

Job Description



Job Title: Community Opportunities Service Manager – Learning Disabilities	Service Area: Community Opportunities - Operations	
Directorate: Adults & Health	Post Number: Fusion	Evaluation Number: LBN 446
Grade: SMR A	Date last updated: April 2022	

People at the heart of everything we do
We are committed to putting people – Newham residents and Council staff – at the heart of all we do. Our approach is a collaborative joint enterprise between residents, the Mayor, Members, Council staff and the Corporate Management Team.

Equality and diversity
We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity policy in the course of their work.

Protecting our staff and services
Adherence to health and safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good health and safety practices and manage risks appropriately.

Corporate parent
We believe that every member of staff working for Newham Council should understand and fulfil our corporate parenting responsibilities for our looked after children that we have under the Children and Social Work Act 2017.

Overall Purpose of Job

1. To manage an effective and innovative range of community opportunities for people with learning disabilities who have a variety of needs including complex and challenging needs.
2. To be a voice and a champion and an expert in the field of learning disabilities to lead Newham's Community Opportunities to be a centre of excellence for people with learning disabilities.

3. Develop teams providing specialist day opportunities for people with Learning Disabilities, Autism, Positive Behaviour Support and People with Multiple Learning Disabilities.
4. Lead, manage and support teams made up of a Community Support Manager, Community Support Coordinators and Support workers.
5. Manage the planning, development and implementation of a menu of activities within the community and within specialist building facility. This will include preparations and attendance at Care Act reviews as necessary.
6. Work in partnership with other Newham adult social care managers, health, care management, commissioning, residents, carers, care providers and other service providers to lead the development of community opportunities.
7. Maximise independence, autonomy and choice for residents by ensuring the creation of a person centred and strengths based programme of activities that meets the diverse and changing needs of everyone using the service.
8. Develop and promote continuous improvement in community services and respond to local and national changes in practice and policy.
9. Manage risks positively while working within safeguarding guidance

Job Context

9. The post holder reports to the Head of Service, Community Opportunities.
10. The post holder has direct line management responsibility for 4 Managers and overall management for up to 35 staff:
 - Team Manager – Learning Disabilities – Reablement and Skills Development
 - Team Manager – Learning Disabilities - Positive Behaviour Support / Intensive Support Service
 - Team Manager – Learning Disabilities - Profound and Multiple Learning Disability (PMLD)
 - Team Manager – Learning Disabilities – Day Opportunities and Community Support
11. The post holder will be required to work flexibly including some evenings, weekends and occasional public holidays in order to meet service requirements.
12. To be on call on a rota system with other managers within the business.
13. Participate in and suggest appropriate personal development and training.
14. To undertake such other duties, training and / or hours of work as may be reasonably required and which are consistent with the general level of responsibility of this position.

Service Development

15. Develop a dynamic offer which includes Reablement and Skills Development, Positive Behaviour Support (PBS), Autism, PMLD, Employment, Education, Outreach and virtual support, communicate and apply these as appropriate. To ensure these services are cost effective and in high demand within the market.
16. To lead in the future development work in close collaboration with the NHS in order to advance an Integrated Care System. – which will include the creation and management of a Reablement and Skills development offer to provide a more integrated approach of health and social care.
17. Establish effective resident co-productive mechanisms, in particular ensuring that people who may need extra support are recognised and included in all aspects of service development.
18. To develop the community opportunities within the context of these three groups - Building based, Community Outreach and Virtual online offers. The Community Outreach may be in someone's own home environment. People using services may have one or a combination of these three categories.
19. To provide an enabling and rehabilitative environment where people are supported to be as independent as possible.
20. Provide leadership in promoting and implementing a wide range of services, so that Community Support Coordinators and Workers are committed to and supported in maximising the range and variety of activities provided and that residents are given access to full range of activities both in the community, virtual platforms or building based where required.
21. Influence the strategic direction of services and take responsibility for implementing changes in Community Opportunities and for contributing to the service development in partner agencies and instigate changes where required.
22. Synthesise data and trends to ensure that service meet the needs of individuals and groups using them.
23. Identify gaps in the opportunities available to residents and feed into the commissioning processes to fill these gaps.
24. To provide an ethos within the community opportunities which respects the rights and needs of residents. Where necessary assess and make decisions relating to the effects of individual's needs on the quality of life of other residents.
25. Work in partnership with colleagues from the health, care management, commissioning, the voluntary sector and education for the benefit of residents.
26. To develop a holistic service experience to all residents in order to reduce duplications within their support systems. Create an integrated approach to key

aspects of reviews, risk assessments and support planning and ensure that these are recorded on Azeus and other systems as appropriate.

