

Kirklees Council

J O B D E S C R I P T I O N

DIRECTORATE: ADULTS AND HEALTH

SERVICE AREA: ADULT SOCIAL CARE OPERATION

SECTION: CARE CLOSER TO HOME
STEPS TO SUPPORT

JOB TITLE: LOCALITY MANAGER (HOME SUPPORT)

GRADE: 10

ABOUT THE SERVICE

The Social Care and Wellbeing Service supports adults to maintain their health and wellbeing, maximising independence, choice and control. It brings together all aspects of personal support, activities, including innovative social care and wellbeing service delivery models and working practices. Integration of service delivery across key partnerships utilise formal and informal means of joint working to support vulnerable adults to remain safe and well in their communities for as long as possible. The service works towards reducing health inequalities and delivering direct services to those in greatest need, whilst enabling others to access their communities and non statutory services to meet their needs. The service works through a culture of enablement and positive risk enablement safeguarding where necessary.

ABOUT THE JOB

The Social Care and Wellbeing Service supports adults who are vulnerable to maintain their health, wellbeing, maximise independence, choice and control. You will work in Independent Living Services managing a team which provides short term and urgent support with a key outcome of re-ablement.

The Council is creating a service which specialises in short term, urgent intervention and re-ablement to support the wellbeing, prevention and early intervention agenda. There is significant investment from Health for the Council to provide such services with the overall aim being to reduce the number of adults requiring hospital, residential care and long term domiciliary support or delay long term support being required. There will be a team for South Kirklees and a team for North Kirklees and these services are registered with CQC for people aged 18 years and above.

Within the Independent Living Service, there are a number of teams which include South Short Term and Urgent Support Team, North Short Term and Urgent Support Team, Out of Hours, Mobile Response and CarePhones. There is a Team Manager job overseeing each of the South and North Short Term and Urgent Support Team and a Team Manager post which manages the Out of

Kirklees Council

Hours Service and the newly developed Mobile Response Service. The jobs are all very closely interlinked and are described in greater detail further on in the job description.

The focus of this job description is on a Locality Manager (Home Support) working within the Short Term and Urgent Support Team. There are equivalent posts working to this job description in the Out of Hours Team and Mobile Response Team. All jobholders are expected to have the full range of skills and expertise to work across Independent Living Services, providing cover for each other when appropriate. There are paragraphs within this job description which specifically related to the Out of Hours and Mobile Response Team.

You will be part of a team consisting of a Team Manager and other Locality Managers (Home Support). You will have responsibility for a particular locality within the wider service team. You will lead a team of Home Support Co-ordinators and Home Support Workers. You will deputise for the Team Manager when required. You will also be part of a larger multi-disciplinary team working in partnership with health staff (community and acute trusts), the independent sector, Locala, Wellbeing and Communities Early Intervention and Prevention Service, community care teams and the brokerage team. Leadership skills are therefore a vital component of this role.

A large part of your role will be to establish and maintain relationships with service users, relatives and other professionals. A key component of this will be the development of a Support Management Process which will include the design of support plans for individuals in a person centred framework. Support plans will need to be of the highest standard and exceed CQC minimum requirements which we have a statutory obligation to meet. Service users' involvement will be key, and it is essential that you actively promote this principle. You will need the skills and vision to be able to work with complex and diverse cases and be able to create support packages to meet individual needs and outcomes. In cases where there may be concerns regarding safeguarding you will liaise with the Safeguarding Team to ensure that statutory and council requirements are complied with.

You will contribute to establishing systems to ensure that consultation takes place with service users and other groups, and ensure that information received is taken into account in decision-making processes. Working with the Management Team you will ensure changes in policy and procedures at service level are effectively implemented. You will be expected to represent the service at meetings etc. in the absence of the Team Manager, presenting a positive image of the Service and communicating its values, aims and objectives at all times.

You will assist the Team Manager in the development of a performance management framework in order to meet performance targets and key performance indicators which assist in demonstrating the benefits realisation of a re-ablement service. You will contribute to budget management, making decisions within a locality that adhere to the philosophy and ethos of benefits realisation.

J O B D E S C R I P T I O N

Kirklees Council

J O B D E S C R I P T I O N

It is important to the authority that these services are highly regarded, receiving both local and national recognition so you will need the relevant skills to contribute and assist in developing this reputation.

