



SWINDON
BOROUGH COUNCIL

Role Profile

Job Title: In House Provider Operational Manager		Grade/ Level: R		Role Profile Number: S0073	
Directorate: Adults		Reporting To: In house Provider Service manager		Date Prepared:	
Suitable for Job Share (Y/N)	No	If No state reason	Requirements of job make it inappropriate for two workers to share a caseload when working directly with service users		
Location	Various locations across the borough	DBS check required	Enhanced		

Job Purpose

The In House provider Operational manager will have the responsibility in leading a multi diverse service, which will cover Adults with Physical, Mental health, Dementia and learning disabilities. They will support the In House Provider Service Manager to develop the service ensuring that it provides services that are working on progressive outcomes to meet the need of the service user and ensuring they are working alongside an active person centred support plan using all in house services to their potential.

The House Provider Operational Manager will lead by example ensuring Swindon borough council provide a Good Service under the CCQ regulations. They will also promote Swindon Borough Council values and pledges which include the following:

“To help drive and promote the Council’s vision to help people to help themselves while always protecting our most vulnerable children and adults”.

To actively contribute to the strategic and operational development of the service, in collaboration and consultation within the Department, other stakeholders and the community, to achieve the objectives of the Department and service

Key Accountabilities:

- To be registered with CQC
- Ensuring the continued financial viability of each service, closely monitoring budgets, contracts, care hours, auditing as necessary, and addressing any shortfalls at the earliest opportunity
- Ensuring that each service remains within its allocated budget; monitoring expenditure on an ongoing basis and taking corrective action as appropriate.

- Providing the In House Provider Service Manager or Head of Service Manager with reports/KPI on aspects of the services as directed, including undertaking regular audits of each service in your portfolio
- Assessing, planning and implementing, in partnership with the individuals you support through progressive outcomes that meet their needs and maximise their independence, presence and participation within the community and to ensure the appropriateness of service delivery.
- Building partnerships with the volunteer sector and Day services.
- Promoting and monitoring assistive technology where possible within a support plan
- To contribute to team Gold calls to reduce Detoc within the hospitals.
- Working in partnership with a Multi-disciplinary team.
- Attending provider forums, conferences and seminars as required by the Company, and maintaining an up to date, in depth knowledge of the development of the sector.
- Ensuring the allocation of staff duties is clearly and adequately defined and communicated to all staff through the appropriate channels, to ensure that all staff understand their own and others' roles and responsibilities
- Ensuring staff are well managed, motivated and developed through learning opportunities that enhance their professional practice within the agreed service aims and objectives and supervised and managed in accordance to Swindon Borough Council policy and procedures.
- To hold and ensure appropriate Supervision and Appraisal and Development for all members of staff, in accordance with Departmental Policies, Procedures and Guidelines, ensuring that staffs are fully compliant with the professional standards required by the Department.
- Ensure the service comply with CQC standards, the Care Act 2014 to deliver a good quality and safe service.
- Investigate complaints relating to the service from stakeholders and other professionals in line with Swindon Borough Councils policy and procedures
- To take responsibility for the implementation of health and safety strategies within the service, in conjunction with the Borough's Health and Safety professionals.
- Undertaking on call duties as required, and managing on call rota for you and your Deputy when you are not on call.
- Recruitment, selection and performance management of staff.
- To ensure staff are Compliant and up to date with training, this may include delivering training.
- Understanding the Mental Capacity Act and Deprivation of Liberty Safeguards (DoLS)

Supplement Accountabilities:

- Undertake any other duties and responsibilities as may be required by the organisation within the scope of the role/grade.
- Due to the nature of the demands of the service you may be required from time to time, to work outside normal hours, including bank holidays, weekends and evenings and participate in a management on-call system to support the service out of hours, including evenings and weekends.
- Ability to cope with emergency situations.
- To participate in the organisations programme of CQC monitoring visits for Swindon Borough Council regulated services.

Knowledge and Experience:

- Comprehensive Management experience in the community/Residential care setting for Adults with Physical, Mental health, Dementia and learning disabilities.
- Comprehensive knowledge of Reablement or Enablement
- You should be up to date with current evidence based practice with a working knowledge of CQC Standards and Regulations. Comprehensive.
- Knowledge and understanding of the physical, social, emotional and special needs of Adults and their carers including associated issues of mental health and disabilities.
- Significant level of knowledge and understanding of the legislative framework and statutory guidance for the provision of Adults.
- Experience of Managing a large and diverse staff group and service.
- Experience of Budget management and monitoring
- To participate in Swindon Borough Council training programmes and the management development programme.
- To maintain relationships with other professionals, outside agencies, voluntary or private sector.

Qualifications:

- Qualifications and Credit Framework (QCF) Level 5 or equivalent or working towards Level 5 of QCF or extensive compensatory experience in care management

Contacts and Relationships:

- To make necessary referrals to other professionals regarding the safety and wellbeing of the service user.
- To participate as appropriate in meetings as and when required.

Values and Behaviours

We strive to underpin our culture of being 'At our Best' through strong management and authentic leadership. This means getting the management basics right. We own and demonstrate accountability, both individually and collectively, and aim to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, by displaying:

- Accountability at all levels
- Customer care and pride in what we do
- Continuous learning and evaluation
- Valuing one another and the contribution each of us makes

Corporate Standards

- In accordance with Council policies and guidance on information management and security, it is your personal responsibility for data protection, client confidentiality and information governance.
- Act at all times in accordance with appropriate legislation and regulations, codes of practice, the provisions of the Council's constitution and its' policies and procedures.
- You must work in accordance with training or instructions given, make proper use of any personal protective equipment provided and inform your manager of any hazardous situations or risks of which you are aware.
- Undertake all duties with due regard to the corporate equalities policy and relevant legislation.

In accordance with the provisions of the Data Protection Act 1998, jobholders should take reasonable care to ensure that personal data is not disclosed outside Council procedures, or use personal data held on others for their own purposes. In accordance with the provisions of the Freedom of Information Act 2000, ensure requests for non-personal information are dealt with in accordance with the Council's written procedures.

In accordance with the provisions of the Health and Safety at Work Act 1974 and the Management of Health & Safety at Work Regulations 1999 you must take reasonable care so as not to endanger yourself or other persons whilst at work. You must also co-operate with the Council to enable it to comply with its statutory duties for health and safety.

You must work in accordance with training or instructions given, make proper use of any personal protective equipment provided and inform your manager of any hazardous situations or risks of which you are aware.

You must ensure you undertake responsibilities relating to your position as detailed within your Directorate Health and Safety Policy.

Safeguarding - Children & Vulnerable Adults

This organisation is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff to share this commitment.

This post is subject to an enhanced DBS disclosure which will be carried out if your application is successful.