

Job Description

Job Title: Day Opportunities Operations Manager	Service Area: Adult Social Care
Division/Section: Operations, Adults and Health	Job Number: Job Evaluation Number: 7302
Grade: PO7	Date last updated: July 2024 Date of last Evaluation: July 2024

Overall Purpose of Job

1. To provide leadership and management to team managers (PO3) and staff in Newham Councils Day Opportunities. This will include being the registered manager for the service ensuring that the key strategic aims of the organisation are met and that residents have access to high quality services.
2. To provide professional support and direct line management to Team Managers (PO3) of day opportunities to ensure the smooth running and organisation of the services.
3. To lead the development of key performance indicators and standards across day opportunities and ensure these are being met. To lead and develop the day service specialisms such as PMLD, Positive Behaviour Service and Dementia to national accreditation level standards.
4. To ensure that all operational policies and procedures are kept up to date and are reflected in the training plans for managers and staff.
5. To lead on implementing strengths based approaches to care, embedding this within the practice of the service and that all staff and managers ensure residents are fully supported to have the best possible opportunities and are supported to exercise choice and control to meet the outcomes they define.

Job Context

1. The post holder will report to the Head of Service, Community Opportunities.
2. The post holder has complete line management responsibility and direct supervision responsibilities for Day Opportunities Team Managers (PO3) in line with the spans of control framework.
3. The post holder is responsible for the organisation and management of the Day Opportunities in line with national and local strategies and policies.
4. The post holder will represent day opportunities at ASC panels for LD and Older People.
5. The post holder will have lead operational responsibility to give guidance and leadership in line with local and strategic plans for the service.
6. The post holder will manage all employee relations and attend any hearings or HR related matters.
7. The post holder will be responsible for ensuring that Team managers (PO3) deploy HR policies such as the sickness policy, performance policy, grievance policy and code of conduct.
8. The post holder is responsible for formal and informal supervision of Team Managers and any other appropriate staff.
9. The post holder is expected to work flexibly in line with the Council's improved ways of working policies and to demonstrate ICT competencies and compliance with Newham Council's electronic systems. They will be expected to embed this principle within the team that they manage.
10. The post holder has specific health and safety and risk management responsibilities within the services they manage.
11. The post holder will be expected to deputise for the Head of service when unavailable as and when necessary.
12. The post holder may be required to work evenings, weekends and occasional public holidays.

Key Tasks and Accountabilities

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

1. To manage the efficient operation of the Day Opportunities and ensure the delivery of high quality, responsive and safe services to meet the needs of residents and their family/carers and promote an ethos of positive partnerships, within specified allocated resources and in line with national and local standards and operational requirements.
2. To have responsibility for the strategic and operational management of the Day Opportunities service ensuring best practice underpinned by evidence based practice where applicable and resident focused outcomes across the service as a whole.
3. To be responsible for ensuring workforce capability to meet the needs of new people coming into the service, including supervision, all performance appraisals including monthly one to ones and training needs analysis, to maintain the professionally safe delivery and viability of the service.
4. To establish and maintain high professional standards of practice regarding the quality of intervention, clear, sound and up to date case recording and decision making with clear expectations around performance and productivity being set.
5. To provide regular appraisals, supervision, team meetings, guidance and support to managers and staff within the service as required.
6. To work closely with quality assurance colleagues and the Head of Service to continuously develop and improve service standards and practices across day services.
7. To ensure that support and services offered, fully embrace and promote strength based working, person centred planning approaches; independence, choice and control and that managers are supported in complex decision making about risk.
8. To take part in case reviews and meetings as appropriate including funding panels ensuring that residents who use services and their family/carers are supported in getting the right service and support.
9. To investigate and respond to complaints and compliments and provide detailed and professional responses in accordance with relevant standards and time frames.
10. To develop robust mechanisms to ensure clear communications of service plans, objectives and service changes with the team, ensuring that staff are engaged directly in any review and with the development of services

13. To ensure that there is Day Opportunities service representation at case conferences, multidisciplinary team (MDT) meetings and ASC team manager meetings when needed
14. To develop constructive links with all statutory, voluntary and universal services to ensure people using Day Opportunities have ample opportunities to undertake activities in ordinary community places.
15. To be responsible for the management of devolved budgets, ensuring that financial governance arrangements are followed and that services are provided within budget and reflect best value, to provide reports and information to senior managers on expenditure projected, and taking timely remedial action where required.
16. To develop and embed a performance culture within the day opportunities that delivers results through challenge, co-production with resident groups and continual improvement, ensuring that resources are targeted on support people to meet their goals.
17. To be responsible for the collection, collation and use of customer and performance information and/or data on the service and its performance, including its analysis, interpretation, processing and presentation in order to meet statutory and local recording requirements.
18. To oversee, administer and carry out responsibilities within Human Resources policies and procedures including recruitment, capability and conduct, sickness absence, and compliance with DBS and HCPC and other professional registration requirements for individual team members.
19. To be fully conversant with changes to relevant national, regional and local influences, legislation and processes, to plan and implement any required service change
20. To lead on and contribute to service development and service improvement projects as agreed with the line manager and to represent and promote adult social care day services across the Council, with key partners, elected Members on pan London groups and externally as required.
21. To be responsible for building positive relationships with key partners and stakeholders, including residents and carers, and the development of appropriate mechanisms to gather feedback on the effectiveness, perceived value and fitness for purpose of services, reporting trends and customer satisfaction as appropriate.
22. To work jointly with colleagues in commissioning and contracts in evaluating and planning provision, ensuring that information on needs, both met and

unmet, are fed back and acted upon, leading to the development of services that promote and maintain independence.

