



MAIN PURPOSE

Your main responsibilities are for the operational management of the PSS Shared Lives service in Lincolnshire and any other Shared Lives services we tender for and win within East Midlands. As the CQC Registered Manager you'll be responsible for running the services in line with CQC requirements. As well as making sure that we support people to achieve excellent outcomes, you have the key role in making sure that the financial management is strong so that budget targets are met.

SCOPE OF JOB AND FOCUS OF ROLE

- Service Delivery - 30%
- People Management - 25%
- Service Development and Growth - 20%
- Finance and Resources - 25%

TERMS & CONDITIONS

Contract Type

This is a permanent contract.

Salary

£39,374 per annum. This salary is equivalent to PSS Fixed point 47.

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 per week

Location

10b Market Place, Sleaford, Lincolnshire, NG34 7SR

Annual Leave

29 days per year. In addition to eight paid statutory bank holidays (bank holidays are pro rata for part-time staff).

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 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 lead on the development of the service plan and will be responsible for implementing it.

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 in line with managing the contractual requirements for the services and you'll also have a key role in gathering information for reports to demonstrate the impact and social value of the service.

As the Registered Manager you'll be responsible for ensuring that the services are compliant in line with the requirements from Registration and Inspection, internal and external quality frameworks and all our PSS policies and procedures.

As the manager on-site you'll have responsibility for making sure that the office/s are well-organised and that they provide a pleasant and safe working environment.

On occasions you will be required to travel to our central office, to new areas of work within the East Midlands and other locations across England & Wales as identified to access training, meetings and workshops.

We're committed to involving supported people so that their views and ideas shape the way we do things. You'll lead on this work in the East Midlands services.

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

- Working with our Recruiter Team Manager to ensure robust processes are followed for Carer recruitment, training and approval.
- Supporting and developing our Self-employed Shared Lives carer to maintain successful Shared Lives arrangements.
- Working closely with our Comms & Engagement manager to ensure our

communication & engagement with Shared Lives carers & the people we support is second to none. Facilitating regular meetings with Shared Lives carers and supported people groups, among other things 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 Team Managers 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 Head of Service 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 people we support, Carers, commissioners and other stakeholders to do this.

You'll be the 'face' of PSS and the service in the East Midlands so we'll want you to participate in internal and external networks, promoting PSS and the Shared Lives services.

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 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

1. 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.
2. 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.
3. 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.
4. 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

Service Manager - Shared Lives Lincolnshire

| Requirement | | Assess from: |
|---|--|--|
| | E= Essential D= Desirable | A= application I = interview R= references E= exercise/ practical |
| <p>Qualifications A relevant professional qualification in Social Care or Health, including for example, Level 5 Diploma in Leadership for Health and Social Care and Children and Young People's Services (Management of Adult Services), NVQ Level 4 Leadership and Management in Care Services, NVQ level 4 Health and Social Care (this list is indicative only)</p> <p>Management qualification</p> <p>Evidence of continuing professional development</p> | <p>E</p> <p>D</p> <p>E</p> | <p>A</p> <p>A</p> <p>A</p> |
| <p>Knowledge Knowledge of best practice in the delivery of community based care and support services to adults with a range of needs.</p> <p>Understanding/knowledge of safeguarding procedures for adults/children</p> <p>Significant knowledge of best practice in the delivery of Shared Lives services including relevant legislation/guidance, policy/procedures.</p> <p>Knowledge of social care commissioning and monitoring processes</p> <p>Knowledge of Health and Safety management in the service context</p> | <p>E</p> <p>E</p> <p>D</p> <p>D</p> <p>E</p> | <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> |
| <p>Skills Strong financial management skills.</p> <p>Ability to provide effective leadership and mentoring to teams to achieve excellence in service delivery</p> <p>Strong influencing skills and ability to build positive effective relationships with internal and external stakeholders.</p> <p>Ability to communicate effectively (verbally and in writing) with colleagues, supported people, Carers, professionals and commissioners</p> <p>Ability to motivate and engage staff teams and Carers to promote positive outcomes, quality and continuous</p> | <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> | <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> |

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| improvement. | | |
| <i>Ability to promote the Shared Lives offer positively and identify/exploit new business opportunities.</i> | E | A/I |
| Experience | | |
| <i>Substantial experience of managing community-based social care/Shared Lives services successfully including those for people with complex needs</i> | E | A/I |
| <i>Successful management and analysis of operational budgets.</i> | E | A/I/E |
| <i>Experience of working to a quality management framework</i> | E | A/I |
| <i>Experience of building positive and collaborative working/developing partnerships with local authority commissioners and external agencies</i> | E | A/I |
| <i>Experience of producing and/or contributing to successful funding bids/tenders</i> | D | A/I |
| <i>Yours is a key role so you'll need a pro-active and self-motivated approach</i> | E | A/I |
| <i>You'll need self-belief and drive, along with a 'can do' attitude</i> | E | A/I |
| <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.</i> | E | A/I |
| <i>You'll need to be self-aware and takes responsibility for results</i> | E | A/I |
| <i>Showing commitment to the PSS values and demonstrating how you live by them is a key requirement for all roles within our organisation</i> | E | A/I |
| <i>We're committed to PSS being a happy place where people are well supported and love what they do. Our senior managers have a key role in promoting this, so a positive and 'cup half full' approach in this challenging role is a must.</i> | E | A/I |