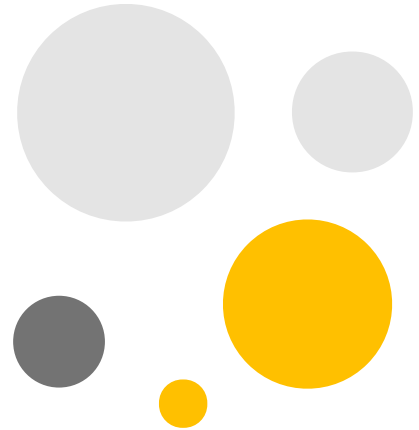


Who are we?

Positive Futures is positive about people. We transform peoples' lives every day. We support people who have a learning disability, acquired brain injury and autism.

The bottom line is this: wonderful things can and do happen when people get the right support, at the right time, from the right people.

ABOUT US AND THE ROLE

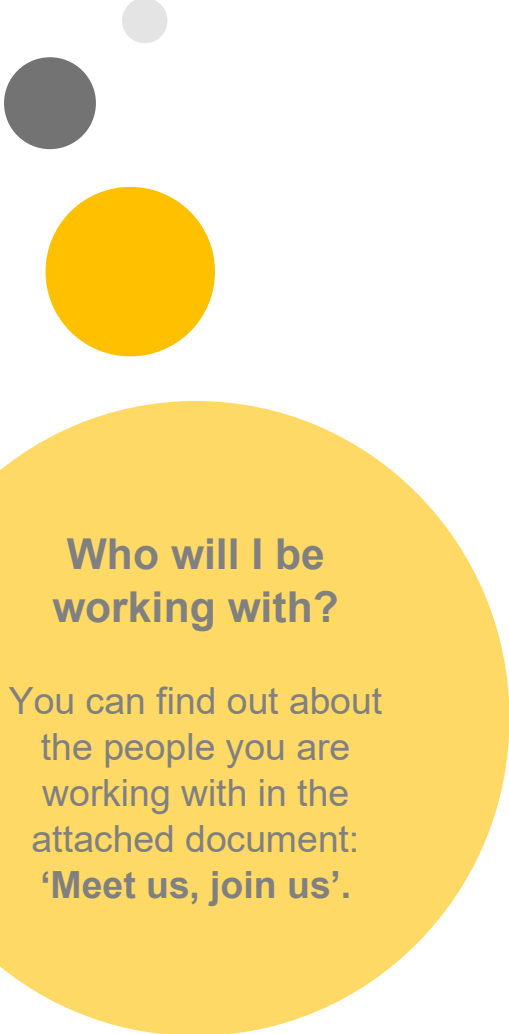


What does a Service Manager do?

Put simply, your job is to develop and manage a high-quality Supported Living Service which meets the needs and aspirations of the people we support in order to deliver our Mission

To help you to do this, you will:

- receive a full and paid induction
- spend time getting to know the service you are leading
- learn how best to support the people we support
- Work as part of a dedicated team to provide support.



Who will I be working with?

You can find out about the people you are working with in the attached document: **'Meet us, join us'**.

POSITIVE FUTURES

ACHIEVING DREAMS. TRANSFORMING LIVES.



Job Title	Service Manager
Reports to	Operations Manager

Purpose of Role

To develop and manage a high-quality Supported Living Service which meets the needs and aspirations of the people we support in order to deliver our Mission

Main Responsibilities

Managing the Service

To assume responsibility as Registered Manager for the service and the delivery of all aspects of a high-quality service. This means to:

- Provide leadership and act as a role model for all staff, ensuring that the strategic aims of Positive Futures are communicated and delivered in the work within the service.
- Encourage effective two-way communication between staff in the service and the wider organisation, for example, by attending Service Team Meetings and encouraging all staff to contribute to the Joint Consultative Committee.
- Ensure that the service is resourced appropriately, and expenditure is controlled in line with budget constraints, including the effective management of all staff and the on call rota to ensure that the people we support receive the care and support they need at all times. This includes actively promoting and supporting the involvement of volunteers in the work of the service.
- Ensure the mechanisms are in place to keep staff up to date with relevant legislation, regulation and policies. This means that the team(s) understand and work within the requirements of the relevant legislation and regulation (for example, RQIA, Supporting People, Health and Safety etc).
- Ensure the mechanisms and systems are in place to monitor the quality of the service in line with policy and regulation. This includes the development and review of Quality Improvement Plans.
- Facilitate the integration of risk management and controls, escalating reports of any risk and considering mitigating actions as required. This means regular review and updating of the service risk register.

