting of H&S issues, and regular checks reported as required.
4. Ensure that a record is maintained of all accidents / incidents / near misses for People Supported and staff and ensure these records are forwarded to the relevant agencies and the HR department when required.
5. Ensure that potential hazards in all areas are assessed and that action is taken to minimise any identified risk.
6. With respect to all aspects of H&S ensure procedures and policies are adhered to at all times.
7. Work in cooperation with the relevant Manager and Health and Safety Lead, to maintain safe, legal and effective H&S standards. Following H&S monitoring by the relevant Manager and Health and Safety Lead, undertake all actions required within the specified time frame.
8. Any breaches or reduced standards related to H&S, should be reported to your Area Manager & Health and Safety Lead as soon as you become aware of such issues and a plan put in place to deal with the issue.

Working together

The Service Manager will:

1. Develop and maintain effective relationships with internal colleagues and teams so that we provide an efficient Person Supported outcome focussed service.
2. Build and maintain a positive relationship with families and significant people in the People Supported lives.
3. Build and maintain effective relationships with commissioners, health professionals and other colleagues whose work impacts on the lives of People Supported.
4. Engage with and contribute positively to local groups, creating and maximising opportunities for People Supported to be a part of the community.

5. Attend and report on local provider and other forums as required.
6. Ensure that all feedback, including Complaints, Compliments, and Suggestions, is encouraged, recorded, reported and used to improve the service.
7. Deal with any staff conflicts as soon as you are aware of these, achieving resolution to facilitate team cohesion. Make your Area Manager aware of any conflicts or staff difficulties and seek your Area Managers/HR support if you find you require assistance to deal with staff issues.

Personal development

The Service Manager will:

1. Attend all relevant and required training and development programmes.
2. Change their practice as a result of development experiences as required.
3. Continuously develop their own leadership style, being a positive role model for their team and colleagues.
4. Attend and contribute to own supervisions, appraisals, training and other events as required.
5. The Registered Manager will be required to be registered with NISCC (or to hold a professional qualification and be on that professional register e.g. NMC) this must be valid and maintained, annual subscriptions must be paid. A copy of your certificate must be forwarded to the HR department. Failure to maintain registration may lead to disciplinary action.

General

The Service Manager will:

1. Work designated periods of rotation on the on call rota.
2. Attend and support particular functions and events throughout the year.
3. Not, at any time, act in such a way as to bring the Company into disrepute.
4. Undertake any other duties as reasonably requested, relative to the objective of the post.
5. Adhere to Confidentiality policies at all times.

The Service Manager will also undertake any other task, or work which arises within the scope of the role in order to meet the needs of the service, the People Supported or the Company and in keeping with regulatory and legislative requirements. Duties will at all

times be undertaken in compliance with AI's policies and procedures, including Health and Safety.

This job description is not definitive and may vary in accordance with changing needs.

JOB CRITERIA – Registered/Service Manager

ESSENTIAL

- Meet the RQIA requirements to be a Registered Manager when taking up appointment i.e. Relevant Health or Social Care professional qualification; or Level 5 Diploma (QCF5) in Leadership for Health and Social Care services (Adults Management); or other relevant Diploma/Degree/Post-Graduate qualification in Management and Leadership in Health and Social Care, or related area.
- Have the qualifications and required experience (years supporting and at a Senior level or above) to be able to meet RQIA criteria to be a Registered Manager of a domiciliary service.
- Working knowledge of supporting people who have ASC, communication difficulties and associated complex needs.
- Full valid UK driving licence held for at least one year, with access to own car and with business insurance on appointment.
- Knowledge of statutory and legislative requirements and application of a 'rights based ethos', in line with Domiciliary Care Agencies Minimum Standards.
- NISCC registration.
- Proficient in Microsoft Office packages.
- Flexibility and resilience: The ability to meet the changing needs of service/People Supported.

Person Specification	
Job Title: Service Manager	
ESSENTIAL	HOW ASSESSED
<ul style="list-style-type: none"> • Ability to show compassion and empathy. • Able to work effectively in partnership with People Supported, families, colleagues, and other professionals. • Clear verbal communication • Recognition of the importance of active listening. • Written communication and understanding. • Ability to understand and complete relevant numeric and written documents and reports. • Professional approach and attitude. • Knowledge of current legislation and regulations for Health and Social Care. • Working knowledge of national standards • Understanding of what 'a person centred approach' means. • Ability to work effectively as part of, and to manage a team. • Flexibility and resilience: The ability to meet the changing needs of service/People Supported. 	<p>Application form, interview and references.</p> <p>Application form, interview and references.</p> <p>Interview.</p> <p>Interview.</p> <p>Application form and interview.</p> <p>Application and interview.</p> <p>Interview.</p> <p>Application form and interview.</p> <p>Application form and interview.</p> <p>Application form and interview.</p> <p>Application form and interview.</p> <p>Application form and interview.</p>
Other assessment methods may apply in addition to interviews.	

Terms and Conditions

Post:	Service Manager (Registered Manager)
Hours:	40 hours per week
Starting Salary:	As advertised.
Annual Leave:	23 Days Annual Leave per year
Bank Holidays:	10 Days per year
Probation:	6 Months, 12 week assessment process.
Occupational Health Benefit:	The organisation operates an Occupation Health Benefit scheme.
Pension:	Auto Enrolment
Equal Opportunities:	Autism Initiatives is committed to equal opportunities and as such welcomes applications from all sections of the community.