27. To contribute to Directorate working parties and research projects relating to Community Care and/or the management and delivery of services, including the development and maintenance of an Operational Policy and related publicity material.

Managing staff

24. Support and line manage 4 staff and lead a whole team of Community Opportunities staff to provide high quality service that meets the needs of residents identified through person-centred approaches and strengths based working.
25. Provide supervision and appraisals to managers within the team, making recommendations for individual development and for the service as a whole.
26. Encourage open, entrepreneurial and transparent management and leadership style, which is fully inclusive, promoting contribution from team members at all levels and recognising individual contribution.
27. Lead on recruitment, induction, sickness, capability, disciplinary and other procedures as required by the Head of Service (Community Opportunities), and conduct these in accordance with Newham's policies and procedures.

Responsibilities for safety for residents and others

28. Ensure as far as possible that staff are aware of and adhere to Health and Safety policies and procedures and to take all reasonable care to promote the health and safety at work of residents, visitors, yourself and other employees.
29. Take a lead role in devising, developing and revising procedures and policies as required. Ensure that team members have sufficient knowledge of the policies and procedures they are expected to work to.
30. Manage the risk assessment process to ensure that risk assessments are undertaken and reviewed on a regular basis so that appropriate steps are taken to identify risk and these are recorded and managed.
31. To be responsible for the security and safety of the day service buildings, for the Health and Safety of staff, residents and others in the buildings, and to act on and report any shortcomings.
32. Ensure that all Safeguarding Adults legislation and local policies and procedures are followed and that all staff are fully trained in safeguarding issues.
33. Manage the admissions and discharges of residents to Community Opportunities including emergency and planned admission within resource limits.
34. Ensuring that resident's reviews are carried out at least 6 weeks for new members and annually for others within local and national requirements, which can be counted towards Adult Social Care Operations statutory review figures.

35. Ensuring that Mental Capacity Assessments and Best Interest decisions are carried out as required.
36. Ensure that all carers associated with the centre are offered carers' assessments of their needs.
37. Respond to feedback, compliments and complaints received directly through residents or carers, or through the formal Complaints Procedure and ensure the service learns from feedback accordingly.

Information and Performance

38. Ensure that appropriate recording systems are in place and are updated on a regular basis in line with National Minimum Standards and Council's Policies and Procedures.
39. Ensure the services comply with all monitoring performance, using effective recording procedures and utilising Azeus, Fusion and other recording systems as required.
40. Write reports as required by line manager and other senior managers.
41. Ensure that performance is monitored, recorded and managed as required.
42. Ensure all necessary information are recorded, and that effective communication with team members and other professionals are carried out in relation to individual users and to the delivery of the Service in general.
43. To be responsible for monitoring the condition of the Service premises, and to liaise with the relevant Council's technical advisers and Facilities Management to organise a planned response to needs within resources.
44. Ensure that support services such as transport and meals meet the requirements of residents and provide innovative alternatives when required for the benefit of residents.
45. Meet with transport provider representatives regularly to monitor contract and ensure services are meeting the needs of residents.