Managing People

To ensure the effective people management of all staff and volunteers, ensuring they join, are managed well, and leave the organisation in line with Positive Futures' policies and procedures and the Northern Ireland Social Care Council (NISCC) Standards of Conduct and Practice. This means to:

- Ensure staff are recruited, inducted, trained, coached, mentored, supported, enabled, supervised and performance managed to do their jobs effectively.
- Set clear roles and responsibilities for all staff, in conjunction with the Corporate Plan and Annual Business Plan. This means that staff have the required skills and knowledge to fulfil their roles effectively, with development plans in place to develop their skills or address any skills deficit. Ensure that all staff are supported to achieve relevant qualifications including those on the Qualification Credit Framework (QCF) and be involved in the assessment and/or verification of QCF qualifications as appropriate.
- Ensure effective and clear communication, administrative, information and technology systems are in place and that they are maintained, reviewed and developed. This should enable all staff to use these systems as appropriate when fulfilling their duties.

People we support

It is important that we understand the views and aspirations of the people we support and that they are kept at the forefront of our work. This means to:

- Provide leadership in the use of person-centred thinking tools and approaches to ensure that the people we support experience full and valued lives.
- Promote and encourage the involvement of the people we support in the everyday management and delivery of the service and the wider organisation.
- Represent Positive Futures, as appropriate, to include participation in special interest / working groups.
- Develop and maintain positive professional working relationships with HSC Trust staff and other key individuals / organisations in the interests of the people we support.

Developing the Service

- Work in partnership with external HSC Trust colleagues and Positive Futures' Positive Behaviour Support team to progress new growth opportunities. This work will include progressing referrals and completing comprehensive person-centred assessment tasks to identify the individual support needs of people.
- Use assessment data to plan and implement support arrangements for each individual, to include:
- Developing Person Centred Portfolios (Care Plans) which outline all aspects of support required to enable people to live as independently as possible
- Recruiting appropriate staffing both in terms of skills mix and ratio of required staffing
- Supporting people to secure appropriate housing to meet their accommodation needs.
- Establish and oversee service development in relation to budget development, staffing and establishing service systems (including administrative,

information, communication and technology systems) in line with organisational systems and processes.

General

- Challenge and influence current ways of working to drive positive change.
- Maintain confidentiality and data protection requirements with all work undertaken.
- Carry out your duties and responsibilities in line with relevant health and safety and risk management policies and procedures.
- Attend staff training courses, seminars, conferences etc as required.
- Build and develop positive working relationships within your team and across other teams and departments.
- Make effective use of information, communication and technology systems in order to carry out the responsibilities of the post.

There will be occasions when the job holder is required to fulfil some duties outside of normal working hours and flexibility is therefore essential.

There may be other duties from time to time as Positive Futures may reasonably require.

How do I apply for this job?

Complete an application form online stating how you meet the following criteria for this job in the shortlisting section of the application form. We will use this shortlisting section to decide whether to invite you to an interview.

To apply for this role, you **MUST** have:

Option 1

Relevant recognised Health and Personal Social Services Professional Qualification i.e. Social Work, First Level Registered Nurse or Allied Health Professional¹

A minimum of 4 years' experience in a health and social care setting providing services to people with a disability and/or acquired brain injury and/or autism. This must include at least two years' relevant experience in an operational management capacity*.

Be registered with the relevant professional body without condition,

Full, valid driving licence or an ability to travel independently to meet the requirements of the post.

