

## Job Description and Person Specification

Job Title:	Area Operations Manager
Reports to (Job Title):	Regional Manager
Line Manager to:	Locality Managers
Hours / Working Pattern:	Mon-Fri 37.5 hours per week

### Brief Job Description:

To provide strong and effective leadership for the day to day Operations of services in your area to ensure they are safe and of high quality.

To work closely with Implementation Managers and Clinical Leads ensuring new clients coming into your area are transitioned safely, upholding key commissioning relationships and ensuring contract performance compliance.

To provide high quality line management to up to 7 Locality Managers

To lead in the delivery of Gray Healthcare's business plan, which reflects our person centeredness and the high levels of ambition we have both for the individuals for whom we provide support and our own staff. Inspire, lead, motivate and coordinate staff to ensure high delivery of outcomes for people with learning disabilities and mental health and full contractual and CQC

Compliance.

Work as part of a team, whilst demonstrating effective leadership with the ability to make decisions, work with minimal supervision and autonomy.

### Key Accountabilities:

To plan excellent person-centred support to the individuals for whom we are here to support in accordance with;

- Staying aware of trends and best practice in order to identify opportunities for improving performance and delivery.
- Ensuring agreed service delivery models and support and care planning are implemented by all staff to the required standard.
- Ensuring the planning of cost-effective deployment of competent staff to meet individual needs in accordance with contractual requirements through proactive rostering.
- Act as the Registered manager or deputise for the registered manager for CQC and all CQC-related matter, ensuring regulatory compliance, Internal quality inspections and external inspections and notifications are carried out effectively and in line with GHC and CQC requirements, by:
  - Maintaining a well led service, as registered manager with The Care Quality Commission (responsible for the management of a regulated activity and location/s)
  - Ensuring they are a fit and proper person to manage the regulated activity, of good character, with the necessary qualifications, competence, skills and experience, and that they demonstrably maintain this requirement of CQC registration.
  - Ensuring that the quality of care and support received is safe and effective and meets all regulatory requirements, and that quality continuously improves, rated Good or Outstanding in all CQC, external and internal (IQUAT) audits.
  - Ensuring that care and support is safe and incidents, accidents and safeguarding concerns / incidents are reported, and notified according to the applicable GHC policies, Local Authority safeguarding policies and according to CQC statutory

notification regulations.

- Ensuring that people and their families receive a good and responsive service by investigating complaints and concerns with timely responses and lessons learned according to GHC policies.
- Ensuring the People we support are fully involved in their day to day life, including planning and empowerment to take control to be as independent as possible.
- Representation and outcomes fed into the wider involvement plan

To ensure the delivery of excellent person-centred support to individuals in accordance with agreed plans, commissioner intentions and key stakeholders by:

- Conducting regular review of each service users plan / continuous improvement plan.
- Implementing and monitoring operational and contractual performance management disciplinarys
- KPIs and SLAs within the packages
- Ensuring the staff deliver the contract to the highest possible level of quality and within budget and spotting then addressing variances in performance in a proactive and timely way.
- Implementing GHC's quality management processes and acting on data/audits provided by independent checks and controls.
- Implement review and maintain agreed outcome models.

Ensure delivery of high levels of performance through people in a way that realises their potential by:

- Modelling a positive can-do attitude and take and show an urgency of actions in order to achieve the best outcomes for people:
- Effective people planning, recruitment, induction, coaching, development, leadership, motivation and performance management of direct report's, so they are engaged, positive and in turn are real advocates for the package and GHC.
- Working with teams to ensure appropriate and effective people solutions.
- development and learning opportunities in accordance with GHC's People Strategy and policies.
- Ensure all staff have ongoing performance discussions that motivate and inspire them to achieve greater things and that monitoring of these supervisions occurs on a regular basis
- Ensure spot checks on packages at different times of the day and week are on rota, happen and both improvements and praise are made where needed
- Show inspirational leadership and place high value on continuous improvement and innovative solutions to issues by really engaging with staff.
- Ensuring all staff are appropriately trained and developed in line with the needs of the service user and appropriately supervised at all times.
- To effectively manage all employee-related issues in the service, including all appropriate records, people processes, development and matters which fall under GHC's People Policies (including investigations, when required).

