**Job Description**

This job description gives an overview of the post, the key responsibilities and the context within which the post is offered. It is not intended to be an exhaustive statement of Terms and Conditions within The Kent Autistic Trust (“KAT”).

**Post Details**

Job Title: Manager

Reports to: Manager

Updated: 15/11/2023

**Values and Commitment**

KAT is committed to providing high quality supports designed around individual abilities, needs and choices. KAT is committed to promoting independence and inclusion within communities. KAT believes everyone is able to make their own individual contribution. KAT seeks to work in partnership with all relevant parties but in particular with the individual themselves.

**Support Services**

KAT supports over 80 people in Medway and across Kent and provides a wide range of services designed to meet diverse needs. KAT supports people with autism, learning disabilities and related difficulties. KAT supports vulnerable adults. KAT provides residential homes, supported living accommodation, day resource services, respite and outreach services (from people’s own home). KAT is keen to ensure the voice of those we support is actively listened to, both in terms of the development of individuals’ support and in terms of our organisational development.

**The Job**

The Manager will provide management and leadership to a team of Shift Leaders and Specialist Support Staff. They will be responsible for ensuring all current and newly referred individuals are properly assessed and that high quality, person-centred support is provided for all supported individuals. They will ensure support teams have the skills and competences required and will provide a developmental focus for practice. The Manager will ensure that all regulatory and contractual standards are met and exceeded.

The Manager will ensure that KAT is appropriately represented and working in effective partnership with key local service providers, including the Social Services. They will act as ambassadors for the Trust. They will be responsible for ensuring good communication channels are established and maintained to facilitate new referrals and joint working.

The Manager will be responsible for managing staff and delegated budgets in accordance with KAT Policies and Procedures.

Key to the job is adopting a proactive approach to achieving a positive, engaging, promotional and relationship building role with Care Managers and all other stakeholders.

**Key Responsibilities**

**Manage and co-ordinate day-to-day activities within the service**

* Ensure that all services are delivered within the framework of KAT core values and in line with KAT Policies and Procedures.
* Ensure that services are of a standard which meet and exceed standards set by regulatory bodies, including CQC, HSE and contractual obligations.
* Manage staff rotas.
* Deploy staff in a way which maximises cost efficiency whilst meeting the needs of the people we support.
* Undertake administrative tasks as required e.g., in relation to staff records, management returns and maintaining records, as required.
* Monitor all financial matters relating to the service in accordance with finance policies and procedures. Contribute to the management of the budget for the area and take corrective action, where appropriate.
* Liaise with external professionals, individuals and families as required to ensure that the needs of the people supported are reviewed regularly and plans developed so that we continue to meet their needs.
* Demonstrate a sound knowledge and application of The Care Act when participating in reviews/funding queries.

**Ensure good practice within services**

* Ensure that appropriate person-centred support arrangements are in place for each individual supported and reviewed, as per policy.
* Implement and monitor quality assurance strategies and documents, actively promoting a culture of continuous improvement.
* Maintain good working knowledge of safeguarding protocols and referrals are made to the relevant local authority as necessary.
* Submit statutory notifications to CQC as required.
* Complete Provider Information Returns to CQC when requested.
* Carry out disciplinary investigations as required by regional managers, Head of Operations or HR.
* Facilitate Quality and Compliance audits and regional manager monthly check-ins by providing information and documentation as requested.
* Take ownership of action plans arising from audits and work with the regional manager to conclude actions in an effective and timely way.
* Complete/oversee management audits and checks within the service to monitor safety and quality.
* Keep abreast of regulatory changes and requirements and disseminate these to the staff team.
* Actively promote and support inclusion, ensuring that individuals are supported to participate in community and work opportunities according to their interests and wishes.
* Ensure that coproduction is demonstrable in all aspects of individual’s support.
* Provide coaching and mentoring to staff.
* Ensure health and safety requirements are met within services and comply with Health & Safety Legislation.
* Plan and implement service development along with the Area Manager.

