

JOB DESCRIPTION

DEPARTMENT: Social Care
JOB TITLE: Support Services Manager
REPORTS TO: Head of Services
SALARY: £25,000-£27,000 dependent on experience
DATE: December 2024

1. JOB PURPOSE:

To assist the Head of Services to ensure that all aspects of Community Support Services are carried out in line with Local Authority contracted services.

2. PRINCIPAL ACCOUNTABILITIES:

- (a) Deliver a comprehensive support and advice service within all aspects of Support services. Guiding and managing the support services within the local Authority contract. This will consist of ensuring all commissioned hours are delivered each day, week and month. Targets of 95% and above to be hit.
- (b) To inform all personnel of current good practice in order to ensure compliance with Social Care and Health and Safety Legislation and to minimise risk to Customers and MSDP.
- (c) The successful candidate must have a robust and thorough understanding of safeguarding and the legal duties of the organisation in line with these.
- (d) Liaise with internal and external professionals, stakeholders and multidisciplinary agencies.
- (e) Evaluate, monitor and review support plans, risk assessments and support the Head of Services to complete a full risk assessment programme to ensure compliance with statutory requirements under the Health and Social Care Act 2012 and Management of Safety Regulations 1992 and 2002.
- (f) To maintain a comprehensive internal files, audit system and to complete audits and reviews of community services in order to monitor service provision and health and safety standards at MSDP.
- (g) The candidate will be expected to attend regular management meetings and have input in the development of the support services.
- (h) To ensure that the Support services provision arrangements are maintained efficiently and effectively in line with statutory requirements where appropriate including customer and carer feedback, staff focus groups, community volunteer groups and other external Deaf Organisations.
- (i) To assist the Head of Services in the management of designated budgets associated with Support Service and to produce finance invoice requests for direct payment clients.

- (j) To be responsible for Services Support Team. To ensure the production of work rotas, on-call rotas identifying areas for new business and development opportunities.
- (k) Manage and guide the staff team, by conducting supervision, appraisals, and annual leave approvals.
- (l) Be able to identify when a staff member requires further training and performance manage staff effectively.
- (m) Support and guide the support team to achieve 95% and above with their mandatory training. Encouraging and supporting their personal development when required.
- (n) Be flexible with working hours, to meet the client needs first and foremost and to run the business effectively.
- (o) To undertake direct support to customers when required to meet unplanned requirements which includes emergency callouts, sickness and unauthorised absences.
- (p) To be responsible for the operational leadership and management of Community Services staff and volunteers, operational policies, and procedures in line with MSDP's Policies and statutory agreements.
- (q) Conduct team meetings with staff and ensure all company changes and updates are relayed to the support staff in a timely manner.
- (r) Conduct internal audits.
- (s) Ensure MSDP are compliant with staff training, up to date support plans, support plan reviews and assessments.
- (t) Engage with community, local events and collaboratively work with the engagement team at MSDP.
- (u) To be responsible for Business Continuity Planning for the Support service and to work with the head of Services to ensure we meet organisation standards.

3. GENERAL DUTIES

- (a) Promote equality of opportunity and inclusive practice in all aspects of work undertaken.
- (b) Act in a manner that safeguards children and/or vulnerable adults as applicable to the role.
- (c) Carry out any other duty which may be requested by your Line Manager and commensurate with the nature of the role.

- (d) Deal with all customer contact professionally and in line with the organisation's policies and procedures.
- (e) Attend staff meetings and training days.
- (f) Comply with MSDP's policies and procedures.
- (g) Communicate with staff and clients relevant to their choices and needs.

Other

- (a) Any other duties as required by the role.

4. VALUES:

The post holder will strive to operate under the core organisational values of PROUD: Professional, Respectful, Open Communication, Unique (celebrating differences), Deaf First.

5. RELATIONSHIPS:

a) Supervisory responsibilities:

Support Workers

b) Accountability

The post holder will report to the Head of Services

c) Other Contacts:

- i) External agencies, service users and their families

SUPPORT SERVICE MANAGER PERSON SPECIFICATION

KNOWLEDGE AND EXPERIENCE

	Essential	Desirable
Previous experience leading a team supervising support staff within a care/support workplace.	X	
Ability to work collaboratively at all levels and work professionally with service users, their families, and other professionals.	X	
Have a thorough understanding of safeguarding and the legal requirements of this to ensure safety to clients and staff at all times.	X	
Excellent IT, written and verbal communication and active listening skills.	X	
Up to date knowledge of the best practices and aware of CQC regulations and processes.	X	
Ability to manage own workload within time constraints – capable of performing a wide range of tasks at the same time and multi-task.	X	
The successful candidate must have previous experience of working within a community care/support setting with people who are deaf and/or hard of hearing and deaf blind clients.	X	
This is a full-time role and the jobholder must have the capacity to work weekends as and when the business requires it.	X	
Full clean driving licence and/or access to vehicle for business use	X	
Experience of working with Deaf culture and Deaf communication modes such as BSL	X	
The candidate will be required to hold a minimum of NVQ/QCF, Level 3 in Health and Social Care and either have or demonstrate a commitment to working towards QCF Level 5.		X
Deaf-Blind Communicator and guide skills		X
Ability to prioritise own work with clients and manage a busy workload with minimum supervision.	X	
Ability to work on own initiative and as part of a team	X	