

Shared Lives team manager – Shared Lives Staffordshire



Main

Your main bread and butter will be to support the service manager in the delivery of high-quality Shared Lives services. You'll do this by:

- managing an ace team of Shared Lives development workers, admin and service co-ordination staff;
- running the Shared Lives service in line with CQC requirements;
- making sure that the people we support have fantastic outcomes; and
- managing a small caseload of individual Shared Lives carers and supported people, visiting them in their home to do some checks and check all's ok.

TERMS & CONDITIONS

Contract Type

Permanent

Salary

£30,510. This salary is equivalent to PSS Fixed point 37.

Disclosure

As this post requires a Disclosure check, please refer to the Recruitment of Ex-offenders statement on the applicant guidance page.

Hours

37 hours

Location

PSS Shared Lives, South Point, Park Plaza, Hayes Way, Heath Hayes, Cannock, WS12 2DD

Annual Leave

28 days per year as well as statutory bank holidays.

Pensions

PSS operates an Occupational Pension Scheme with The People's Pension.

Conditions of Service

Offers of employment are made subject to the following conditions:

- a) Completion of medical questionnaire
- b) Receipt of two satisfactory references, including one reference from a current or most recent employer.
- c) Authorisation to work in the UK. Under the Immigration, Asylum & Nationality Act 2006 successful candidates will be required to produce documentation which demonstrates their authorisation to work in the UK. Documents may include; Passport; full birth certificate; UK work permit; Home Office letter.
- d) An Enhanced Disclosure. Please note that having a criminal record does not automatically disbar you from working with PSS.

KEY RELATIONSHIPS

You'll build fab working relationships with the Shared Lives Midlands service manager, your team, Shared Lives carers, people who use the service, health and social care professionals and partner agencies.

FINANCIAL/BUDGET

You'll indirectly contributes to the management of the service budget.

DECISION MAKING & AUTHORITY/AUTONOMY

Generally speaking, if it's about the day-to-day running of the service, it's your decision - although you'll be working under the broad direction of the service manager. We've got a system for delegating authority so that will guide you in terms of the decisions you can and can't make.

COMPLEXITY

This job means doing a big variety of stuff in a lots of different contexts, which can be quite complex. You'll have set areas of responsibility within your service, so you'll always know what's yours to take control of.

We'll want you to apply your knowledge and skills so that the service continually improves and grows, meeting our key performance indicators (KPIs) and the targets we're working to achieve.

You'll also be leading the team and giving them guidance in dealing with complex cases/issues.

SCOPE OF JOB AND FOCUS OF ROLE

- Service delivery - 30%
- People management - 40%
- Service development and growth- 20%
- Finance and resources - 10%

KEY RESPONSIBILITIES

SERVICE DELIVERY

Each service in PSS has an annual service plan that links to the overall strategic plan, or as we call it in PSS, 'The Big Plan'. You'll participate in the development of the service plan and will be responsible for implementing it within your area.

You'll need to make sure that the PSS systems for individual and person-centred support planning are in place and that all the relevant risk assessments and reviews happen.

We'll need you to monitor and report on progress in achieving service targets alongside the service manager in line with managing the contractual requirements for the service and you'll also have a key role in gathering information for reports to demonstrate the impact and social value of the service and then reporting those on within key forums, including commissioner contract monitoring meetings.

As the team manager, you'll work alongside the service manager, ensuring that the service is compliant in line with the requirements of CQC, internal and external quality frameworks and all our PSS policies and procedures.

You'll have responsibility alongside the service manager for making sure that the office is well-organised and that it provides a nice and safe working environment.

Sometimes you'll need to travel to our head office in Liverpool and other locations to attend training and workshops.

We're committed to involving the people who use our services so that their views and ideas shape the way we do things. You'll lead on this work in the Staffordshire service.

You'll have a series of responsibilities relating to our management of self-employed carers. These will include:

- working with our innovation and development manager to put processes in place for carer recruitment, training and approval;
- supporting and developing our self-employed Shared Lives carers to maintain successful Shared Lives arrangements; and
- facilitating regular meetings with Shared Lives carer groups and keeping them up-to-speed with relevant information so that they feel well-informed and engaged with the service and the wider organisation.

PEOPLE MANAGEMENT

- The people reporting directly to you will be Shared Lives development workers and staff supporting the administration and co-ordination of the service.
- It's important that our people have clear objectives for their work and we want to help them grow by understanding where they are doing well and where they might need to improve. You'll meet regularly with your direct reports and will use the PSS performance management framework as the basis for your discussions with them throughout the year.
- You'll work to make sure that there are positive and collaborative working relationships between your team and all the PSS services and departments.

