



## JOB TITLE: SERVICES MANAGER

### JOB DESCRIPTION

Responsible to Melton Mencap Executive Committee.

#### Overview:

Service Management Implementation and Oversight,  
 Office based. On site Melton Mowbray Leicestershire, Monday to Friday  
 Strategic Plan Development and Implementation  
 Target Setting and Monitoring  
 Management and Oversight of Leicestershire County Council Framework Agreement  
 Compliance with all relevant legislation  
 Full time permanent position 37.5 hours per week. Salary £39,000 plus on-call payments  
 Probationary period of 6 months  
 Appointment conditional of CQC Registered Manager status  
 Closing date for applications Friday 8<sup>th</sup> September. Applications to [trustees@meltonmencap.org.uk](mailto:trustees@meltonmencap.org.uk)

TASKS	ACTIVITIES
<b>Responsibility For Delivery of Activities/Groups/Summer Scheme</b>	<ul style="list-style-type: none"> <li>▪ Organisation</li> <li>▪ Assessment</li> <li>▪ Recruitment, training</li> <li>▪ Support and supervision of staff and volunteers</li> <li>▪ Systematic evaluation and review of services ensuring Quality Assurance</li> <li>▪ Identify any integration possibilities</li> <li>▪ Visit clubs and groups</li> </ul>
<b>Organisation of Personal Support Service</b>	<ul style="list-style-type: none"> <li>▪ To maintain sustainability of the service</li> <li>▪ Ensure quality and high standard delivery of support</li> <li>▪ Provide a person centred service where needs of the individual are paramount.</li> <li>▪ Recruit, train and support staff.</li> <li>▪ Support staff team to provide a 24 hour support service.</li> <li>▪ Provide rota for staff team</li> <li>▪ Ensure services are paid for by private, external and provider managed accounts.</li> <li>▪ Liaise with all external; agencies to maintain the service</li> <li>▪ Support individuals through any crisis, working closely with support staff to ensure they are supported too.( e.g. illness, bereavement, hospital admission)</li> <li>▪ Produce initial support plan and risk assessment and review as required at least annually.</li> </ul>
<b>Staff Management</b>	<ul style="list-style-type: none"> <li>▪ Staff support and organisation of regular supervision opportunities.</li> <li>▪ Direct supervision of core staff</li> <li>▪ Maintain staff records</li> <li>▪ Review and Update Job Descriptions</li> <li>▪ Ensure communication between staff and management including team days.</li> <li>▪ Create an open door policy to support staff and ensure team work and high moral.</li> <li>▪ Create a ethos that ensures staff know they are valued and cared for.</li> <li>▪ Operation of HR services provided by Peninsula and BrightHR</li> </ul>
<b>Finance/Budget Control</b>	<ul style="list-style-type: none"> <li>▪ Oversee Finance Officer and budget management with ability as back-up role</li> <li>▪ Oversee timely payment receipt.</li> <li>▪ Have an understanding of funding criteria</li> </ul>

	<ul style="list-style-type: none"> <li>▪ Liaison re funding of individual support where appropriate</li> <li>▪ Identify funding sources for developments, make bids and grant applications. Conduct negotiations with councils and other funders.</li> </ul>
<b>Parent/Carer Support</b>	<ul style="list-style-type: none"> <li>▪ Maintain “open door” communication</li> <li>▪ Referral to appropriate services, monitor the effectiveness of the referral</li> <li>▪ Organise social activities</li> </ul>
<b>Training</b>	<ul style="list-style-type: none"> <li>▪ Oversee Training Officer</li> <li>▪ Identify staff training needs, organise training opportunities</li> <li>▪ Identify own training needs</li> </ul>
<b>Policies</b>	<ul style="list-style-type: none"> <li>▪ Compose and review policies to be countersigned by trustees</li> <li>▪ Inform Trustees on good practice and changing guidelines</li> <li>▪ Ensure that all policies are complied with or inform Trustees of non-compliance</li> </ul>
<b>Inter-agency Collaboration</b>	<ul style="list-style-type: none"> <li>▪ Maintain an awareness of the local learning disabilities community in order to monitor effectiveness/deficit of service</li> <li>▪ Liaison with professionals and awareness of their roles</li> <li>▪ Work with children and adult social care teams</li> <li>▪ Campaign to improve services as necessary</li> <li>▪ Attend Service Reviews</li> </ul>
<b>Liaison with Trustees</b>	<ul style="list-style-type: none"> <li>▪ Produce a monthly report for trustees</li> <li>▪ Facilitate and attend meetings, follow up action from meetings</li> <li>▪ Keep Trustees informed on operational and policy issues</li> </ul>
<b>Mencap Centre</b>	<ul style="list-style-type: none"> <li>▪ Oversee the premises, ensuring health and safety compliance including Risk Assessments preparation and implementation.</li> <li>▪ Report maintenance and repair issues</li> <li>▪ Action work using authorised contractors in liaison with trustees</li> </ul>
<b>PR</b>	<ul style="list-style-type: none"> <li>▪ Maintain high profile in local community</li> <li>▪ Market the service at every opportunity.</li> <li>▪ Consistently work to maintain, improve and advertise the reputation of Melton Mencap at every opportunity.</li> </ul>
<b>Admin</b>	<ul style="list-style-type: none"> <li>▪ Clerical and communication tasks (phone and email).</li> <li>▪ Oversee monitoring of equipment and ordering of supplies</li> <li>▪ Liaison with IT support</li> </ul>
<b>Shifts</b>	<ul style="list-style-type: none"> <li>▪ At times assist in the cover of shifts in people’s homes as staffing needs arise</li> </ul>
<b>On call</b>	<ul style="list-style-type: none"> <li>▪ On call duty on alternate weekends</li> </ul>
<b>Extra Duties</b>	<ul style="list-style-type: none"> <li>▪ This position of responsibility requires flexibility to be able to deal with any ad-hoc circumstances that arise on a daily basis.</li> <li>▪ Ability to provide backup to other roles</li> </ul>