**Management of teams and individuals**

* Contribute to the recruitment, appointment, and induction of staff through effective use of KAT Recruitment Policy.
* Manage and support staff in line with KAT Policies and Procedures, including supervision, absence management, disciplinary and grievance issues.
* Carry out regular check-ins with new staff to ensure they are settling well and to answer any queries or concerns raised.
* Monitor and oversee staff training to ensure completion within appropriate timescales.
* Promote and support effective team working through good communication and regular team meetings.
* Identify individual and team learning and development needs and plan to meet these in conjunction with learning and development staff.
* Participate in the delivery of training as agreed by the Manager and HR and Training Department.
* Effectively identify and contribute to learning and development activities including meeting Trust targets for RQF achievement.

**To establish and maintain effective communication**

* Develop and maintain effective communication systems within the team.
* Ensure regular team meetings are held.
* Ensure regular planning and reviews are carried out for all individuals supported.
* Ensure effective representation and joint working with key agencies, families, and individuals.
* Establish and maintain processes for facilitating new referrals.
* Promote the Trust in a positive manner.

**Additional Duties**

* Participate in the On-Call system.
* Work flexibly to meet the needs of the service, carrying out shifts if necessary.
* Deputise for the Regional Manager, as required.
* Undertake additional activities such as attendance at conferences and involvement in project groups to further individual and organisational development.

**Code of Conduct Healthcare Support Worker or Adult Social Care Worker in England**

As a Healthcare Support Worker, you make a valuable and important contribution to the delivery of high-quality healthcare, care and support.

This Code is based on the principles of protecting the public by promoting best practice. It will ensure that you are ‘working to standard’, providing high quality, compassionate healthcare, care and support. The Code describes the standards of conduct, behaviour, and attitude that the public and people who use health and care services should expect.

You are responsible for and have a duty of care to ensure that your conduct does not fall below the standards detailed in the Code. Nothing that you do, or omit to do, should harm the safety and wellbeing of people who use health and care services, and the public.

In accordance with the code you must:

1. Be accountable by making sure you can answer for your actions or omissions.
2. Promote and uphold the privacy, dignity, rights, health and wellbeing of people who use health and care services and their carers at all times.
3. Work in collaboration with your colleagues to ensure the delivery of high quality, safe and compassionate healthcare, care and support.
4. Communicate in an open, and effective way to promote the health, safety and wellbeing of people who use health and care services and their carers.
5. Respect a person’s right to confidentiality.
6. Strive to improve the quality of healthcare, care and support through continuing professional development.
7. Uphold and promote equality, diversity and inclusion.

**Person Specification**

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| **Attributes** | **Essential** | **Desirable** |
| Experience | * Level 5 in Care or the willingness to undertake and successfully complete within the specified timescales
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| Education, Qualifications and Training | * Minimum of two years’ management experience in human services setting
 | * Supporting and managing in services where people challenge
* Experience of multi- agency working
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| Values Base | * A belief in inclusion, evidenced through work practice or personal experience
* A desire to ensure people supported are at the heart of decision making
* Commitment to the principles and practice of continuous development
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| Skills, abilities and knowledge | * Leadership skills
* Management skills
* Ability to negotiate and problem solve
* Ability to manage and motivate staff
* Ability to plan and prioritise workload
* IT literacy and familiarity with Microsoft Outlook and Word
* Ability to write reports
* Good communications skills
* Knowledge of regulatory standards and legislation including The Care Act.
 | * Knowledge of planning and developing processes
* Experience of financial management
* Familiarity with Microsoft SharePoint
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| Interpersonal and social skills | * Good communication skill
* Ability to liaise, work with and engage effectively with a wide range of stakeholders
* Observe standards of dress appropriate to the post
* Proactively promote the Trust
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I hereby accept the terms as stated on the Manager Job description

Printed Name

Signature

Date