Your time management skills will ensure you effectively manage your workload and support your staff to do the same. You will make clear to others the standards of work and behaviour expected. As Locality Manager (Home Support), it will be for you to identify and manage conflict before it arises ensuring equality and fairness. It is vital that you develop and maintain productive working relationships within and outside the Council, and particularly with staff and colleagues during changes in Council structure or service provision. Your communication and management skills will enable you to positively implement change and deal with any related problems as soon as they arise. This will involve communicating the rationale for change, promoting open discussion and considering the perceptions of others involved in, or affected by, changes in working practices or services. As a positive role model, you will be open to change and show a willingness to get involved. By presenting a self-assured image to others in a wide range of situations you will demonstrate your commitment to service and management priorities.

You will effectively deal with first stage complaints from service users or regarding service delivery in accordance with Council procedure, referring on to the Team Manager when complaints become of a more serious or complex nature.

Within your locality, you will ensure the efficient ordering of all essential equipment and services, the preparation of budget estimates, monitoring of budgets and the maintenance of records of all income, expenditure and wages in line with the Council's financial procedures. You will also need to contribute to the prompt provision of any relevant returns required by the Service and prepare written reports on matters relating to the team as necessary together with ensuring accurate records, including those related to service users, are kept.

This service will be run from a business perspective and you will support the Team Manager in ensuring services are delivered within a delegated budget and that they maximise benefits to users and value for money.

There is an expectation that the service runs smoothly over a 24hr period, this will require a flexible and responsive approach to the demanding requirements of the service. As a result, you may also be required on occasion to work out of hours, including a nightshift if required, to ensure the efficient provision of services.

Rota management is key to ensuring that staffing levels are adequate to ensure that service users needs can be met to the highest standard. You will ensure that operational rotas adhere to Council terms and conditions of service.

Kirklees Council

J O B D E S C R I P T I O N

As a manager of a front line dispersed staff team you will be aware of all the policies required to manage your establishment. You will deal with all aspects of HR management as well as ensuring your staff are skilled to manage their day to day responsibilities. You will be expected to contribute to formal proceedings as required on behalf of the Team Manager and Senior Pathway and Portfolio Manager.

The overall management of the staff team is key to this role, this will include ensuring that both mandatory and individual training and development needs are identified and provided for. A strong evidence base is crucial to ensure service standards are met and the service is compliant with regulatory bodies.

Staff development is a fundamental aspect of the work and you will need to ensure your staff receive formal induction training, professional supervision and formal appraisal discussions in line with corporate policy. A key aspect of staff development will be to support Home Support Workers to adapt their skills, with a greater focus on re-ablement in order for the service as a whole to achieve what is required and thus impact positively across the whole social care sector. You will play a key role in developing staff potential to maximise their contribution in meeting the service's objection. You will be expected to continue with your own personal development and we expect that all staff are supported to undertake any learning and development or obtain qualifications deemed appropriate to the role. You will take responsibility for the recruitment and selection of staff in the service ensuring the appointment of suitably competent candidates in line with the Council's Code of Practice.

You will assist the Team Manager to work in partnership with the Care Quality Commission (CQC) and other regulatory bodies is fundamental to your role. You will be expected to assist the Team Manager in facilitating inspections and audits as required. You will be expected to regularly carry out or assist with self audits and inspections and record and report this back to the service acting on any information to improve service delivery.

You will embrace new and flexible ways of working including IT systems and other technologies to support you in efficiently and effectively carrying out your role.

You will work with other managers in the service to develop systems to ensure a safe working environment and practices for both employees and service users in accordance with relevant legislation or Council policy. You will contribute to staff briefings and development sessions with staff.

You will support the Team Manager and Service Manager with developing, managing and implementing change and initiatives to respond to changes in government legislation, customer requirements, the Council and challenges of the external environment.

Kirklees Council

MISCELLANEOUS

You will be expected to carry out your duties in line with the Council's policies, procedures and relevant legislation. You will be made aware of these in your appointment letter, statement of particulars, induction, ongoing performance management and development and through Council communications.

As part of your wider duties and responsibilities you are required to promote and actively support the Council's responsibilities towards safeguarding. Safeguarding is about keeping people safe and protecting them from harm, neglect, abuse and injury. It is about creating safe places, being vigilant and doing something about any concerns you might have. Safeguarding relates to everyone who may be vulnerable, not just the very old and the very young.

Please click [here](#) to read our safeguarding policy.

Alternatively go to: <http://www.kirklees.gov.uk/beta/working-for-kirklees/about-kirklees.aspx>

OUT OF HOURS

You will work during 'out of hours', acting as the Service's management presence, supporting staff when the Short Term and Urgent Support office is closed. You will work shifts on a rota that covers 7 days per week.

