

## Day Services and Short Breaks Manager

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**Department:** Health and Community Services

**Section:** Adult Social Care

**Reports to:** Principal Social Worker

**JE Ref:** HCS629

**Grade:** CS12 (AFC: G)

**JE Date:** 09/06/2020

### Job purpose

To manage the overall delivery and operation of a range of Day Services and Short Breaks within Adult Community Services, for people with learning disabilities and associated conditions, and older adults with cognitive and/or physical impairment. Lead and manage a team of social care staff in providing a range of high quality, cost effective social care services, which includes the setting and monitoring of standards, developing and implementing policy and procedure, promoting and engaging in joint working with other government departments and third sector providers, as well as, strategically planning the future development, implementation and commissioning of services in line with the government of Jersey strategic goals.

As a member of the Health and Community Services Corporate Management Team, contribute to the development and implementation of policy and strategy for Community Services overall.

### Job specific outcomes

Provide overall leadership, overseeing the breadth of operational business within Day Services and Short Breaks, with due attention and adherence to the parameters of legislation, best practice and health and community services policies, to ensure the effective delivery of services.

Responsibility for considering the needs of individuals requiring services and work closely with the multi-disciplinary team to identify when bespoke packages of care are required. The post holder will take responsibility for the overall planning and development of new projects, leading to the establishment of new areas of provision. This will include active participation in the commissioning process and input to the review of Short Breaks contracts.

Maintain good communication links for Day Service staff teams across the various settings, by monitoring and reviewing communication needs and updating communication strategies in order to adapt to changing needs. Establish and maintain effective communication pathways with service users, families, carers and partner agencies, for Day Services and Short Breaks, so productive and co-operative working relationships can be built and maintained.

Lead a team of registered managers and social care staff to ensure a high quality, personalised service is delivered which identifies and manages risk; ensuring access to appropriate training which safeguards the rights of the individual, staff team and the general public, when supporting service users within Day Service environments or the wider community.

Support and empower registered managers to undertake staff recruitment, appropriate deployment and allocation of workloads based upon levels of knowledge skill and experience of team members.

Monitor staff performance and continued personal/professional development, conduct and attendance, as well as, the undertaking of regular supervision and staff appraisals.

Act as budget holder for a range of budgets within Day and Short Break services, with responsibility for the authorisation and monitoring of expenditure in accordance with Government of Jersey financial directions. Monitor and review the progress of commissioned Short Break services and ensure regular feedback is provided to the principal social worker.

Responsible for the collation of and recording of data; and provision of reports to meet all relevant health and community services departmental and statutory requirements.

Monitor and review current service provision, highlight potential deficits and act when changes are required. Collate relevant statistics and map future service provision. This will also include the development of Day Service business plans to support future development of services.

Manage complaints in line with Health and Community Services policies which support and protect the confidentiality of service users and staff.

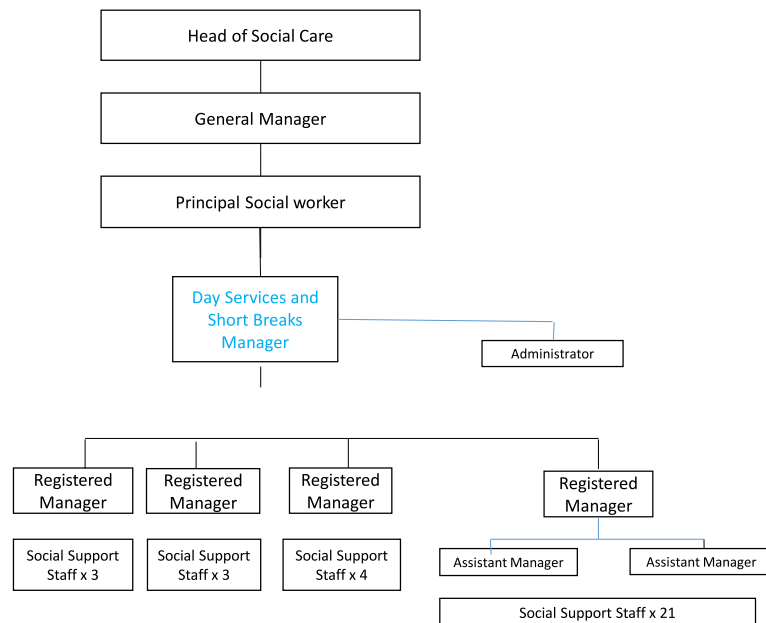
Development of policies, procedures and guidelines in relation to standards of care and clinical procedures and practice. In addition, it is the responsibility of the Day Services and Short Breaks manager to interpret health and community services policy and implement the requirements of same, taking in to account the specialist nature of provision.