23. To be responsible for ensuring that effective arrangements are in place to secure the wellbeing and the health and safety of all employees and customers.
24. To be responsible for ensuring that effective risk management arrangements are in place to minimise the Council's exposure to risk and uncertainty in full compliance with the Council's Emergency and Business Continuity Planning policies.
25. To champion the delivery of Newham Council's diversity and equalities strategy within the team.
26. To ensure the development of an organisational culture which is positive, forward looking, results orientated and continually improving, and focused on business priorities and meeting customer needs.
27. To value and celebrate the diversity of the community and organisation through personal example, open commitment and clear action and promote equality of opportunity in both service delivery and employment practice.
28. To meet the registration requirements of the relevant professional body.
29. To deputise for the line manager and provide operational cover for other team managers as required.
30. To attend and contribute to one to one supervision and appraisal sessions with the line manager and undertake mandatory and other relevant training as required, including requirements for continued professional registration.
31. To carry out any other duties that are in line with the purpose and grade of the job.

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.

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Person Specification

Job Title: Team Manager Day Opportunities	Service Area: Adult Social Care
Division/Section: Operations, Adults and Health	Job Number: Job Evaluation Number:
Grade: PO7	Date last updated: July 2024 Date of last Evaluation: July 2024

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.

CRITERIA	METHOD OF ASSESSMENT

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KNOWLEDGE:

A knowledge of the Care Act 2014.

Application Form/Interview

Knowledge of a wide variety of day service delivery models including, Day Opportunities, the links to Rehabilitation in the context of hospital discharge, intermediate care, Assistive Technology, complex equipment solutions and preventative programmes

Application Form/Interview

Broad knowledge of the current policy and issues in social care specifically Safeguarding, Risk management, Choice and Control, and Strength Based Working.

Application Form/Interview

Commitment to service delivery which embraces person centeredness, co-production and is culturally appropriate and responsive to the needs of all residents.

Application Form/Interview

Good knowledge and understanding of the management and leadership aspects of the role.

Interview

Good knowledge of quality systems and the ability to monitor the work of the team.

Application Form/Test

Good knowledge of financial systems and experience of managing budgets.

Application Form/Test

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 Form/Test

Knowledge of HR systems and processes as such as the booking annual leave, managing sickness,

Application Form

accessing training and development, booking agency cover etc.	
<p>QUALIFICATIONS:</p> <p>A Management Level 5/ Health and Social Care Level 5 or Equivalent.</p> <p>GCSE Grade C and above or Functional Skills Level Level 2 English and Maths</p> <p>Evidence of continuous managerial and professional development.</p> <p>To have / or have the ability to undertake the registered managers award if required</p>	<p>Application Form/Documentation</p> <p>Application Form/Documentation</p> <p>Application Form/Documentation</p> <p>Application / Documentation</p>
<p>OTHER SPECIAL REQUIREMENTS:</p> <p>This post is subject to a DBS enhanced disclosure.</p>	<p>Satisfactory clearance at conditional offer stage</p>
<p>SKILLS AND ABILITIES:</p> <p>Experience of directly managing / supervising social care staff and within a day service, residential/ supported living setting or within a community team.</p> <p>Experience of assessing for and managing the referral process of Day Opportunities, residential or community teams.</p> <p>Experience of expert professional knowledge within the related field. Must demonstrate experience of working with people with learning disabilities and/ or Older people with and without dementia.</p> <p>Ability to motivate all staff and managers to achieve objectives, to manage the work they do with residents, and to organise own workload and service, in a complex, demanding and pressurised environment.</p> <p>Ability to communicate well on complex issues both person to person and in writing. Ability to represent</p>	<p>Application Form/Interview</p> <p>Interview</p> <p>Application Form/Interview</p> <p>Application Form/Test</p> <p>Application Form/Interview</p>

<p>the views of the service in various settings including with other departments, external agencies and the wider adult social care department.</p> <p>Demonstrate the benefits of strength based working and how to enable staff to work in this way</p> <p>Understanding of and ability to manage and use financial and performance information to plan and organise the service appropriately</p> <p>Understanding the role of performance monitoring and the need to report and improve service delivery where needed.</p> <p>Demonstrable IT skills and competence and transferable skills.</p> <p>Demonstrable understanding of the requirements of the personalisation agenda and commitment to enablement and maximising independence regardless of disability or age.</p>	<p>Interview/Test</p> <p>Interview/Test</p> <p>Interview/ Test</p> <p>Test</p> <p>Application form /Presentation</p>
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