

ROLE PROFILE

RIGHT JOB, RIGHT PERSON



Job Details

Job Title: Area Manager

Company: reach

Department: Management and Admin

Location: Various

Reports to: Director of Operations, reach

Responsible for: Directly line manage between 2-8 team managers in a specific geographical area but is effectively responsible for the whole of the workforce (up to 150 people) in that area.

Job Family: Leadership

Hours: 37 per week

Job Purpose

Responsible for all the operational services and stakeholder relationships reach provides in a specific geographical area.

Responsible for an area of "special interest" arising from either reach's growth aspirations, development needs or the needs of the people we support.

To lead and manage a diverse range of services with a contract value of between £1m and £5m.

To grow and develop existing services.

What this job does

- ✓ Lead, shape line manage and develop the operational team in a specified geographical area.
- ✓ Plan for, and with services and people in a given geographical area, including designing staffing structures that work for people, deliver outcomes, are affordable, and meet local need.
- ✓ Act as primary link with commissioner/s and other stakeholders, including designing service development, contract negotiations, writing project proposals, delivering projects and relationship management.
- ✓ Responsible for building and managing the operational budget for a geographical area ensuring funding is individualised and services are delivered within the overall and individual budget.
- ✓ Designing and delivering person centred services.
- ✓ Responsible for ensuring the effective development, implementation, operation and delivery of policies, procedures and systems within a geographical area.

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- ✓ “Registered Manager” (for regulatory purposes).
- ✓ Responsible for establishing and maintaining effective knowledge, ways of working, forums and mechanisms giving people we support maximum control over the direction of their own lives.
- ✓ Ensuring people are properly consulted and involved in decision making as well as contributing to **reach's** strategic planning and decision making process.
- ✓ Linking or liaising with support services in **reach** and **seren** to ensure effective delivery of and compliance with policy, procedures, legislation and guidance.
- ✓ Taking a full and active role in **reach's** senior management team.
- ✓ **reach**-wide responsibility for a specialist area of knowledge and service development (area of “special interest”) deployed to build the organisation’s reputation and quality of practice in a specific area of service delivery.
- ✓ Develop, publish and deliver area plans that ensure delivery of person centred services, are responsive to the external and internal strategy and context, and are consistent with the needs, aspirations and expectations of people we support and families.
- ✓ Contribute to the development and delivery of organisational strategy, interpreting and responding to the needs of the workforce at a strategic and operational level.
- ✓ Ensuring the needs of the workforce in terms of communication and development are fully met.
- ✓ Maintain clear overview of the performance of the area (both qualitative and quantitative) so as to ensure effective control, decision making and planning, eg: contract value of business; number of hours contracted to deliver versus what they did deliver; absence (sickness, annual leave, etc); utilisation of staff contracted hours; number of people with/without 'active communication profile'; and number of people with/without an 'active PCP'.
- ✓ Participate in 24 hour on-call service.

How this Job is done

Our Values

Everyone employed by the Seren Group share the following values:

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|----------------|---|
| Fairness | We treat everyone equally whilst respecting uniqueness |
| Openness | We are honest and approachable |
| Ambition | We aim to be the best we can and deliver the results our customers want |
| Responsibility | We take ownership of our actions and are aware of the impact on others |
| Integrity | We believe in what we do and are true to ourselves and our customers |
| Respect | We treat people in a way which makes them feel valued |

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- ✓ Primarily a line management and leadership role (management, support, coaching and direction).
- ✓ To act as role model for others.
- ✓ By creating solutions to complex operational and strategic issues.
- ✓ By balancing keeping people safe with the lives they want and keeping **reach** safe with the values based organisation we aspire to be.
- ✓ Through partnerships, networking and relationship management.
- ✓ By effectively planning and delivering services that are fit for the future.
- ✓ Liaison and negotiation.
- ✓ Advisory.

Who does this Job

| Person Specification | Essential or Desirable |
|--|------------------------|
| Experience | |
| Minimum 3 years experience of leading and managing services for older people, people with learning disabilities, or people with other support needs. | Essential |
| Managing and developing staff, people, services and service systems. | Essential |
| Working with people who use services, commissioners, families, care managers. | Essential |
| Budget planning and management | Essential |
| Change management | Essential |
| Skills & Abilities | |
| Working with a wide range of people with an interest in what we do, building community and relationships that benefit people we support. | Essential |
| Interpersonal, relationship building and management, emotional intelligence. | Essential |
| Workforce planning, development and operational delivery | Essential |
| To develop, write and implement policy and strategic plans in challenging economic and organisational conditions. | Essential |
| To translate vision, social policy and principles into practice. | Essential |
| Able to work analytically and at pace. | Essential |

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| Person Specification | Essential or Desirable |
|---|------------------------|
| Listening, inclusion and building community | Essential |
| IT (word, excel, powerpoint, database) | Essential |
| Able to drive, have full driving licence, and full access to a car for business purposes. | Essential |
| Knowledge and Understanding | |
| Person centred planning, thinking and individual service design, including some of the systems and skills that need to be in place to deliver those. | Essential |
| Care Standards Act including National Minimum Standards (Wales and England) | Essential |
| Supporting people housing related support and the benefits system including understanding of benefit maximisation. | Desirable |
| A specific area of specialist knowledge (eg older people, autism, young people in transition, assistive technology, inclusion, challenging behaviour, or another area that would support reach's strategic and practice development. | Essential |
| Understands the commercial reality of social care and being part of a group and contributes constructively to that. | Essential |
| Education and Training | |
| NVQ Level 4 (LMA) (or equivalent) or working towards achieving it by July 2012 | Essential |

Our Core Skills and Competencies

Everyone employed by the Seren Group have the following core skills and competencies:

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| Core Skills & Behaviours | Be Customer Focused Be Results Focused Be a Team Player Be a Communicator Be Safety Conscious Be a Solution Finder Be Efficient Be a Role Model |
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In addition, members of our More than Managing group and our Leadership group have the following competencies:

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| More than Managing | Be a Change Manager Be a Developer of People |
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| | Be Commercially Aware Be a Business Partner |
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In addition, members of our Leadership group have the following competency:

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| Leaders | Be Strategic |
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