

Head of Service

Service: Health and Wellbeing
Responsible To: Head of Operations
Salary: Up to 60K dependent on experience

Job Purpose

To provide effective leadership, management and oversight of the day service programs with a focus on quality, innovation and person-centered care.

Main Duties

The job purpose of a Manager of Day Services involves overseeing the operations and management of day service programs for individuals with disabilities, elderly individuals, or individuals with special needs. Here's an outline of the job purpose:

- **Leadership and Management:** Provide strong leadership and management oversight to day service programs, including staff supervision, scheduling, and performance management. Lead by example and inspire a positive work culture focused on compassion, professionalism, and excellence in service delivery.
- **Program Development and Implementation:** Develop, implement, and evaluate day service programs that meet the needs and preferences of individuals attending the programs. This involves designing a diverse range of activities and services that promote skill development, socialisation, and community integration.
- **Quality Assurance and Compliance:** Ensure that day service programs meet quality standards, regulatory requirements, and accreditation standards. Monitor program outcomes, evaluate effectiveness, and implement improvements as needed to enhance the quality of services provided.
- **Staff Training and Development:** Provide training, coaching, and professional development opportunities to staff members to ensure they have the skills, knowledge, and resources necessary to support individuals attending day services effectively. Foster a culture of continuous learning and growth within the team.
- **Client and Family Engagement:** Collaborate with clients, families, caregivers, and other stakeholders to ensure that day service programs are person-centered and responsive to individual needs and preferences. Act as a liaison between clients, families, and the organization, addressing concerns and maintaining open communication channels.
- **Budgeting and Financial Management:** Develop and manage budgets for day service programs, ensuring effective allocation of resources and responsible financial stewardship. Monitor expenses, analyse financial performance, and identify opportunities for cost savings or revenue generation.
- **Risk Management and Safety:** Identify and mitigate risks associated with day service operations, including health and safety risks, behavioural concerns, and emergency

preparedness. Implement policies and procedures to ensure the safety and security of individuals attending day services and staff members.

- Community Engagement and Partnerships: Build and maintain positive relationships with community partners, including local organisations, businesses, schools, and government agencies. Collaborate with external stakeholders to enhance access to resources, services, and opportunities for individuals attending day services.
- Advocacy and Public Relations: Serve as an advocate for individuals attending day services, promoting their rights, interests, and inclusion within the community. Represent the organisation at meetings, events, and forums to raise awareness and build support for day service programs.
- Strategic Planning and Development: Contribute to the strategic planning and development of day service programs, identifying growth opportunities, emerging needs, and trends in the field. Develop long-term plans and initiatives to expand and enhance day service offerings and impact.
- To attend regular budget meetings with the finance department to ensure the service's delivers within budget and offers value for money.
- To ensure the repair and maintenance of all equipment within the service and of the day service itself.
- To promote and maintain a high standard of care, support including domestic and catering services.
- To lead or support on recruitment and selection of staff in line with Foundation Safer Recruitment Policy, Equality and Diversity and legislative requirements.
- To oversee and or participate in the induction of new staff into the service and monitor and support during the probationary process in line with Foundation Policy.
- To oversee or support line management of the day services staff team, and directly line manage team leaders, to ensure an excellent standard of supervision, support, appraisals, training and continuing professional development.
- Oversee or support the management of staff attendance including providing wellbeing support, recording absence, conducting return to work meetings and conducting formal attendance meetings where necessary with the support of HR.
- Take responsibility for the implementation of Foundation HR policies, including Capability, Disciplinary, Grievance and Investigations, with the support of HR.
- Any other reasonable duties relating to the residents needs

Person Specification

Essential Criteria

Skills and Knowledge

- Good written/verbal communication skills
- Good organisational skills
- Good I.T. skills and innovation through digitalisation
- Knowledge of working with adults with disabilities
- Knowledge of CQC standards
- Understanding of challenging behaviour and Positive Behaviour Support.

Qualifications and Training

- Level 3 Lead Adult Care Worker qualification
- Degree level in a relevant field or equivalent experience.
- Level 2 qualification in Literacy and Numeracy
- Care Certificate

Experience

- Managing and leading teams within ISL services
- Delegating workloads and responsibilities
- Managing conflict

Personal Qualities

- Able to work on own initiative
- Confident to communicate effectively with staff, families, carers and social care professionals
- Flexible, enthusiastic, committed
- Good team member
- Caring and empathetic

Other Requirements

- Able to work Early/Late/Weekend shifts

Desirable Criteria

Qualifications and Training

- Level 3 Team Leader/Supervisor qualification

Experience

- Safeguarding referrals/procedures

Other Requirements

- Flexible and able to extend hours of work if required

Organisational Standards

The Percy Hedley Foundation operates in a demanding and often changing environment. Members of staff must be flexible, adaptable, willing to face up to changing circumstances and new opportunities. The following list of duties and responsibilities must therefore be taken as a guide and is not to be comprehensive.

Professional Duties

- Participate in the review of the Foundations Policies, Procedures and Processes;
- Participate in arrangements for the performance development review process
- Participate in arrangements for further training and professional development
- Keep up to date with changes or developments within your professional area
- Fully participate in the induction and training programme provided by the Percy Hedley Foundation
- Contribute to the professional development of other staff, including the induction of new staff.

Equality and Diversity

- Promote equality of access to education, training and employment opportunities for disabled people, and advocate a positive attitude
- Recognise that disabled people are individuals who have specific needs
- Employ support strategies that will empower disabled people
- Show awareness of knowledge and display non-discriminatory behaviours at all times in relation to culture, race, ethnicity, disability, gender, sexuality and age
- Recognise the importance of inclusion by using appropriate means of communication at all times
- Be flexible, trying to meet the changing needs of both disabled people and environment.

Discipline, Health and Safety

- Adhere to and promote Percy Hedley Foundation Health, Safety and Welfare policy at all times
- Purchase equipment from a recognised source
- Report all incidents and accidents to Health and Safety Officer
- Maintain a high standard of record keeping in line with Percy Hedley Foundation policies and procedures.

Safeguarding

- Safeguarding is everyone's responsibility.

- Percy Hedley Foundation have adopted recruitment and selection procedures, and other Human Resource Management processes, that help deter, reject or identify people who might abuse vulnerable children/adults, or are otherwise unsuited to work with them.
- The Trustees/Governing Body are committed to promoting the welfare of children and young people/adults and staff are expected to ensure that the highest priority is given to following guidance and regulations to safeguard those in our care.

Confidentiality

- Respect confidentiality. All personal information about people using the foundations services to which you have access should be treated as confidential. Information about the people's needs, progress and assessment should only be shared with the team to aid support
- Remain objective and do not favour any gender, language or culture and comply with the Percy Hedley Foundation policy.

About Us

We are an ambitious, entrepreneurial and innovative charitable business working in a person-centred way to meet the needs of people with disabilities and their families. We provide a range of high-quality services and seek out opportunities to inspire and support people with disabilities to achieve their ambitions. We believe that working together as one Foundation we achieve more than individual services would achieve alone. Our influence will be regional, national & international.

We are committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. Applicants should be aware that the post will only be offered to successful candidates subject to an Enhanced DBS check as well as other employment clearances.



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