

My role purpose is

- To develop and lead support services in accordance with person centred approaches and actively encourage community links and relationships.
- To support and promote Avenues vision, values and operating principles.

My key accountabilities are to

- Ensure the health, safety and wellbeing of the people using the service
- Demonstrate effective leadership to enable employees to provide consistent high standards of support
- Develop services in accordance to the requirements and aspirations of those that use them
- Promote and role model person centred approaches
- Effectively recruit, develop and manage employees in a fair and consistent manner
- Promote and maintain inclusive community links
- Establish and maintain effective relationships and networks, internally and externally
- Establish and reinforce a culture of continuous improvement (through analysis of information and data provided)
- Effectively monitor the financial performance of services
- Effectively manage the rostering process for the service and ensure data needed for payroll purposes is accurate and timely
- Maintain accurate data for the service within the central rostering system
- Introduce, implement Business Plan and other strategic objectives within area of responsibility
- Implement, monitor and review Avenues support planning processes in partnership with keyworkers for each individual supported.

My key responsibilities are to

- Take ownership for continuing professional development for self and team
- Be an ambassador of the organisation
- Use and challenge management information to make sound business decisions
- Maintain an understanding of the social care sector and how it impacts on areas of responsibility and the organisation
- Encourage a solutions led culture
- Maintain a practical knowledge of policies and procedures and ensure appropriate usage
- Empower your Assistant Service Manager to autonomously manage services in your absence
- To work with the management team to reinforce a culture of continuous improvement within the services
- To work with the management team to develop and manage employees in a fair and consistent manner

I will be measured by

- Building and maintaining solid relationships with customers, families, advocates, care professional and colleagues
- All employees being managed in accordance with policy, procedure and best practice guidelines
- Compliance with relevant regulatory bodies
- Data from internal and external quality, performance management and audit tools
- Sound business decisions made by using and challenging management information

What personal qualities and behaviours must I be able to demonstrate?

- Ability to manage oneself
- Business awareness
- Continuous improvement and innovation
- Developing and maintaining relationships
- Effective leadership and management
- Ability to apply a common sense approach to suit the situation

What knowledge and experience should I have?

- Commercial awareness
- Experience of managing budgets and financial information
- Sector and specialist experience (see below)
- Knowledge of sector regulatory bodies and their standards
- Knowledge of sector relevant legislation
- Level 5 diploma or equivalent experience
- Experience of working with people disadvantaged through illness and disability

What skills will I need to demonstrate?

- | | | |
|--|--|--|
| <input type="checkbox"/> Leadership | <input type="checkbox"/> Negotiation / conflict resolution | <input type="checkbox"/> IT skills including but not limited to Word, Excel, Outlook |
| <input type="checkbox"/> Management | <input type="checkbox"/> Coaching | |
| <input type="checkbox"/> Communication | <input type="checkbox"/> Practice leadership | |

To manage this service I will also need

Experience working with people with learning disabilities, autism, and behaviours that challenge.