Operational Manager - Adult Provider Services

JE Code: JE2132



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| **Values – We are dedicated, respectful, collaborative, we are Milton Keynes City Council** |
| **Service:** | Adult Provider Services – Day Service  |
| **Reports To:** | Service Manager  |
| **Job Family:** | Care & Welfare  |
| **Grade:** | H |
| **Political Restricted:****DBS Required:****If Yes:** | YYEnhanced |
| **Date:** | December 2023 |

**Key Deliverables**

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| **1.** | Directing teams to provide person-centred services for vulnerable adults. Monitor the changing needs of the people that utilise the service and adapt their support to effectively meet their needs to promote positive outcomes for people. Incorporating Positive Behaviour Support plans, collaborative multi-disciplinary working, continuous observation, mentoring and coaching to ensure high quality skill set of teams to ensure services are delivered in accordance with the agreed package of care. This includes those managed through external funding care providers The post holder will be required to liaise with commissioning agencies to ensure the package of care is correct and this can be evidenced for auditing purposes. |
| **2.** | Provide day to day people management of Team Leaders, Nurses, Housekeepers, Administrative team colleagues etc across service locations and within the community in line with MKCC policies. Duties may include attendance monitoring, performance management, and recruitment and induction of new colleagues into the service.  |
| **3.** | Facilitating team working and ‘one team’ thinking through guidance and direct support. Having detailed knowledge of all service areas to offer direct management and support as required to meet service need. This will include understanding and facilitating opportunities for improving joint working and potential efficiencies across the service. |
| **4.** | To assist on the analysis, benchmarking and interpretation of data and information to inform service development and improved practices, collating and presenting reports for a range of audiences to facilitate review, planning, monitoring and intervention. Develop new and existing projects in conjunction with service provision and business need under the supervision of a Line Manager and /or Service Manager. |
| **5.** | To ensure that all internal recording is consistent with statutory framework and requirements. Monitoring of policies and procedures for compliance with all applicable legislation such as The Health and Social Care Act 2012, Health and Safety at Work Act 1974, Clinical Governance, CQC, internal MKCC policies, local service procedures and other statutory bodies as required. |
| **6.** | To actively manage first line concerns and complaints, carry out investigations and resolve within agreed timescales. Report areas of potential service improvements, developing feedback and ensure outcomes and improvements are delivered and maintained. Deputise for the management team, undertaking delegated complex tasks requiring resource management and to use own initiative to determine and manage risk ensuring any service issues or risk are reported to the Service Manager or Line Manager. |

*Within reason these key deliverables may evolve to meet service need and it is expected that you will be flexible and adaptable in your delivery to meet both service and council wide needs*

**Essential Requirements (key skills & qualifications)**

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| **1.** | Management qualification or equivalent demonstrable management experience. |
| **2.** | Experience of working in management within services that support vulnerable adults. The post holder must be able to evidence experience of developing a team |
| **3.** | Ability to demonstrate sound. knowledge of relevant legislation including the Care Act and CQC requirements |
| **4.** | High level of confidence and competence in use of a range of IT systems including Microsoft Office to monitor and input data, create documents, develop presentations, and provide effective service structure plans. |
| **5.** | Proven ability to exercise highly developed influencing skills to affect change across teams delivering.complex service to vulnerable people. |



Job Family

Care & Welfare

Grade H

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| **Colleagues expectations*** Be professional at all times
* Work together for the good of the team, council and local people
* Promote a supportive culture
* Challenge assumptions
* Take ownership
* Be willing to change and do things differently
* Always work in a safe manner
 | **Managers expectations*** Be a role model by displaying positive behaviours at all times
* Make well-considered decisions
* Support, coach and communicate with my team
* Be accountable for my team’s performance
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# Care and Welfare family jobs have as their primary responsibility, the vulnerable members of our community who depend upon the Council for direct advice, guidance and practical assistance. They may personally carry out caring related tasks, or manage those that do, but it is personal interactions with those in our care that are at the centre of these roles.

This element of the profile, taken from the job family descriptor for this grade, provides a general understanding of the level of work and demands required.

### Role characteristics

At this level social work practitioners with advanced theoretical knowledge of social work and associated disciplines. Jobs at this level will be required to regularly deal with the most challenging service users in the Council’s care and will have very high demands of concentration, communication skill and emotional resilience.

### The knowledge and skills required

At this level, the expertise that underpins job holders’ decisions and authoritative recommendations is grounded in either an advanced level of theoretical understanding of a very wide range of social work issues and/or associated disciplines, or an equivalent level of very lengthy practitioner level experience.

Job holders may require specific qualifications in order to comply with the legislative and regulatory requirements of their job.

Roles at this level will engage with others in assisting with physical tasks requiring some modest manual dexterity. Computer use is also a day to day feature of these roles.

### Thinking, planning and communication

Job holders will regularly deal with highly charged, contentious situations and individuals whose behaviour ranges from merely challenging to aggressive and threatening. Job holders will have developed their essential communication skills through a combination of formal training and lengthy experience. Delivering the desired outcomes of interventions with families and individuals will depend upon effective advisory and persuasive skills in the context of exchanges with a range of audiences, some of whom will have inherent comprehension or language difficulties.

Whether resulting from their own case work or from issues escalated from other areas, the problems and situations dealt with will inevitably be complex, involving multiple information streams such as individual needs assessment, consideration of resource allocation and prioritisation of conflicting demands. Although still working on a day to day basis with groups and individuals, there will also be a need to take a longer view and maybe up to a year ahead in some cases.

**Decision making and innovation**

The procedures, approaches and techniques required to fulfil the duties of these roles may be professionally based and/or defined by internal recognised protocols, but job holders will organise their own workload in accordance with changing demands and priorities.

Job holders will independently respond to problems, some of they may not have been encountered previously. They will have access to advice and assistance from team managers or supervisors when serious issues arise.

### Areas of responsibility

Job holders will not only implement important and far reaching care programmes to the direct benefit of families and individuals, but they will also contribute to the development of corporate policies and procedures in their working sector.

Job holders will generally have some responsibility for the supervision or co-ordination of other employees, but this will not extend to formal management responsibility. Where roles at this level have formal line management responsibility, they are unlikely to need the level of specialist knowledge credited above.

These roles are unlikely to have any financial responsibilities beyond the occasional handling of modest amounts of cash, sometimes on behalf of others.

Job holders will create and maintain work records, both written and electronic. There will, in addition, be sole or shared responsibility for the safe use and basic maintenance of a range of equipment, premises and/or vehicles.

### Impacts and demands

The requirement for greater than normal physical effort is modest, although there will always be a need for limited standing, walking and the lifting/carrying of equipment and other items. Awareness of the actions of children, vulnerable adults and others will call for long periods of sensory attention. Job holders will also be required to have moderate periods of concentrated mental attention, for example when report writing or attending case meetings. Given the range of case work involved, job holders will also experience high level pressures of deadlines and conflicting demands.

Job holders are required to develop and maintain client relationships which may need them to exert greater than normal emotional resilience, with particularly challenging service users.

Working directly with vulnerable service users will result in some exposure to disagreeable, unpleasant or hazardous environmental working conditions. This may extend to dealing with odours, intimate care and bodily fluids, and will also see job holders exposed to unpleasant or even threatening people related behaviour from time to time.