

## Job description

**Post:** Manager – Level 2  
**Grade:** Frontline manager level 2  
**Responsible for:** Frontline teams

### Context

Four levels of frontline manager roles exist across the Operational Services. The level of the post is determined by qualification requirements, external compliance/registration status, number of people supported and volume of care hours.

All of our service provision will be delivered in a person centred manner, with absolute engagement of the beneficiary and/or their significant others. For every section of this job description, it is implicit that this will be the starting point. The I statements, attached, are also implied in all aspects of this job description.

This job description is applicable to level two frontline managerial roles within the College, Community Services and Accommodation based services.

### Purpose

1. To effectively manage a team to deliver person centred, specialist services to beneficiaries



2. To provide a customised, responsive and high quality service to people with multiple sensory impairments, physical and/or learning disabilities who use Sense services
3. To be registered with the relevant external agencies and maintain compliance
4. To deliver services which meet or exceed organisational expectations and standards
5. To deliver services within delegated budgets
6. To create and maintain safe working environments in which team members can fulfil their duties
7. To create and maintain an environment where team members can achieve excellence, develop within the service and access the range of organisational opportunities
8. To contribute to the wider planning and delivery of services within the Operational Services
9. To work collaboratively with all directorates within Sense in pursuit of seamless service to beneficiaries and team members
10. To act as a representative of Sense in all dealings with external professionals, families, carers and members of the public, and to protect Sense's reputation in those dealings
11. To work with other Sense managers and external stakeholders to promote and market Sense's unique offer

### **Key Responsibilities**



**1. To provide line management support to a team of staff by:**

1.1 Conducting regular supervisions (in line with KPI frequency) where performance is assessed, managed and developed

1.2 Conducting regular team meetings where service progress and person centeredness is assessed, managed and developed

1.3 Maintaining a team of appropriately trained staff to meet the needs of each individual using the service

1.4 Work in partnership with HR Business Partners to manage conduct, grievance and capability issues including conducting fact finds and investigations

**2. To maintain the appropriate staffing levels to meet the needs of the individuals in the service by:**

2.1 Planning and managing a rota

2.2 Managing the impact of absence

2.3 Recruiting and inducting new starters

**3. To identify needs and outcomes for each individual who uses the service by:**

3.1 Conducting or commissioning appropriate assessments

3.2 Ensuring that statutory services have conducted appropriate assessments



3.3 Conducting person centred reviews at appropriate intervals, engaging the necessary partners

3.4 Translating recommendations into action by designing and delivering support plans

3.5 Actively engaging families and external professionals where appropriate

**4. To deliver services which are legally compliant in all aspects including (but not exclusively) Regulatory bodies (RQIA and NISCC), Health and Safety legislation, Mental Capacity Act, POVA by:**

4.1 Maintaining up to date knowledge of all aspects of compliance

4.2 Contributing to the design of organisational systems which guarantee compliance

4.3 Maintaining systems which guarantee compliance

**5. To deliver services that meet or exceed Sense's organisational standards by:**

5.1 Delivering services to KPIs set within the Operational Services

5.2 Contributing to the organisational audit of the service and responding to recommendations

5.3 To ensure the safeguarding of individuals in our care by adhering to our policies and procedures, acting on concerns raised, and reporting as required.

5.4 To ensure that staff are trained and competent in line with policies and procedures.



6. To contribute to a 24 hour on call system on a rota basis, covering a range of services in a specified area.
7. To contribute to the setting of budgets and delivering the service within those delegated budgets.
8. To attain internal and/or external verification in a relevant skill, and cascade that knowledge across the Operational Services and/or wider organisation.
9. To conduct fact finds and investigations in services across the Operational services.
10. To analyse assessment information, effect change, monitor and evaluate.
11. To work flexibly across a 7-day rota, including evenings and weekend.
12. Any other duties commensurate with the nature and grade of the role.



### Person Specification

This section outlines the experience, knowledge, skills and abilities the job holder needs in order to fulfil the requirements of the post. Essential criteria are those which the job holder must have in order to do the job. Desirable criteria are those qualities that would be either useful, or an advantage or those which the jobholder can be trained to do.

Please use the 'additional information' section of the application form to evidence how you meet the essential criteria as well as how your practice reflects the I statements.

Education and Training	
Essential	Desirable
<p><b>Willing to work towards the following qualifications within a specified timescale:</b></p> <p>Level 5 Health &amp; Social Care Diploma or equivalent; or</p>	<p>Relevant management qualification</p> <p>BSL level one, Makaton or comparable sign vocabulary</p>
<p>ICT literate and able to use MS Office and a range of databases</p>	
<p>Numeracy and literacy and able to develop those skills in others</p>	



<b>Achievements and Experience</b>	
<b>Essential</b>	<b>Desirable</b>
Substantial experience of providing support including personal care	Experience of managing a delegated budget.
Experience of maintaining up to date and accurate records and report writing	Project management experience
Proven experience of taking a coordinating role in everyday activities when necessary	Experience of conducting investigations
Experience of supervising and line managing team members in accordance with policy and legislation; including management of other Managers	
Experience of dealing with difficult and challenging situations safely	
Experience of advocating the best interests of individuals	
Experience of managing misconduct, grievances and performance issues	
Experience of successfully working within internal and external compliance frameworks	
Experience of planning, organising and delivering projects or specific plans of learning and support	
Experience of receiving information following assessments, undertaking analysis and evaluation to effect change where needed.	
<b>Skills &amp; Abilities</b>	
<b>Essential</b>	<b>Desirable</b>
A proven commitment and ability to work in accordance with the I statements in all dealings	Skilled in undertaking initial and on-going assessment; and where required to manage transitions.
Able to communicate using a variety of methods	
Able to work effectively as part of a team	
Able to work autonomously on your own initiative with little direction	



A proven commitment to equality and diversity	
Able to confidently cascade knowledge and learning to colleagues across Sense.	
Ability to influence external stakeholders and promote Sense’s unique offer to others.	

**The “I” statements detail essential behaviours that we value at Sense.  
“I” Statements apply to staff, trustees and people who use the services.**

**Behaviours**

- I will be honest and open
- I will listen to others
- I will respect others
- I will participate and contribute
- I will take informed risk
- I will find things to celebrate
- I will understand and respond
- No decision about me without me

**Frontline Operational Leader Key Competencies**

This job description aligns with the frontline Operational Leader key competencies, including the following examples:

**It’s all about you:**

- You show awareness of your behaviour and through your presentation shape the way staff impact on others.
- You try new things, whilst supporting others to innovate.
- You take responsibility for your area.

**Working with others:**

- You build networks and share views and approaches internally and externally
- You challenge and share expertise to gain the best outcome
- You promote effective and respectful relationships between people and you intervene personally when appropriate





**Managing Service:**

- You learn from experience and assess opportunity and risk appropriately
- You forecast resource requirements to be efficient and effective.
- You manage resources taking into account priorities
- You recognise good performance and take action to improve when needed.

**Improving Service:**

- You design service around the contributions and needs of others
- You reinforce continuous improvement and work across systems and processes, internally and externally, to improve practice

**Setting Direction:**

- You scan for ideas, best practice and emerging trends and you use information to challenge existing practices and processes appropriately
- You translate the implications of change into strategies and actions
- You overcome barriers to implementation