

LONDON BOROUGH OF LEWISHAM

JOB DESCRIPTION

Designation:	Day Opportunities Operations Manager	Grade:	P04
Reports to (Designation):	Head Of Service – Internal Provider Service	Grade:	JNC1
Directorate:	Adult Social Care & Health	Section:	Day Opportunities

Main Purpose of the job:

To promote and implement the mission, values and standards of the day opportunities service and the Council.

To be responsible for the management, development and coordination of day opportunities for people with Learning Disabilities and additional support needs, challenging behaviors for services for adults with Physical & sensory Disabilities, and for people with Dementia which directly affect vulnerable clients and their carers

To be responsible for the implementation of any relevant policy and service changes directly affecting the area of day services, arising from any government or local agenda, development and service re-configuration.

To undertake in conjunction with the Head of service the planning, monitoring, review and maintenance of high-quality services and work performance within agreed resources and timescales.

To deputise for the Head of Service in their absence and as required

Summary of Responsibilities and Personal Duties:

Responsibility for service provision

To oversee the operational management of service delivery to service users in own area of day service provision

To lead in the planning, development and implementation of a range of activities, programmes and projects based on service users assessed needs and care plans

Using a person-centred approach, to ensure that the individual planning process, including any resultant action plans, for the service users are carried out within set timescales

Be responsible for the agreement of appropriate packages of care and support for this group, including timely reviews. This will entail working closely with Lewisham's care management and health teams, carers and other stakeholders.

To lead and/or actively contribute to any investigations arising from any service users and /or carers complaints

To ensure that any quality assurance systems implemented for the service provision are carried out promptly and monitored and reviewed regularly.

To ensure there are clear systems established for service users to feedback their views on service e.g. user forums

Where appropriate, explore the cross disability working between existing service users' groups
To be responsible for the co-ordination and efficient deployment of all relevant resources.

Management & service Development Responsibilities

To lead the Day Opportunities management team and contribute to the service units strategic planning and development.

Development of all policies and procedures to ensure they are relevant to the changing environment in day services following the recommendations from the Co-production events that have informed the improvement plan for day opportunities.

Lead forums and working groups relevant to service development.

To lead on or contribute to specific service-related projects

To contribute to any strategic planning forums or initiatives relating to own area of service operatives.

To be responsible for and/or contribute towards any performance management systems, quality initiatives and service users focused programmes and to ensure that targets are met on time.

To comply with and ensure that all Council, Directorate, Service policies and procedures are implemented promptly and update any service procedures when required.

To be responsible for managing any changes to service delivery arising from Government, Council or Departmental policy, guidance or initiatives.

To provide managerial support and cover across the day opportunities service

To undertake and ensure risk management planning and procedures for designated services

Human Resource Responsibilities

To supervise a group of Managers, Day Opportunities Officers, business support staff or others as designated by the Head of Service.

To manage staff performance, leading and/or actively contributing to the investigations on staff performance and present findings, under the Council's disciplinary and capability procedures.

To ensure that staff training and development needs are identified and planned in accordance with Departmental policy and procedures.

To participate in, undertake and ensure that staff receive their annual Appraisal and review meetings and regular supervision meetings.

To lead on or contribute to any workforce planning and staff recruitment for the service.

Develop and lead the staff groups through a radical change in how day services are provided in Lewisham; support staff as they work more flexibly across customer groups and physical locations. Enable working more with volunteers and partner agencies.

Finance and Administrative Duties

To manage the budget(s) for an allocated area of day opportunities services, in consultation with the Head of Service.

To be responsible for all business support and auxiliary staff, in any allocated day opportunities operational area, as required

To ensure management information and service user's information and records are duly disseminated, stored and protected, whether in either written or computerised formats in accordance with any relevant legislation and guidance

To implement and manage lettings policy and procedures

Health and Safety

To be responsible for the health and safety and welfare of service users and staff, and to ensure that risk assessments are in place for service users, staff and the environment.

To ensure that any premise maintenance issues are reported in accordance with council or other relevant procedure

To be responsible for complying with the Lewisham Safeguarding policy and procedures for vulnerable adults and undertaking investigations when required

All employees are required to always comply with the Council's Health & Safety policies and procedures, taking due care for themselves, colleagues and members of the public.

Miscellaneous Duties

To contribute to and prepare committee reports and briefing reports, where required and attend Committee meetings as and when necessary

Other duties

To respond to emergencies and be part of an out-of-hours on call system, when required and occasionally to work during evenings and weekends.

