

Job Description

Job title	Operations Manager - Provider Services
Directorate	PEOPLE: Children and Adults
Team	Business Operations and Provider Services
Grade	8
Reports to	Head of Business Operations and Provider Services

Main purpose of the job:

To be overall responsible for ensuring the Provider services meet all the registration conditions, through achieving compliance with all the relevant legislation (i.e. Health & Social Care Act 2012, Care Act 2014), government guidance, regulations and standards and the policies and procedures of the services as well as ensuring these are understood and adhered to by the management team and staff.

Oversee the operational functions including strategic planning, budget oversight, projects and the efficient delivery of our in house provide services which include overnight short breaks, community supported living and Shared Lives scheme.

Model and promote a therapeutic approach to working with people that is trauma-informed and relationship based.

Establish relationships both within the Local Authority and externally with relevant stakeholders and partners, including CQC as the regulator of the services.

Liaise with stakeholders in a way that promotes the [One Medway Council Plan](#) and embeds our [values and behaviours](#).

Accountabilities and outcomes:

Actively promote the services ethos, ensuring the purpose it is provided is understood, well known and respected by staff, families, professionals, partners and external stakeholders

Oversee the leadership and management of the in house provider services, regularly reviewing the level of effectiveness and achievement in order to ensure high standards of professional practice are provided and that the Council meets its statutory duties and regulatory requirements.

Consistently ensure that the safety and well-being of each person is at the heart of everyday practice in the services and at the centre of decision making by regularly observing and monitoring practice at all levels and undertaking audit and quality assurance checks.

Provide support to managers in driving the direction and development of the in house provider Services, ensuring that local plans are in line with the overall strategic plan of the organisation, stakeholders are kept informed about aspects of service delivery relevant to them whilst establishing excellent working relationships with professionals, partners, external agencies, and resources.

Provide effective leadership, management support and professional supervision to support excellence in service delivery whilst developing and promoting a culture of continuous professional development for all staff at each level.

Monitor records to ensure that effective recruitment, selection, induction and training of staff is undertaken, and that regular quality supervision and appraisals are being held, and work performance issues are initiated where required, overseeing any complaints, concerns or allegations where required.

Oversee all residential budgets ensuring that managers are clear of their budgetary responsibilities, financial procedures are being adhered and budgets are well managed and reported within financial timescales.

Uphold and promote Medway, Equality and Diversity policy in all aspects of the work and ensure that the policy is understood and implemented by all staff with whom you work, and that the spirit as well as the letter of the policy is fulfilled. Promote and implement Medway Council's Code of Conduct and lead by example.

At manager discretion, other activities may be assigned that fit the job description.

Key Corporate Accountabilities:

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

All Council employees are responsible for ensuring the well-being and positive outcomes of Medway's vulnerable people.

To participate in the Performance Appraisal process and contribute to the identification of own and team development needs, utilising the Career Development Framework.

Work in accordance with the Equality Act 2010 and the Public Sector Equality Duty to eliminate unlawful discrimination, harassment and victimisation. Promoting equality of opportunity, fostering good relations and improving the quality of life and opportunities for everyone living and working in Medway.

To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

Medway Council is a Category One responder in relation to the Civil Contingencies Act (2004) and as a result all staff working for the Authority may be asked to carry out Category One response duties or stand into the role of another member of staff who is responding to a Major Civil Incident.

Accountabilities to Vulnerable Adults

The people of Medway have said the following qualities are really important to them:

- Be a good listener.
- Be non-judgemental.
- Be consistent and stable.
- Be contactable.
- Understand me.
- Be honest.
- Be focused.
- Be realistic.
- Be a good timekeeper.
- Be resourceful in your approach.

Be ambitious for young people and promote others to share the same drive.

Champion People's views and rights in everything you do.

Ensure People's voices are listened to and acted upon.

'Do what you say and say what you do'.

Organisation:

This role reports to the Head of Business Operations and Provider Services.

The post holder will have line management responsibility.

The post holder will be required to liaise with all stakeholders both internal and external to the organisation.

Working Style:

HYBRID - a flexible working arrangement whereby an employee can undertake their work either in the office and/or partially or mainly from home on a temporary or permanent basis.

You will be expected to work a shift rota, including weekends, evenings, and bank holidays.

This post is exempt under the Rehabilitation of Offenders Act 1974 and as such appointment to this post will be subject to an Enhanced Disclosure application to the Disclosure and Barring service (DBS)

Person Specification

All criteria are considered essential unless stated otherwise.

