

## Job Description

<b>Title:</b>	<b>Service Manager</b>
<b>Hours:</b>	37.5 hours a week
<b>Office base:</b>	Northallerton – covering Hambleton and Richmondshire
<b>Accountable to:</b>	CEO
<b>Line Management:</b>	Deputy CEO/Business Development Manager

### Job Summary:

The Service Manager will undertake specific operational responsibilities with respect to:

- To operate fully within the senior management team
- To ensure all contracts are delivered to a high standard and in full; in line with contract/project requirements
- To support and line manage the staff team including supervisions and appraisals.
- Oversight of allocations, referrals and client flow
- Client casework if required, to support staff absence and pressure points within the service
- To ensure all staff are trained to the required standards in line with CPY Core Competency Framework.
- To oversee and approve Health and Safety risk assessments and safe planning for activities within the service, and within the office environment
- Competent with IT and able to use different social media platforms to raise the profile of CPY
- To act as the lead for Health and Safety and Safeguarding within the locality with support from the Office and Finance Manager and CEO

Be a well-rounded and excellent communicator, with enthusiasm, good sense of humour, empathy and a passion for driving Carers Plus Yorkshire forward.

The role requires a creative and progressive manager who will engage and empower the team to thrive and achieve CPY outcomes.

Also, any other duties as agreed with the Deputy CEO and CEO.

## **Key Tasks:**

### **Client Services**

- To oversee the management of the referral allocation/ triage system.
- If required, to support client services - to take responsibility for a small number of allocated referrals by providing a direct sympathetic, confidential service for individual service users.
- To keep up to date with information on services relevant to the organisation, welfare benefit awareness, local, regional and national developments within social care and health settings
- To work in partnership with voluntary, statutory and community organisations to develop new and sustainable ways of supporting all service users
- To be clear about the themes, trends and general gaps in service provision shared by carers of all ages
- To be clear about the client pathway/s and ensure that there is consistent, equality and fairness to delivery of all services.

### **Management**

- To assume delegated responsibility for specific aspects of project management eg: projects or contracts and helping the development and maintaining external relationships with funders and commissioners.
- To work within all CPY policies and procedures and to support staff (and volunteers) to do the same.
- To set workplans for all services - including tasks, targets and objectives to achieve project outcomes. Feeding back to SMT on progress.
- To ensure that services are delivered and monitored in line with contracts and funders requirements
- To ensure staff have an awareness and adhere to Lone working CPY policies and procedures (at home and in the office); managing an effective buddy system
- To ensure any statutory assessments are carried out to legislative and contractual requirements
- To support the CEO in Commissioner meetings and required monitoring returns for both Adult and Young Carer Contracts
- To support as required writing funding bids (and their subsequent reporting requirements when successful) and help identify gaps in provision working with the Deputy CEO/Business Development Manager
- To support the Quality Assurance Lead in guaranteeing quality systems are implemented, monitored, reviewed and evaluated regularly.
- To streamline work practices and provide staff with written guidance and tools to implement new work practices, with support from Quality Assurance Lead
- To ensure an overall understanding of financial budgets, relating to projects and services being delivered by CPY, working with the Finance & Office Manager
- To streamline work practices and provide staff with written guidance and tools to implement new work practices, with support from the Quality Assurance Lead
- Working with the Senior Management Team to ensure all project staff are trained to the highest standard required by CPY
- Direct supervision of delegated staff team
- Working with the Quality Assurance Lead to ensure all new staff are fully inducted into CPY
- To quality assure all data records held within our client management system to aid with staff supervision and reporting

- To ensure the impact of service on carers is measured effectively and monitored as part of service improvement
- To produce regular reports on the progress of work for colleagues, the Board of Trustees and external funders.
- To represent CPY at a local, regional or national level when required.

### **Training**

- To ensure all new staff are fully and appropriately inducted, completing their probationary period and all appropriate support and training (with support from Quality Assurance Lead)
- To work with the SMT to develop and deliver carer awareness training to other agencies and professionals locally
- To work alongside the Senior Management team to support and empower all service users to share their expertise and have a voice with health and social care professionals, policy makers and through the social media.
- To provide, when appropriate, awareness training to statutory and voluntary sectors.
- To identify skill-gaps within the team and develop ways of reducing these gaps through internal/external training opportunities.

### **General**

- To identify and agree with the Deputy CEO his/her own training and development needs and how these will be addressed and to share responsibility with colleagues for addressing the objectives of the Business Plan
- To contribute to the overall future development of CPY
- To attend and contribute to regular supervision sessions and team meetings and to provide appropriate cover for staff absences.
- To maintain strict confidentiality over personal information relating to individuals.
- Report to the Board of Trustees on the work of Carers Plus Yorkshire and activities of the Support Workers.
- Other duties as shall be prescribed from time to time in conjunction with the post holder.

This role will be based in our Northallerton office and be responsible for the delivery of services in Hambleton and Richmondshire. They will work closely with SMT colleagues and attend fortnightly meetings at the Snainton office. SMT colleagues will also visit Northallerton regularly to support the role.