To undertake other duties as required and commensurate with the post

Equal opportunities

To carry out the functions and responsibilities of the post with due regard to the Council's Equal opportunities Policy.

To participate and lead in the development and provision of a service to meet the needs of a multi-racial cultural community.

Environment

Assist in carrying out the Council's environmental policy within the day-to-day activities of the post.

Internal Contacts: Adult Social Care & health colleagues, Commissioning and Contracting Staff, Repairs & Maintenance, Finance, Health & safety and other Council Officers.

External Contacts: This will include Health Services and members of the Public, Voluntary Sector Organisations, other providers of services, external contractors, Organisations who let space within the buildings

To carry out the duties of the post with due regard to the Council's relevant codes and procedures.

To carry out duties with due regard to the Council's values and behaviours

All employees are required to participate in Appraisal and Performance Management processes and to undertake appropriate training and development, including mandatory induction training, identified to enhance their work.

Undertake other duties, commensurate with the grade, as may reasonably be required.

Consideration will be given to restructuring the duties of this post for a disabled postholder

THIS JOB DESCRIPTION MAY NEED TO BE AMENDED BY THE DIRECTORATE TO MEET THE
CHANGING NEEDS OF THE SERVICE.

Number of fully managed staff: 6

Title:	Grade	No of posts
Team Manager	PO1	4
Business Support Officer	Scale 4	2
Caretaker (weekend)	Scale 3	1

Number of partially managed staff:

Title:	Grade	No of posts
Day Opportunities Facilitator	Scale 3	20
Day Opportunities Facilitator	Scale 5	12
Caretaker	Scale 3	1

PERSON SPECIFICATION

Job Title: Day Opportunities Operations Manager

Grade: PO4

Department: Adult Social Care & Health

Note to Candidates

The Person Specification is a picture of the skills, knowledge and experience needed to carry out the job. It has been used to draw up the advert and will also be used in the shortlisting and interview process for this post.

Those categories marked 'S' will be used especially for the purpose of shortlisting.

Please ensure that Equality and Diversity issues are addressed specifically in relation to the role for which you are applying when addressing the requirements of this person specification where appropriate.

If you are a disabled person and are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria you will be shortlisted and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet the requirements.

Knowledge	
of current practices, legislation affecting services for People with disabilities particularly learning disabilities	
Of Equal Opportunities Policy impacting on service delivery	S
Aptitude	
To manage a diverse staff or volunteer group	
To contribute as a member of a team of managers to manage and implement change	S
To develop close links with service users, carers, relatives, and other relevant professionals and agencies	S
To manage an allocated budget for service delivery	
Skills	To Be Tested – T
Skills can only be used as shortlisting criteria if the skill is to be tested	
In managing difficult situations relating to service users, carers/relatives and staff	
In negotiations with professionals, statutory and voluntary agencies	
In communicating effectively using a variety of methods (e.g. written reports, information technology, presentations, meetings etc) to a wide range of audiences	
In managing and prioritising own workload to meet service needs, targets & deadlines	
Experience	
Of at least 3 years operational management & experience of developing services in social care & health field	S
Of staff supervision, effective team leadership & management issues & practices relevant to the effective deployment of resources	T
Of managing staff performance & investigating and taking appropriate action in service delivery e.g. complaints, staff conduct and performance management	S
Of Health & Safety and Welfare at Work policies and procedures.	
Of working with People with Disabilities, particularly learning disabilities, in a statutory or voluntary agency's setting.	S
Of planning, monitoring and reviewing service delivery	S
General Education	
Literacy and numeracy to the level necessary to perform duties of this post	

Equality & Diversity	
Awareness of and a commitment to Equality of Access and Opportunity in a diverse community	
Understanding of how equality and diversity relates to this post	S
Personal Qualities	
Personal commitment to provision of quality services	
Always exhibits effective leadership and team management skills	
Flexibility and adaptive to change	
Resilience and ability to work effectively when under pressure	
Circumstances	
Availability to be contacted and/or work out of hours and occasional weekends, when required	
Be able to work from various locations in the borough and undertake specific visits to users/carers and other agencies.	
Physical	
Generally, candidates must meet the standard Lewisham requirements for the post	

DBS Disclosure Required
 Basic ☐
 Standard ☐
 Enhanced ☒