Qualifications

Level A

- Educated to GCSE standard or equivalent at Grade 5-9 or equivalent in Maths and English.
- NVQ 3 / Level 3 in Residential Care (or equivalent).
- Level 5 Diploma in Leadership and Management in Adult Care (or equivalent)

Level B

- Completion of Medway Manager training.

Level C

- Evidence of ongoing professional development.

Knowledge

Level A

- Expert understanding and working knowledge of the CQC regulations, Quality Assurance Standards and what is required to meet or exceed the requirements.
- Extensive understanding and knowledge of legislation relating to vulnerable adults (particularly the Mental Capacity Act and Safeguarding Adults Framework) and best practice relating to vulnerable adults.
- Extensive understanding of the Framework of Inspection, CQC
- Comprehensive knowledge of safeguarding and adult protection procedures.
- Excellent knowledge of supported living, promoting independence and understanding of patterns of transition from childhood to adulthood.
- Detailed knowledge and understanding of the range of organisations and individuals working with adults, their roles, and responsibilities and how to work effectively with them.
- Good working knowledge of Health and Safety provisions and the processes for managing risk.
- An understanding of trauma based care and the effects in adult life.

Level B

- A good understanding of Medway Council's financial procedures and regulations.
- A good understanding of quality assurance processes and systems.
- An in-depth operational knowledge of all areas of provider provisions across Medway Council.

Level C

- Up to date knowledge and understanding of changes to legislation and practices impacting in-house provider services.

Experience

Level A

- Substantial experience of managing care and support planning practice in services.

- Substantial experience of CQC requirements including identifying, assessing, care planning, delivering, monitoring and evaluating outcomes.
- Substantial experience of managing high performing teams in service provision.
- Substantial experience of motivating, leading and developing agile cohesive teams and undertaking professional supervision, coaching and training.
- Demonstrable experience of and understanding of trauma informed care.
- Demonstrable experience of partnership working with other professionals including liaising with other service providers and outside partner agencies including CQC.
- An understanding of, and clear commitment to equality of opportunity, both in the delivery of services and in relation to the conduct of business with colleagues, service users and external parties.
- Demonstrable experience of effective financial management and forecasting.
- Demonstrable experience of undertaking safer recruitment and selection.

Level B

- Substantial experience of providing advice and guidance on established internal policy and/or external regulations/legislation.
- Significant experience of dealing with a diverse range of complex situations within provider service setting.
- Demonstrable experience in responding to complaints and FOI requests in a timely manner.
- Experience of managing change to improve service delivery.
- Substantial experience in leading multi agency meetings.
- Substantial experience of reviewing incidents and applying a responsive and reflective learning approach, taking actions where appropriate.

Level C

- Satisfactorily completed 36 months as a Provider Services Lead in Medway Council.
- Demonstrable experience of leading in house provider services and achieving good/outstanding judgment from CQC.

Skills

Level A

- Proficient in the use of Microsoft Word, Excel, Teams and Outlook and willingness to learn other council packages as required.
- Full, clean driving licence for use in the UK.
- Excellent leadership and management skills
- Demonstrated commitment to improving outcomes for young people and adults in care of the local authority.
- An appreciation of, and commitment to meeting the needs of adults, providing the necessary support to staff in understanding why people may behave challengingly.
- Ability to provide effective supervision and direction to senior staff and model best practice.
- Ability to maintain professional boundaries and to ensure staff do likewise.
- Ability to monitor the performance of others and effect improvement where necessary to ensure consistency of approach by the management team.
- Effectively manage large expenditures from an agreed budget, including setting, monitoring and ensuring effective spend of budget.

- Ability to analyse and interpret varied and highly complex information, developing strategies and solutions for long term plans.
- Produces literate and well written, evidence-based reports which are suitable for a variety of professional settings.
- Ability to use highly developed communication skills to confidently present complex/sensitive information in an understandable way, adapting the style to a range of audiences.
- Ability to appreciate and respond to the diverse, ethnic, cultural, and spiritual needs of the children.

Level B

- Ability to prioritise own and team's work effectively.
- Ability to effectively review processes and procedures and recommend and implement changes.
- Encourages creativity, innovation and improvement
- Able to demonstrate resilience in challenging situations.

Level C

- Evidence of a commitment to improving outcomes for young people and adults in care of the local authority.
- Evidence of a commitment to equal opportunities and promoting an inclusive management style.
- Evidence of a commitment to providing a high standard of customer service and care to adults and their families. Promotes and develops a culture of continuous improvement
- Ability to keep teams updated on all key service and organisational information
- Ability to plan and direct resources effectively to support service delivery
- Analyse the learning from complaints to make positive changes to service performance and delivery.