You will ensure that all shifts are covered when staff are unable to attend work. You will also ensure that systems are developed and maintained that report into the Short Term and Urgent Support Teams for issues to be progressed during 'normal' working hours.

MOBILE RESPONSE

This is a new area of service, funded by Health monies, with the aim of reducing unnecessary ambulance call-outs and hospital admissions.

You will manage a team of Home Support Workers which covers 24 hours a day, 7 days per week. You will ensure staff are appropriately trained to use their judgement within defined parameters, when arriving on-site to unknown situations. Your staff will work in pairs and will be deployed across Kirklees.

As this is a new service, you will be required to contribute to the development of the service moving forward to ensure value for money. You will creatively manage quiet periods or 'downtime' and seek ways and opportunities for staff to be meaningfully engaged, perhaps assisting other teams within the bounds of their job description.

You will monitor key patterns and trends to ensure that capacity is appropriate to meet the demands placed upon the service. This information will be

J O B D E S C R I P T I O N

Kirklees Council

presented to the Team Manager and Service Manager when attending meetings with relevant stakeholders.

KEY RESULT AREAS/OUTCOMES

- High quality support services are provided for service users.
- Timely responses are provided to urgent requests for support.
- Service users are successfully re-abled to regain independence thus resulting in no, or a reduced level, of long term support being required.
- Minimum CQC care standards are exceeded.
- Staff are equipped with the appropriate skills and resources to deliver services efficiently and effectively.
- Effective working relationships with partner agencies are promoted and fostered to ensure the highest standards in service delivery and service improvements.
- Positive working relationships and effective communication.
- Support packages are developed to meet the individual needs of service users, utilising creative approaches and technology.
- Services are delivered within localities efficiently and effectively, contributing to benefits realisation and the Council's green agenda.
- Staff are deployed appropriately, equipped with the relevant range of skills to be able to perform their duties over a dispersed geographical area.
- Vulnerable adults are safeguarded.
- Effective management of a delegated budget.

RESPONSIBLE TO: **TEAM MANAGER (HOME SUPPORT)**

RESPONSIBLE FOR: **HOME SUPPORT CO-ORDINATORS**
 HOME SUPPORT WORKERS

**J
O
B

D
E
S
C
R
I
P
T
I
O
N**

Kirklees Council

PERSON CHECKLIST

The right behaviours and attitudes are as important to us as the skills you bring to the job. We expect all our employees to demonstrate the following behaviours:

- Positive
- Honesty
- Respectful
- Flexible
- Communicative
- Supportive

We also expect you to promote and role model the Council's Expectations of a New Council manager within the organisation.

This role is at level 2. To find out more about Council Behaviours and Expectations please click [here](#). These will be tested throughout the selection process.

For Recruitment Purposes: In order to be considered for this role you will need to demonstrate the following skills, abilities and experience on your application form:

In-depth knowledge and understanding of adult social care and re-ablement.
Experience of managing staff and dispersed Services.
Understanding of relevant legislation, guidance, government agendas and the implications for service delivery.
Possession of NVQ 3 in care or willing to undergo this training or other relevant management qualification.
Ability to demonstrate a commitment to personal and professional training and development to carry out the job effectively and efficiently by completing training requirements in the required timescales.
Understanding of and commitment to National Minimum Standards and any relevant codes of practice.
Report writing skills to maintain service user records and write reports and letters to a variety of audiences.
Understanding of budget management and ability to manage budgets.
Ability and willingness to work flexibly. This may include shift working to meet the needs of the Service.
Commitment to the provision of the highest quality care that exceeds National Minimum Standards and to take responsibility for challenging practice which does not meet expectations.
You will be working with service users who may have restricted mobility and/or challenging behaviour. Following an offer of appointment you will be required to undertake a standard medical screening and any other medical screening as

J O B D E S C R I P T I O N

Kirklees Council

determined by the Occupational Health Unit appropriate to occupational risk.
Willingness to undertake an enhanced Disclosure and Barring Service check.
Please note that a conviction may not exclude candidates from appointment but will be considered as part of the recruitment process.
IT skills and experience of computer packages e.g. Microsoft Word, Access and Excel.

JD Reference No	STS012
JD Amended/Prepared By	EC/DM
JD Amended On	08/2017
JD Graded On	27/11/12
Refers to Estab(s)	

J O B D E S C R I P T I O N