

JOB DESCRIPTION

House Manager



JOB PURPOSE

To lead, manage, develop and review an agreed service or group of services for children, young people and families in line with planned objectives.

PRINCIPAL ACCOUNTABILITIES

Providing Direction

- Lead and develop the service(s) in accordance with agreed aims and objectives and within the framework of Aberlour's strategic plans
- Ensure that all workers understand and meet their obligations to protect and promote the welfare of service users, ensuring the safeguarding role at all times
- Ensure national and service specific standards are understood and implemented, including compliance with external requirements
- Co-ordinate the development and delivery of an annual service plan and contribute to the regional plan
- Contribute to shaping Aberlour services at local, regional and national level by:
 - developing innovative practice and evidencing its efficacy
 - ensuring a programme of continual service improvement
 - evidencing efficacy in relation to service users.

Achieving Results

- Ensure the proper operation of the service(s) to achieve planned objectives
- Implement a range of quality measures, including self-evaluation and monitoring frameworks, and ensure implementation of Aberlour's policies and procedures
- Ensure collaborative/partnership/integrated working to support policy and practice development
- Ensure that the service(s) is reviewed and evaluated and provide information on outcomes for relevant stakeholders

- Support and as appropriate lead on the effective deployment of resources to deliver agreed outcomes/ outputs. Identify shortfalls and take action or make recommendations for corrective action.

Working with People

- Represent Aberlour externally at local, regional and, where appropriate, national levels to influence service provision and development so that the needs of service users are recognised, understood and responded to
- Ensure, in conjunction with support functions, an effective plan to increase workforce competence and confidence in delivering service outcomes
- Provide leadership to staff in the service, which includes identifying and addressing conflict

Change Management

- Make recommendations for change and development to ensure the effective delivery and development of the service and its continued financial security
- Contribute to change management processes as part of management teams
- Support the team and service users to manage change in response to internal and external drivers

Quantifiable Responsibilities

- Manage day-to-day operation of service budgets
- Manage a number of staff
- Ensure that buildings, equipment, vehicles and furnishings are maintained in good order
- Registered manager where legislation requires

SCOPE OF ORGANISATION AND PLANNING

The post holder reports to the Assistant Director and will have regular planned contact to review both work plans and performance. The line manager may or may not have specialist knowledge in the service area.

The post holder operates within Aberlour's strategic and operational planning framework and is responsible for the development of an annual service plan which informs and is informed by these wider plans.

The post holder will have their workplan agreed with their line manager which demonstrates how the principal accountabilities for the post will be met.

The post holder has responsibility for managing a team and ensuring that the development of work-plans for team members meets the defined needs of the service and its users.

The post holder requires understanding of local/service needs and priorities and planning should be informed by a comprehensive understanding of current national policy initiatives in relation to their service area. The post holder will contribute to the development of policies and procedures

There will be a range of business meetings and thematic meetings which the post holder will be required to attend.

The post holder will contribute to the regional management team to ensure the effective delivery and review of the regional plan.

SCOPE OF DECISION MAKING AND JUDGEMENT

The post holder has responsibility for the management of the staff team within the service and will ensure the provision of professional leadership, supervision and appraisal for all staff. The post holder will ensure that learning and development needs are identified and provided which allows the service to achieve its planned objectives.

The post holder will ensure effective delegation and provide direction and guidance in support of tasks to be achieved by the staff team within service(s) aims and objectives; assist with prioritisation where required and will be responsible for staffing and service user matters.

The post holder will lead the service(s) and make decisions which best ensure the welfare and safety of the service(s), its users and stakeholders. They will have access to guidance and support and be expected to advise on, resolve or refer any significant issues and have a high level of autonomy delivering the service(s).

The line manager will provide guidance and support with regard to issues such as; child protection, financial matters, staffing and policy issues. The post holder will represent the line manager or other Assistant Directors as required.

RELATIONSHIPS

Internal

- Finance and Resources to ensure effective financial management of the service
- Head of Policy and Participation to contribute to policy for children, young people and their families in Scotland, and to ensure that Aberlour's profile and communications strategy is implemented at local level
- Marketing and Fundraising to ensure that they are informed of local needs and achievements and to contribute to key messages, including possible media contact

- Regional HR and LD Business Partners to ensure best practice in recruitment and selection, that staff providing services are well managed and that they have access to appropriate professional development opportunities
- All staff are expected to attend team meetings and keep up to date with changes at service and organisational level. This includes accessing work email accounts, Aberlour intranet sites and supporting our marketing & fundraising initiatives and social media channels to help promote Aberlour

Service Users

The post holder will ensure that the views of service users are taken account of in service planning, design and delivery and that quality assurance measures, self-evaluation and monitoring frameworks are used to demonstrate how service users actively participate in the delivery, review and planning of services. There will be significant contact with service users and their families.

External

Liaise with local networks both in the region and in local authority area. These contacts can include; funding agencies, Care Inspectorate, HMI'e, Scottish Government, referral agencies, schools and community planning and local authorities.

Develop and maintain effective working relationships with Children & Families staff in statutory agencies and participation in activities such as working groups on a local, regional or national level. Participation may be on behalf of the organisation or as a sector representative

QUALIFICATIONS

A relevant professional qualification at SCQF level 9 or above

Plus

A management qualification at SCQF level 8 or above

or

Equivalent knowledge acquired by other means (this will not apply where there are externally specified qualifications for the post e.g. SSSC)

EXPERIENCE

- Lead, support and manage staff
- Direct practice experience within the service field
- Child/Adult protection issues
- Experience of effective inter-agency and partnership working
- Developing and planning budgets

KNOWLEDGE AND SKILLS

- Demonstrate a broad understanding of the knowledge in the service field of work including theory and practice, models and approaches
- Evaluation and research methodologies and applications and an understanding of their application
- Ability to use a range of approaches to address defined and or routine problems
- Exercise initiative and respond proactively to emerging issues
- Manage resources within defined areas of work
- Take account of own and other roles and responsibilities in carrying out and evaluating tasks
- Work with others to support current professional practice
- Use a range of forms of communication effectively in familiar and new situations
- Understand the impact of change and implement initiatives to address it;
- Support application of project management approach
- Develop and implement operational plans for your area of responsibility
- Encourage innovation in your area of responsibility
- Develop productive working relationships with colleagues and stakeholders
- Ability to develop and maintain systems, procedures and practice of care services to manage risks and comply with health and safety requirements
- Manage business processes
- Manage and develop yourself and your workforce within care services
- Proficient IT skills with a willingness to adopt and learn new technologies and systems – this includes communication, collaboration, recording and office applications. Training on specific systems will be provided

JOB CHALLENGES

Sustaining and maintaining existing good practice and developing innovative practice.

The post holder must manage potential conflict between leading practice and service delivery and undertaking a range of managerial tasks, e.g. dealing with the complexity of numerous funding streams

ADDITIONAL INFORMATION

The post holder may be required to provide on call support

For managers of residential services, whilst they are not on a rota, it is expected they would spend a proportion of time in the service out with core office hours.