

Job Description

Post:	Adult Services Manager (Senior Management Team)
Responsible to:	Chief Executive Officer
Responsible for:	Carer Support Workers, Carer Development Workers, Sessional Staff, Volunteers and Students
Post Location:	Based in Angus Carers Centre, Arbroath, with travel throughout Angus
Hours:	35 hours per week
Salary:	AP 39 - 42 £33,639 – £36,288

Purpose of the post:

As a member of the Senior Management Team (SMT) you will co-ordinate and manage the Adult Services Team to promote services and initiatives which enhance the quality of life and health & well-being of carers in Angus, leading on agreed actions within the Angus Carers Strategy. This post also has deputising responsibilities for the CEO, as required.

Main Tasks

Management & Development of the Team

- a) Employ effective leadership techniques to ensure a well-motivated and enthusiastic staff team and promote the potential of staff.
- b) Oversee the recruitment and induction; development of mandatory training plans; support staff to complete individual CPD Plans in line with organisational plans; provide regular support & supervision and annual reviews.
- c) Promote an open, collaborative and flexible approach to the work of the organisation by ensuring that staff are informed and involved in the Centre's planning and operation.
- d) Implement effective communication systems to promote efficient team working and enhance service delivery.
- e) Ensure all HR policies are adhered to, including Attendance Management.

Service Excellence

- a) Lead on the organisations Digital Transformation as member of the SMT.
- b) Develop, maintain and uphold all Angus Carers Centre policies, procedures and practices and contribute to their continuous improvement, e.g. Health & Safety, Child and Vulnerable Adults and ensure all staff adhere to these.
- c) Manage and monitor carer referral allocations, ensuring that workload is managed across teams to provide the best possible outcomes for the organisation.
- d) Working across a range of agencies, identify carers and maintain the register of carers to ensure that all carers registered receive appropriate support.
- e) Develop and manage the delivery of appropriate training and support for carers and their families.
- f) Contribute to analysis of unmet need and the development of funding applications to build the teams capacity to meet these needs.
- g) Develop and manage the delivery of a range of service activities and monitor their application to ensure that services remain relevant and responsive to carers' needs.

- h) Support carers to increase their levels of self-help, support and collective action to give them greater control over issues in their community.
- i) Build and maintain strategies and capability within Angus Carers Centre teams to ensure that carers increase levels of self-help, support and collective action to give them greater control through a range of relevant interventions.
- j) Maintain up to date knowledge of current legislation, operating procedures and guidance affecting carers and carers' services development and take responsibility for ensuring that staff and volunteers are made aware of any relevant changes to legislation or operating procedures.

Management Reporting

- a) Ensure the maintenance of up to date records of all relevant statistics, data and information, demonstrating the outcomes of Angus Carers Centre.
- b) Ensure staff comply with all required administrative, including IT data collection systems.
- c) Ensure all staff are working effectively with carers and working towards clearly defined service and/or personal outcomes, using agreed assessment and planning tools.
- d) Ensure that the views of carers, staff, and other stakeholders are sought and on a quarterly and annual basis, using relevant case studies provide feedback to support the formal reporting process.
- e) Prepare and present professional and accurate data and information to a range of committees and meetings, as requested and required, including Angus Carers Centre Board of Directors as well as other stakeholders and staff.
- f) Ensure the measurement of service outcomes, evaluating results and taking proactive and relevant measures to continually drive improved performance and service delivery.
- g) Ensure that all legislative and statutory agency reporting requirements are anticipated and adhered to in order that liaison between each organisation is effective, timely and appropriate.

Relationship Development

- a) Represent Angus Carers Centre at local, regional or national events or meetings, ensuring that the organisation is regarded as at the forefront of the Health & Social Care in Angus.
- b) Proactively develop partnerships with referral agencies and other community, voluntary, private and statutory organisations to drive support for carers in Angus.
- c) Attend, participate and contribute to meetings, forums, committees and events, building relationships to optimise benefit for the organisation and to drive awareness of carers' issues, needs and rights.
- d) Develop and maintain relationships within the social care and health integration and community planning partnerships to promote services and encourage referrals to those services.
- e) Work with statutory and voluntary agencies to identify appropriate carers.
- f) Establish and maintain effective partner relationships.
- g) Work with a wide variety of people, demonstrate sensitivity to conflicting interests and demonstrate the capacity to develop new approaches to support the organisation's aims.
- h) Participate, as a team member, in policy developments and reviews, in-service training, information exchanges and case review meetings.
- i) Develop and maintain positive working relationships with a wide variety of organisations and individuals at all levels.

- j) Act as an ambassador for the organisation ensuring that service user confidentiality is maintained at all times.

The above does not represent an exhaustive list of responsibilities and tasks but indicates the main responsibilities required from employees in this role. The organisation reserves the right to require employees to perform other duties from time to time.

This is an exempted post under the Rehabilitation of Offenders Act. The nature of this role means that the post holder will be in a position of trust carrying out regulated work with vulnerable people, and will therefore be required to register with the PVG Scheme in Scotland.

This requirement is in line with the Protection of Vulnerable Groups (Scotland) Act 2007 and also with the Centre's own Disclosure Policy.

Draft Created by Alison Myles 20.3.19