Finance

46. Hold budget responsibility for £1M with an expected likelihood of growth
47. Marketing the day services and maintain and reviewing a transparent pricing structure for residents including self-funding residents and those funded by health.
48. Ensure that purchasing and income are managed in line with the Council's Financial Regulations and effectively managed.
49. Manage and control team's budgets ensuring that expenditure benefits residents.
50. To monitor expenditure and take all necessary and remedial action to correct potential overspends inefficiencies or poor value for money

Personal responsibilities

- 51. Work flexibly in undertaking the duties and responsibilities of this job, and participate as required in multi-disciplinary cross-department and cross-organisational groups and task teams.
- 52. To take responsibility, relevant to the post, for ensuring that Council policies and government legislations are upheld.
- 53. To take responsibility, appropriate to the post for tackling inequalities in all forms including racism, homophobia and sexism.
- 54. Keep informed and up to date with local and national developments in social and health care, which relate to the work of the learning disabilities including Autism strategy, Positive Behaviour Support (PBS), communicate and apply these as appropriate.
- 55. Represent the Council to outside agencies, carers and the wider community. At all times act as a representative of the Council and ensure as far as possible that behaviour is in line with expectations.
- 56. Take responsibility for the implementation of own Personal Development Plan and continued professional development in those areas relevant to the post holder's own role.
- 57. Actively participate in supervision and appraisal.
- 58. Participate in and where required chair meetings
- 59. To manage the Community Services in line with contract requirements, regulations, LBN Policies, and Procedures. To provide management that ensures the effective delivery of high quality care and support services to centre residents.

Personal Specification



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IMPORTANT INFORMATION FOR APPLICANTS

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

EQUALITY AND DIVERSITY

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.

PROTECTING OUR STAFF AND SERVICES

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CRITERIA- Essential	METHOD OF ASSESSMENT
QUALIFICATIONS: Relevant professional or management qualification or equivalent experience is desirable.	Application Form/Certificate
KNOWLEDGE: Specialist knowledge of the needs of people with learning disabilities and associated conditions	Application and Interview

Expert knowledge and application of the relevant legislation, statutory responsibilities and guidance relating to community care.	Application and Interview
Excellent knowledge of current policy and issues relating to safeguarding, risk assessment and management, person-centred support planning, and choice and control.	Application and Interview
Excellent knowledge as it related to health and social care and the needs of people with learning disabilities	Application and Interview
Demonstrable knowledge of quality systems and the ability to monitor the work of the service.	Application and Interview
Knowledge and experience of financial systems and managing budgets.	Application and Interview
Good knowledge and competence of IT systems and the capacity to use them to harness their potential in organising and supporting the work of the service.	Application and Interview
To be an expert in the field of Transforming Care, Building the Right Support and other legislation and guidance	Application and Interview
Experience of managing and delivering services for people with learning disabilities.	Application and Interview
Experience of managing services through periods of change.	Application and interview
Experience and evidence of managing services through periods of change.	Application and Interview
Experience and evidence of managing service improvements including the evidencing of financial and non-financial benefits	Application and Interview
Experience of being creative and leading and managing with entrepreneurial flair.	Application and Interview
Experience of managing and supervising people in a care environment.	Application and Interview
Experience of managing and monitoring budgets.	Application and Interview
Experience and knowledge of safeguarding adults.	Application and Interview

<p>Experience of writing letters and reports for a variety of readers.</p> <p>Ability to review a variety of services for people with learning disabilities and provide an offer of specialist services</p> <p>Ability to be registered manager with CQC should this be a requirement</p> <p>Ability to design, set up and create new services with creativity and flair.</p>	<p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p>
<p>PERSONAL STYLE AND BEHAVIOUR:</p> <p>Ability to use judgement and sensitivity</p> <p>Ability to work independently and as part of a team</p> <p>Must have resident centred approach when dealing with service users and carers</p> <p>Ability to identify areas for development, and show commitment to self and staff career development</p> <p>Has sound judgement and works well under pressure.</p> <p>Demonstrates good interpersonal and networking styles, including leadership behaviours.</p> <p>Show appropriate sensitivity towards the needs of residents and carers.</p>	<p>Application Form/Interview/Test</p> <p>Application Form/Interview/Test</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p>
<p>OTHER SPECIAL REQUIREMENTS:</p> <p>Willingness and ability to work evenings, weekends and occasional public holidays, if needed to meet the requirements of the service.</p> <p>Fitness to carry out function of post including manual handling e.g. use of hoist, wheelchair and personal care.</p> <p>This role is subject to an enhanced DBS check</p>	<p>Application Form/Interview</p> <p>Application Form/Interview/Test</p> <p>Satisfactory clearance at conditional offer stage</p>