

Job Description

Operational Manager – Adult and Children’s Services

Reports to:	Manager of Adult and Children’s Outreach Services
Salary:	£36,500 plus on call allowance
Hours:	40 hours per week plus the expectation of evening and weekend as required.
Location:	May Terrace, Giffnock, Glasgow. G46 6LD

Main purpose of post

Working as a key member of the Outreach Services Operational Management Team (OMT) with a focus on the delivery, growth and development of high quality personalised support services to adult, children and young people.

You will work closely with the Service Manager and CMT to deliver the vision for the service, developing a consistent and unified offer to families we support. In doing so, you will maximise the impact of existing relationships and future stakeholder engagement to ensure the strongest opportunities to develop services and obtain funding.

Develop and maintain an in-depth knowledge of local service delivery as well as unmet needs, identifying changes and trends relevant to the delivery of existing and new services and act on these.

To lead and develop support teams to deliver personalised, new and innovative service models to help children and young people who have a learning disability and/or additional needs lead the lives of their choosing.

Deputise for the Manager of Outreach Services as required and to contribute to the overall development of Cosgrove’s Services. To uphold the organisations standards and values and contribute to the overall success of Cosgrove Care.

Work as part of the on-call rota providing professional and comprehensive on-call support.

Key Responsibilities

The Operational Manager will:

- Have a strong commitment to delivering supports and services consistent with the organisational values and person-led in approach.
- Lead, drive and empower the support teams to work together to meet individual outcomes and enhance young peoples' lives.
- Lead the staff team, ensuring that the needs of the people we support and their families are being met to the highest standard whilst complying with the social care regulatory framework.
- To be focused on delivering supports and services consistent with UNCRPD and UNCRC at all times.
- Have ultimate responsibility for staffing levels, recruiting appropriately in a way that is proactive, planned, safe and personalised.
- Manage and support the Assistant Team Lead to implement rota systems ensuring staff are matched and deployed appropriately in line with the needs of the people we support, managing absence and changes as required and ensuring accurate, up to date reporting with other organisational departments including HR, Finance and administration.
- Play a lead role in new service development, working with partners across sectors and families/carers in a professional manner.
- Play a lead role in developing innovative service models in line with organisational strategy.
- Ensure the support teams are properly trained and take part in regular learning and development activity to maximise their competence and confidence.
- Undertake delivery of training in line with Cosgrove's developing vision for our learning and development function.
- Manage quality checks, audits and quality management systems, such as daily assurances in line with organisational policy and practice.
- Manage all aspects of people management including annual leave, sickness absence, disciplinary and grievance matters, performance management, support and supervision. To take an active role in staff well-being and engagement in line with organisational direction and focus.
- Ensure safety checks are being carried out as scheduled in line with Health and Safety guidelines/policy and contribute to H and S Forums and improved practice as appropriate.
- To take responsibility for implementation of infection control procedures

undertaking additional training as required. Completing risk assessments and ensuring appropriate mitigations are actioned.

- To work positively with other organisational functions including Finance, HR, Quality Management, Strategic Development, Training, Volunteering and Administration.
- Have knowledge of the Outreach Service budget and work closely with the Outreach Service Manager to ensure the service operates within the allocated budget.
- Be proactive in keeping up to date with best practice, legislation and developments within social care and co-ordinate and contribute to your continuous professional development (CPD) and encourage staff to do the same.
- To ensure oversight of Personal Plans, ensuring all are outcomes focused, professional and in line with the wishes and choices of people we support and their families, regularly reviewed and risk assessed.
- To work positively with families and carers, ensuring their contributions and wishes are reflected in all communication where appropriate.
- To work as a key member of the wider multi-disciplinary team to deliver high quality, person-led support that reflect the values and principles of inclusion and active citizenship.
- To actively engage with IT developments and maximise the use of technology and innovations to enhance the efficiency, effectiveness and impact of the work of Cosgrove Care.
- To ensure accurate reporting to all operational and governance committees as requested.
- Any other reasonable duties as may be required according to operational requirements.

Operational Manager – Person specification

Qualifications/Education

- Relevant qualification in line with requirements of SSSC Registration:
 - SVQ Level 3 Health & Social Care (or equivalent) Minimum;
 - SVQ Level 3 Management (or equivalent) Minimum;
- OR
- Commitment to achieve qualifications within the agreed timescale for registration purposes.

Experience and Knowledge

- Proven track record of experience in a Social Care setting.
- Proven track record of supervisory/senior experience.
- In depth knowledge of and ability to deliver high quality outcome focussed support planning and review processes.
- Experience of mentoring, supporting and supervising staff.

Abilities and Skills Required

- High attention to detail and accuracy.
- Ability to produce a high standard of written work including report writing
- Ability to communicate verbally throughout all levels of the organisation
- Ability to build strong professional relationships with families and external partners
- Ability to prioritise workload/work to deadlines
- Ability to work as part of a team and on own initiative in a creative and flexible way
- Demonstrate good time management skills
- Computer literate (competent in MS Office, ideally including digital tools)
- Full current driving licence and willingness to drive own vehicle, supported person or Cosgrove vehicles.

Personal Qualities and Values

- Strong values and commitment to the work of Cosgrove Care
- Commitment and understanding of developing teams and collaborative working
- Strong commitment to inclusion
- Excellent interpersonal skills with evidence of developing and maintaining positive working relationships
- Positive attitude and solution focussed approach