Job Description

Job Title: Service Manager- Learning Disabilities

Section: Unity Empower

Responsible to: Head of Operations

Salary: £30,790

Empower seeks to promote equality by providing opportunities to adults 16+ who live with a learning disability, support need or autism to work towards goals in education, work or recreation. We recognise the Service user as the expert in their own lives and work with individuals to achieve the goals they set.

Service Managers have responsibilities for the overall management, development and quality assurance of care and support provided in Empower Learning Disability service. This includes the supervision of staff and the management of resources.

You will be expected to be the registered manager for this service with the SSSC and Care Inspectorate and should hold the relevant qualifications.

Your main duties are:

* Lead the overall strategic vision for Empower Service
* Identify areas for service growth
* be responsible for leading the planning process for care or support plans
* lead and maintain effective communication systems and practice
* be responsible for the continuing professional development of yourself and others through staff development and performance development review systems
* Promote a culture of Person Centred Approach, identifying opportunities for Service User Involvement and Participation
* Make effective use of Unity performance management systems to manage staff leave, sickness and approach to work
* Compile monitoring information
* Chair Team meetings
* Engage with Service Users parents/ guardians
* Lead development days
* Attend networking events promote Empower services and identify partnerships for joint projects
* Liaise with social work teams; increase referrals
* be the first point of contact for complaint handling
* liaise with finance team to manage budgets and spending
* oversee management and deployment of staff and resources for the service that you manage
* be responsible for meeting regulatory requirements, including planning for inspections, evidence gathering, identification of gaps and taking action to meet requirements
* have overall responsibility for completing quality assurance processes for the service that you manage e.g. Care Inspectorate annual returns
* manage multi-agency working arrangements
* Work towards attaining high Care Inspectorate scores and commitment to making recommended changes
* Promote legislation and local policy covering working with Vulnerable Adults, and the reporting procedures associated with these
* Act as Liaison between Unity and Commissioning Officers/Teams for your services
* Investigate incident reports and report any issues of concern
* Undertake any training specific to your role

**Knowledge and Qualifications**

* Understand Learning Disabilities legislation and local policy; keep up to date with changes and represent your project at local or national working groups
* Understand and promote the principles and standards of ‘My Support, My Life’ National Health and Social Care Standards
* have overall responsibility for health and safety in the adult day care service that you manage
* A clear understanding of Adult Protection reporting processes
* You should have a relevant management qualification and practice qualification

**Personal Skills**

* You should be a motivational manager able to harness the best in your team
* Unity promotes open communication, and you should be a person who is approachable and understanding.

This role is subject to a Criminal Records check under the PVG scheme.