



Job Description

Community Support Manager



The role

You'll manage a portfolio of services, and you'll foster a culture of continuous improvement which is underpinned by set key performance indicators and the CQC Single Assessment Framework.

Reporting directly to our Operation's Managers, this is a full-time role, (39 hrs per week, however due to the nature of the role responsibilities, you may be required to undertake some flexible hours, including evening and weekends)

It is a multi-site role, and our services are "single tenancy". You will manage a team of Support Workers at each service, and you will coach and mentor the teams to deliver outstanding levels of support and intervention to enable those we support to live their best lives.

You will be accountable for the financial stability of your portfolio and all aspects of budget expenditure there-in. You'll need to demonstrate that you have business acumen as the use of agency staff within your services will be restricted to exceptional circumstance use only.

You'll need to ensure that you can support the health and well-being of your teams and you will demonstrate that you can recruit and then retain your team members. You'll embed a positive work life-balance culture, and you will ensure that you implement a minimum six week rolling rota in each of your services

The needs of the people we support, and their supporting staff teams are paramount.



Key Accountabilities

- Ensure that your services are fully compliant with the CQC Single Assessment Framework Inspection methodology.
- Provide strong, effective leadership for day-to-day operations.
- Work closely with the Mobilisation Team and our Clinical Leads to ensure that new business that is included to your portfolio is transitioned within agreed milestones and with full adherence to the commissioned contract.
- Provide high quality, supportive line management to approximately 20 Support Workers.
- Utilise data, research and innovation to identify opportunities to improve performance and service delivery.
- Ensure that each of your services is underpinned and consistently delivers outstanding support to individuals in accordance with the commissioned contract. You will:
 - Conduct regular reviews of each person's support through robust audit.
 - Implement and monitor operational and contractual performance.
 - Meet all Key Performance Indicators.
 - Embed a culture of continuous quality improvement.
 - Engage your team members in regular supervision and annual appraisal.
 - Engage your teams in regular team meetings.
 - Work collaboratively with clinical colleagues and engage the teams and those we support in quarterly practice workshops.
 - Ensure that Safeguarding underpins all discussion held in these forums.
 - Be a positive role and practice leader. You will have a can-do attitude and demonstrate emotionally intelligent leadership.
 - Foster a culture of professional development and learning opportunities in accordance with Gray Healthcare's People Strategy.
 - Ensure that all staff have ongoing performance discussions that motivate and inspire them.
 - Ensure that "Closed Cultures" do not arise. Conduct spot checks at different times of the day/night and on different days of the week including weekends.
 - Demonstrate inspirational leadership and place high value on continuous improvement and innovative solution-focused approaches.
 - Ensure that all staff are appropriately trained and supported to meet the identified needs of the people you support.
 - Effectively manage all employee-related issues within your portfolio of services, work collaboratively with our HR partners to adhere to Gray Healthcare's people policies and procedures.
 - This list is not exhaustive.
- Contribute to organic growth through service expansion in your region.



Essential

- Full UK Driving Licence with have access to a vehicle to enable you to travel to multiple sites and undertake the full performance of your duties.
- Able to demonstrate an understanding of and management of CQC registered services.
- Demonstrable strong personal beliefs and values that are underpinned by Gray Healthcare's values.
- Charismatic leadership style that will inspire and motivate
- Excellent interpersonal skills
- Excellent communication skills – both verbal and written
- Robust and resilient personality traits and can respond and function within high pressure environments.
- Ability to build relationships with key stakeholders
- Ability to deliver change in both the short, medium and long term.
- Innovative
- Can demonstrate a person-centred approach to customer service.
- Have a strong understanding of the issues faced by people with learning disability and/or mental health/complex needs and the support required within the CQC Hospital Directorate Inspection Methodology.
- Can demonstrate team management skills to lead and inspire a motivated and skilled team that consistently delivers or exceeds on its team goals.
- Can lead the successful implementation of projects, programmes, initiatives and change processes.
- Can manage all aspects of operations effectively.
- Can identify and effectively manage organisational and operational risk
- Can prioritise activities and mobilise resources to achieve operational outcomes.
- Well versed in risk management and mitigation
- Can manage substantial budgets in a challenging financial environment.
- Experienced in the operational management in Learning Disabilities or Health and social Care environment.
- People management experience.
- Excellent level of education demonstrating high level of numeracy and literacy skills.
- Able to evidence continuing professional development
- Experience of improving service performance and maintaining that performance within a rapidly changing environment.
- Strong IT skills with experience of working with Microsoft Office applications. Finance systems and Client information management systems, online rostering.
- Ability and willingness to work flexibly including some night, evening and weekends

Desirable

- Experience of managing a diverse range of services.
- Understanding of clinical governance
- Working knowledge of commissioner/funding arrangements and relationships
- Working knowledge and understanding of contract management.
- Project management skills.
- Professional qualification in either health or social care and/or relevant management qualification.
- Experience of working within the Learning Disability, mental health and/or complex needs sector.
- Experience of managing high performing services
- Experience of managing change.