**Cosgrove Care**

**Job description: Services Manager- Supported Living**

**Reports to:**  Head of Services

**Department:** Operational Management Team

**Salary range:** £40,768 per annum plus on-call allowance £1200

**Hours:** 40 hours per week

**Location:** Barrland Court, Giffnock, G46 6LD

**Principal contacts**

**a)** **Internal**

Chief Executive

Head of Services

Head of Quality and Participation

Director of Finance and Corporate Services / finance team

Depute Chief Executive

Supported Living Leadership Team

Services Manager- Children’s Services & Outreach

Business and Information Lead

Head of Fundraising and fundraising team.

HR Manager

Volunteer Coordinator

PA and administrative staff team across Cosgrove

Cosgrove Board of Directors

Cosgrove Care and Governance Committee

**b)** **External**

Families and Carers

Commissioners and key contracting officers

Care Inspectorate

SSSC

Local Authorities and Health and Social Care Partnership (HSCP) leads

Multi-disciplinary HSCP teams

Third/Private Sector Organisations

Funding Officers and key finance contacts across Scotland

Umbrella Bodies - Youth link, CCPS, SCVO, The Alliance, SCLD, Scottish Care

Health Professionals

Professionals working with Children and adults with disabilities

Scottish Government Leads across relevant directorates

Academic Bodies

Local Elected Members

MSP’s / MP’s

**Main purpose of post**

The Services Manager for Supported Living Services will work as a key member of the Operational Management Team (OMT) with a focus on the growth, development and delivery of high-quality personalised services to support people in their own homes.

The Services Manager for Supported Living Services will work as part of the OMT to develop and implement a clear strategic direction for the team which includes developing new service models, supporting the diversification of income and building a strong profile for the charity externally. The post holder will carry Registered Manager status for the services overseen.

**Duties of the post:**

1. To be a key member of the Operational Management Team with responsibility for the delivery of compliant, high quality personalised supported living services.
2. To provide strong and ambitious leadership in line with our vision, mission and values and support the development of high performing teams.
3. To line manage and provide facilitative leadership and management to Operational Managers and Team Leaders, building their capacity to learn, develop and deliver to a high standard.
4. To hold Registered Manager responsibilities for designated services within Cosgrove Care, ensuring all duties in relation to this role are fulfilled.
5. To take a lead role in Adult Support and Protection, promoting and safeguarding the welfare of the people we support, embedding a culture of safe practice across our services.
6. To translate Self Directed Support legislation and associated social care policy and practice in a way that is innovative; to deliver services that offer personalised outcome focussed support and technology enabled care.
7. To work closely with the Head of Services and the Head of Quality and Participation on the development of an outcomes focussed Quality Assurance framework in line with the new Health and Social Care standards
8. To ensure the supported living staff teams are trained and competent in line with compliance, regulation and learning and development needs.
9. To facilitate and deliver training or identified learning and development inputs as required with support of the Business and Information Lead.
10. To uphold, promote and cascade best practice around relevant health and social care legislation, regulatory requirements and Human Rights legislation in the context of our work across the supported living team.
11. To set up and maintain effective systems for reporting; delivering against the strategy, reporting regularly on progress and development to OMT and Corporate Management Team
12. To manage resources in line with allocated annual budget.
13. To take a lead role in developing relationships with key commissioners across Scotland, taking a proactive approach to service development.
14. To build trusting, supportive relationships with families and carers, fostering a collaborative approach to delivering a new generation of services for those who require our support.
15. To work with the Head of Services and the CEO to develop new and innovative service models that will support organisational growth.
16. To ensure effective communication and meeting systems operate within the organisation and support improvements and developments in this area.
17. To ensure continued compliance with our Investors in People and Investors in Young People standard and other key areas of accreditation.
18. To report as appropriate to the Board of Directors in terms of delivery against key strategic objectives and to influence and support wider organisational development.
19. To work with the CMT to ensure that Cosgrove has a strong profile within the sector, is influencing national policy and practice and is engaged in key policy and practice development forums.
20. Provide accurate data and prepare high quality management information reports and documents for the OMT and CMT.
21. To ensure that all staff understand and comply with Cosgrove’s policies, procedures and to put in place effective systems for review and development of operational systems.
22. Play an active role in contributing appropriately to our outward facing social media platforms.
23. Collaborate with the CMT to review and improve housing accommodation to ensure safe and healthy environments that are fully compliant with legislative requirements including HMO licencing.
24. Support CMT to maintain accurate and complete records of staff supervision and appraisal. To oversee and direct recording of staff annual leave, TOIL, sickness and other absence in line with absence procedures, using IT systems effectively.
25. To take part in organisational on call arrangements
26. Willingness to be flexible and work unsociable hours as required
27. To ensure all services comply with Health and safety requirements and to contribute to a culture of high standards in relation to safe practice across all areas of responsibility.

This list of tasks is not exhaustive and will be reviewed from time to time in discussion with the post holder.

**Cosgrove Care**

**Person specification**

**Services Manager -Supported Living Services**

**Essential skills and experience**

1. Educated to degree level or equivalent in a relevant discipline with extensive experience at a managerial level within the Third and/or Public Sector. Experience within the Private Sector will be considered. Registered Manager Award.
2. Extensive knowledge of current legislation and policy in Scotland as it relates to child and adult social care.
3. Experience of developing and growing services with the confidence to drive change.
4. Clear understanding of the Scottish regulatory environment and delivering high performing services which meet and exceed standards.
5. Knowledge and understanding of implementing quality management systems and driving up organisational standards and outcomes-based support.
6. Extensive knowledge of supervision and management of a diverse staff team. Experience of appraisal, staff development and managing HR issues.
7. Experience of managing budgets and of designing reporting mechanisms for both financial and operational activity.
8. Expertise on the principles of personalisation and person-centred support with a strong commitment to Self-Directed Support and Human Rights legislation.
9. Excellent self-organising and time management skills, with the ability to work under pressure; manage competing priorities and meet deadlines with the minimum of supervision.
10. Evidence of a positive and flexible attitude towards getting things done by creating opportunities or minimising potential problems by anticipating and preparing for these in advance.
11. Excellent interpersonal skills with evidence of developing and maintaining positive working relationships with staff, people we support, families and external stakeholders at all levels, through being reliable, punctual and maintaining a pleasant and positive attitude.
12. Articulate with experience of report writing.
13. Ability to maintain the highest levels of confidentiality.
14. Ability to work flexibly, independently, and as part of a team.
15. Commitment to Cosgrove’s *Vision and Values*, and *Equal Opportunities Statement*.

**Desirable**

1. Confident in using digital tools to communicate with stakeholders and willing to learn new digital skills relevant to the role.
2. Confident in using Customer Relationship Management databases and have a good overall understanding of computer systems.
3. Car driver with access to a vehicle.