OR

Option 2

1. A Level 5 Diploma in Leadership for Health and Social Care Services (Adults' Management) Wales and Northern Ireland and registered, or be eligible for registration on appointment, on the appropriate part of the NISCC register, without condition.

OR

In the process of completing Level 5 Diploma in Leadership for Health and Social Care Services (Adults Management) Wales and Northern Ireland and committed to completing the qualification within 18 months of appointment.

2. A minimum of five years practice experience in a health and social care setting providing services to people with a disability/and/or acquired brain injury or autism. This must include at least two years' relevant experience in an operational management capacity.

3. Full, valid driving licence or an ability to travel independently to meet the requirements of the post.

If you meet the shortlisting criteria, you will be invited to attend an interview.

To be successful at interview and ensure the people we support receive the highest quality service, you need to:

- Share our **POSITIVE** values
- Have the right skills (or competencies) needed for the job.

Our Values

“Our values” are what underpin everything we do in Positive Futures.

PEOPLE FIRST – the people we support will always be our top priority.

OPPORTUNITIES – we seek out opportunities to make life better for the people we support through the commitment and dedication of our staff and volunteers.

SPEAKING OUT – working in partnership with the people we support, we will champion their rights at every opportunity with decision makers, with government – locally, regionally and nationally – and in the media.

INNOVATION – we are a learning organisation that is always looking for new, creative and better ways to do things.

TENACIOUS – we don't give up – if it needs to be done, we believe it can and will be done.

INVOLVEMENT – the people we support, and our staff will always have a say in the running of the organisation and we will celebrate with our partners and stakeholders what we achieve together.

VALUE FOR MONEY – we deliver life-long results and transform peoples' lives in a cost-effective manner.

EXCELLENCE – we will always aim to be the best we can be in supporting people to achieve their dreams and transform their lives.

Our Competencies

You need to have the following skills (competencies) to help the people we support to live the life they want.

Competencies for the role	You need to be:
Respectful and Understanding of Others	<ul style="list-style-type: none"> • Kind and work well with others, treating them with respect and dignity • Understanding of the needs of others
Effective Communication	<ul style="list-style-type: none"> • Able to communicate effectively with others, verbally and in writing
Results and Quality Focus	<ul style="list-style-type: none"> • Able to be an active, positive and co-operative member of the team • Helpful and supportive of others • Focussed on the best interests of people we support
Problem Solving and Decision Making	<ul style="list-style-type: none"> • Open minded and able to resolve difficulties • Able to make good decisions
Resilient to Change and Challenges	<ul style="list-style-type: none"> • Open to change and new developments / initiatives • Able to adapt well to new and unfamiliar situations • Resilient and cope well when challenges arise

The people we support and our staff are at the heart of all that we do.

As a valued member of staff, you can avail of our competitive salary and benefits package



Pay

Scale 1 - £35,500.00 per annum

Scale 2 - £36,500.00 per annum - **Bar***

Scale 3 - £37,500.00 per annum

Scale 4 - £38,500.00 per annum

Scale 5 - £39,500.00 per annum

Scale 6 - £40,500.00 per annum

The above salary scales are based on full-time hours (37.5 hours per week). Salary for part-time hours will be calculated on a pro rata basis.

* (**Bar** for person appointed based on the shortlisting criteria in option 2 who does not yet have a QCF qualification)



Holidays

36-39 days paid per holiday year (including designated holidays)

Pension

We offer a contributory pension scheme - we pay 4% for eligible staff alongside your contribution of 5%.



Employee Benefits

Click [here](#) to view our comprehensive list of benefits



Training and Support

You will receive induction, relevant training, and regular 1:1 support meetings with your manager. We also provide opportunities for team development and, when needed, specialist training for teams.

We will support you to develop your career and, complete external and/or accredited training programmes relevant to your role.



Costs covered for NISCC registration

When you join us, we will pay your initial NISCC registration fee and, in recognition of loyalty of long serving staff, we will cover the cost of the annual NISCC registration fee for eligible staff who have completed three years' service.