### **Statutory responsibilities**

- The post holder will have to comply with all relevant States Laws, such as the Health and Safety at Work (Jersey) Law 1989 and any other associated legislation, Including Mental Health Law, Capacity and Self Determination Legislation, Financial Directions, and other relevant Codes of Practice, in respect of managing the key project deliverables of programmes and costs through the active management of procurement, approval, financial and administrative procedures.
- To be responsible for your own health and safety and that of your colleagues, in accordance with the Health and Safety at Work (Jersey) Law, 1989.
- To work in accordance with the Data Protection (Jersey) Law.

- To work within the regulations and standards as set out by the Regulation of Care Law (Jersey) 2014.
- This role is politically restricted. The jobholder is not permitted to undertake political activity involving standing for election to the States or as a Parish Constable, or publicly supporting someone who is standing for election or playing a public part in any political manner.

## Organisation chart



## Person Specification

### Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
<p><b>Qualifications</b> <i>Please state the level of education and professional qualifications and / or specific occupational training required.</i></p>	<p>A relevant professional health or social care qualification (e.g. Degree, Diploma or equivalent in Social Work, Nursing).</p> <p>Registered with the appropriate UK professional governing body i.e. the General Social Care Council, NMC, and also locally must be register under the Health Care (Registration) (Jersey) Law 1995.</p>	<p>Management qualification at least to RQF Level 5, or equivalent, is desirable.</p>
<p><b>Knowledge</b> <i>This relates to the level and breadth of practical knowledge <b>required</b> to do the job (e.g. the understanding of a defined system, practice, method or procedure).</i></p>	<p>Good understanding of the management of risk and support of vulnerable people in the community.</p> <p>In depth knowledge of Regulation of care law (Jersey) 2014, associated regulations and standards for practice,</p> <p>Capacity and self-determination law and the impacts for clients and staff within working practices.</p> <p>Risk management and governance within a large and complex organisation.</p> <p>Practical knowledge of maintaining records according to confidentiality and data protection protocols.</p>	

<p><b>Technical / Work-based Skills</b> <i>This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.</i></p>	<p>Able to demonstrate a range of information technology skills i.e. an ability to effectively use IT equipment and role critical software.</p> <p>Extensive knowledge of national and local policy in relation to learning disabilities, autism and dementia care.</p>	
<p><b>General Skills/Attributes</b> <i>This relates to more general characteristics required to do the job effectively, e.g. effective written communication skills, ability to delegate, motivation or commitment etc.</i></p>	<p>Ability to develop services that are reliant upon effective inter-professional and inter-agency communication and co-operation and the building of effective professional relationships with staff, other agencies, carers and service users.</p> <p>Excellent communication skills, including an ability to effectively communicate at all levels with a wide range of individuals, groups and organisations some of whom may have issues which impact upon their ability to easily engage and communicate.</p> <p>Demonstrate the ability to extract, analyse and synthesise complex information relating to the quality of care.</p> <p>Ability to lead, inspire and motivate others, to effectively work in partnership with others, in delivering change.</p> <p>Negotiating and implementing solutions to</p>	

	<p>complex procedural and organisational challenges.</p> <p>Well-developed management, organisational and administrative skills.</p> <p>Assesses risk, develop management strategies and provide advice and direction to team members.</p> <p>Demonstrate creativity and vision when working with individuals, their carers and partner agencies.</p> <p>Develops and implements policy and understands the implications and ramifications for areas outside of their own area of responsibility.</p> <p>Highly resilient – good coping mechanisms for dealing with challenging, stressful and emotional situations involving vulnerable adults and their families.</p>	
<p><b>Experience</b> <i>This is the proven record of experience and achievement in a field, profession or specialism. This could include a minimum period of experience in a defined area of work if required by an external body (for example a period of post-qualification experience).</i></p>	<p>A minimum of 5 years post qualification experience at a professional level in the health or social care field.</p> <p>Evidence of recent managerial experience within a health and social care setting.</p> <p>Considerable experience and confidence in prioritising and managing their own and others' diverse workloads based upon priorities, assessed</p>	

	<p>level of need, risk and safe systems of work.</p> <p>Providing supervision and management support to a team of registered managers and social care support staff. Organising and overseeing team workloads.</p> <p>Leading and developing services and advising carers and families.</p> <p>Managing services for vulnerable service users, including issues involving vulnerable adults, mental and physical health issues.</p> <p>Experience of leading and undertaking clinical care audits, using a range of research methods.</p> <p>Managing social care budgets.</p>	
<p><b>Criteria relating to Safeguarding</b> <i>Other requirements needed to confirm suitability to work with vulnerable people e.g. attitudes, skills, experience etc.</i></p>	<p>Knowledge of Government of Jersey Safeguarding policies and procedures.</p> <p>Attainment of an enhanced DBS clearance.</p>	

## Core Accountabilities, Attributes and Behaviour Indicators

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the States of Jersey tier 4 core accountabilities attributes and behaviour indicators.

**The standards relevant to this tier, identified in the States of Jersey core accountabilities attributes and behaviour indicators, are to be attached in a separate document.**