SUSTAINABILITY AND BUSINESS DEVELOPMENT

- We want to make sure our existing services are sustainable and we want to grow our services as well. You'll contribute to this by continually reviewing and developing the service working with the service manager so that it delivers excellent outcomes and best value for our commissioners.
- You'll be initiating, building and maintaining positive working relationships with commissioners and other agencies to help us identify and deliver new business opportunities and potential partnerships.

- We want to identify unmet needs and identify ways our services can respond so you'll have a key role in working with our supported people, Shared Lives carers, commissioners and other stakeholders to do this.
- You'll be the 'face' of PSS and the service in Staffordshire so we'll want you to participate in internal and external networks, promoting PSS and the Shared Lives service.
- From time to time we submit tenders for new contracts so you will have a role to play in providing operational information when needed to support our Business Development and Innovation team when they are bidding for new work.

FINANCE AND RESOURCES

You'll assist and support the service manager to prepare and manage the service budgets. You'll be proactive in reviewing the service regularly to make sure that our ways of doing things are cost effective to provide best value for money.

ADDITIONAL DUTIES

So you know where we're going and how we're going to get there you'll actively participate in developing organisational, team and individual objectives and plans.

We also want you to become the best person you can be so you'll attend staff development sessions including training and also engage with our performance management and learning and development reviews.

We'll need you to be flexible in the performance of the above, but also to understand that our big aspirations and plans may mean we ask you to help out in other areas from time to time.

All of our jobs are subject to change from time to time and this job description will be reviewed regularly, something which we'll ask you to give us your input to.

As a PSS employee we'll need you to implement and follow PSS policies and procedures and to undergo any training associated with them. This makes sure everyone is on the same page and safe in their work.

JOB DESCRIPTION

This job description is a guide to the work you will be required to undertake and represents a range of responsibilities commensurate with the grade for the post. It does not form part of your contract of employment.

Person Specification -

Job Title: Shared Lives Team Manager

Requirement	Essential or Desirable	Assess from:
	Essential or Desirable	A = application I = interview R = references E = exercise/practical C = Copy of certificates
Attitude		
Showing commitment to the PSS values and demonstrating how you live by them is a key requirement for all roles within our organisation	Essential	A I
We're a dynamic organisation working in a constantly shifting operating environment. You'll need to be flexible and able to implement change and develop practice so we can respond to business needs that emerge.	Essential	A I
We're committed to PSS being a happy place where people are well supported and love what they do. Our managers have a key role in promoting this, so a positive and 'cup half full' approach in this challenging role is a must.	Essential	A I
To use initiative and ability to work unsupervised	Essential	A I
Committed to collaborative working	Essential	A I
Yours is a key role, so you'll need a proactive and self-motivated approach	Essential	A I
You'll need to be self-aware and take responsibility for results	Essential	A I
You'll need self-belief and drive, along with a 'can do' attitude	Essential	A I
Understanding/awareness of anti-oppressive and anti-discriminatory practice	Essential	A I
Knowledge		
Significant knowledge of best practice in the delivery of Shared Lives services, including relevant legislation/guidance, policy/procedures.	Desirable	A I
Knowledge of best practice in the delivery of community-based care and support services to adults with a range of needs, including person centred approaches	Desirable	A I
Have a working knowledge and understanding of Health & Safety Issues, including Risk Assessment and Management	Essential	A I
Knowledge of social care commissioning and monitoring processes	Desirable	A I
Understanding/knowledge of safeguarding procedures for adults/children	Essential	A I

Skills		
Ability to communicate effectively (verbally and in writing) with colleagues, service users, carers, professionals and commissioners	Essential	A I
Organisational skills like time Management and prioritising	Essential	A I
Extensive IT Skills	Essential	A I E
Ability to provide effective leadership and mentoring to teams to achieve excellence in service delivery	Essential	A I
Ability to motivate and engage staff teams and carers to promote positive outcomes, quality and continuous improvement.	Essential	A I
Strong financial management skills	Desirable	A I E
Strong influencing skills and ability to build positive effective relationships with internal and external stakeholders.	Essential	A I
Ability to promote the Shared Lives offer positively and identify/exploit new business opportunities.	Essential	A I
Experience		
Experience of managing community-based social care/Shared Lives services successfully including those for people with complex needs	Essential	A I
Successful management and analysis of operational budgets.	Desirable	A I
Experience of building positive and collaborative working/developing partnerships with local authority commissioners and external agencies	Desirable	A I
Experience of working with vulnerable adults	Desirable	A I
Innovative practice	Essential	A I
Qualifications and training		
A relevant professional Level 5 or equivalent qualification in Social Care and or Health in Leadership for Health and Social Care and Children and Young People's Services (Management of Adult Services) or a willingness to work towards.	Desirable	AC
A relevant professional Level 3 qualification in Social Care and or Health and a willingness to work towards a Level 5 Diploma in Leadership for Health and Social Care and Children and Young People's Services (Management of Adult Services),	Essential	AC
Full driving licence and use of car	Essential	AC