Maximise the use of assistive technology where at all possible, ensuring individuals are supported to be as independent as possible and the service is cost effective.

To be accountable for the financial stability of designated packages by achieving financial targets, effectively forecasting, budget development, control and cost effective operations, including filling voids where appropriate. Operating at all times in line with GHC's financial procedures, reporting progress and escalating concerns to your manager. Undertaking spot checks where necessary.

To contribute to GHC's growth and business development plans by managing to the highest level a quality, person-centred, continually evolving and improving service with your manager and other stakeholders so that commissioners continue to want GHC to deliver the package and past performance is a positive contribution to future tenders. To contribute to organic growth through service expansion in the region.

#### Knowledge, Skills, Experience and Qualifications Required:

##### Essential:

- Strong personal beliefs and values that match GHC.
- Charismatic leadership capability that will inspire and motivate
- Excellent interpersonal skills in the pursuit of exceptional delivery of service outcomes to a range of stakeholders.
- Excellent communication skills – both verbal and written, with the ability to turn technical language into plain English to enable clarity and engagement of clients, staff, colleagues and customers/commissioners.
- Robust and resilient personality that can respond and function within high pressure environments.
- Relationship building with key stakeholders to be able to maximise outcomes.
- Delivering change in both the short, medium and long term.
- Innovation including across other social care categories such as mental health.
- Politically astute with an ability to establish positive organisational reputation with key stakeholders.
- Flexible and adaptable leadership style and approach in order to achieve outcomes.
- Demonstrate a person-centred approach to customer service.
- An understanding of learning disability/mental health sector and CQC registration.
- Team management skills to lead and inspire a motivated and skilled team that consistently delivers or exceeds on its individual and team goals.
- Ability to lead the successful implementation of projects, programmes, initiatives and change.
- Able to manage operations effectively.
- Able to identify and effectively manage

##### Desirable:

- Demonstrate the use of the essential personal effectiveness requirements in a Health and Social Care environment.
- Management of a diverse range of services.
- An understanding of and management of CQC registered services
- An understanding of clinical governance
- A working knowledge of commissioner/funding arrangements and relationships
- Up to date with the broader Learning Disability (LD) and Mental Health (MH) agenda including understanding and adopting latest best practice.
- A 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 with LD / MH service users.
- Experience of managing high performing LD & MH Services
- Experience of managing change.

organisational and operational risk and provide sound advice and action to mitigate.

- Able to prioritise activities and mobilise resources in order to achieve operational outcomes.
- Understanding of and able to successfully manage delivery methods in LD.
- Skilled in delivering quality service performance monitoring and improvement
- Well versed in risk management and mitigation
- Skilled in managing substantial budgets in a challenging financial environment.
- Experienced in the operational management in Learning Disabilities/ Mental Health or Health and Social Care environment.
- People management experience.
- Excellent level of education demonstrating high level of numeracy and literacy skills.
- Evidence of continuing professional development
- Experience of improving service performance and maintaining that performance within a rapidly changing environment.
- IT Literate with experience of working with Microsoft Office applications. Finance systems and Client information management systems, online rostering.
- Desire to be an active member of the Learning Disability/ Mental Health sector and provide a high level of contribution.
- Ability and willingness to travel to other sites as required.
- A willingness and ability to work flexibly including some night, evening and
- weekend work as may be required.

#### Key Internal & External Clients:

- **Commissioners, Trusts, CCGs, Housing associations, All GHC colleagues (not an exhaustive list**

#### Criminal Records Check

Enhanced

#### Other Considerations (i.e. required to travel):

Ability to travel nationally as required.

