



LONDON BOROUGH OF MERTON
COMMUNITY AND HOUSING DEPARTMENT
JOB DESCRIPTION

POST TITLE: DAY SERVICE MANAGER, ADULTS WITH COMPLEX NEEDS

Grade: ME15

DIVISION/SECTION: Community and Housing

Location: To be confirmed

Responsible to: Head of Service Provision

Responsible for: Day services for people with Learning Disabilities and additional support needs, challenging behaviours and services for adults with Physical Disabilities, which directly affect the vulnerable clients and their carers (80 customers per day). This will entail managing staff groups of 30 across two sites:

3 x Seniors
5 x Day Centre Officers
12 x Support Workers
10 x Care Assistants

The postholder will shape services for these customers and ensure that a range of quality activities is provided within the allocated budget.

Post number:

Date: January 2015

1. MAIN PURPOSE

- To be responsible for the provision of day services for adults with complex support needs across Merton's disabilities day centre provision. This will entail working from both JMC and All Saints, and engaging with voluntary sector partners. It will require close working

with the Manager for Community and Outreach Services and when necessary covering that post.

- Development of all policies and procedures ensuring they are relevant to the changing environment in day services.
- Lead forums and working groups relevant to service development.
- Be responsible for the agreement of appropriate packages of care and support for this group, including timely reviews. This will entail working closely with Merton's care management and health teams, carers and other stakeholders. Reviews and activities should reflect the progression model being implemented across Merton adult social care services.
- Ensure that a range of good quality activities and therapies are provided for customers; encourage development of new ways of providing these activities in an environment where resources are scarcer.
- Develop and lead the staff groups through a radical change in how day services are provided in Merton; support staff as they work more flexibly across customer groups and physical locations. Enable more working with volunteers and partner agencies.
- Ensure that the available budget for day services is distributed appropriately.
- Deputise for the Head of Service when required.

2. MAIN DUTIES AND RESPONSIBILITIES

- Manage staff teams based mainly at two sites (JMC and All Saints), including a team of therapists. Be responsible for the deployment of staff to meet customer need.
- Liaise closely with Merton's care management and health teams and any other relevant professionals to ensure packages of care and support are appropriate, value for money, have positive outcomes and are reviewed regularly.
- Ensure that person centred reviews are carried out for customers, evaluating their progress and the effectiveness of their programme. Ensure that adequate notice is given and that the appropriate people in the customer's network of support are invited.
- Ensure that activities provided for customers contribute to the overall agreed progression plan, or are an enjoyable leisure activity provided in a safe setting.

- Encourage and manage the use of buildings by other user groups. Where necessary resolve conflicts between users, and ensure that where appropriate income is generated from use of the buildings.
- Be available, as part of an on-call rota to respond to phone queries of an urgent nature regarding the buildings, and to staff who are working out of hours.
- Supervise volunteers and staff from other groups who offer support and activity to customers.
- Lead on liaising with carers and other advocates.
- Be responsible for managing the agreed budget, ensuring that expenditure remains within the set limits.
- Ensure that appropriate travel support programmes are in place for customers, and that transport arrangements are implemented safely.
- Take overall responsibility for Health and Safety arrangements at JMC and All Saints.
- Be part of the Service Provision Management Team.
- Ensure that relevant information is collated and analysed on a regular basis, and provided to corporate colleagues as required. Oversee an effective Information Centre.
- Provide leadership in a learning environment where staff are encouraged to develop; be aware of good practice elsewhere, both locally and nationally.
- Ensure that Merton Policies and Procedures are adhered to and that staff are aware of their responsibilities.

Prepared by: - Andy Ottaway-Searle, Head of Service Provision

The title of the post to which I normally report is Head of Service Provision.
I agree the above job description.

SIGNED _____ DATE _____



LONDON BOROUGH OF MERTON
COMMUNITY & HOUSING DEPARTMENT
PERSON SPECIFICATION

POST TITLE: Day Services Manager

Grade: ME15

Date: January 2015

Experience and Knowledge

- A Management Qualification
- Extensive experience of working in local authority, voluntary or health-related setting, including substantial experience at managerial level.
- Extensive experience of working with external agencies as partners
- Substantial experience of managing budgets
- Experience in recruiting and managing volunteers
- Experience in arranging transport for customers

- Advanced knowledge of legislation relating to social care provision in general and disability legislation in particular
- Knowledge of Health and Safety Legislation and local Merton policies and procedures in this area.
- Advanced knowledge of Safeguarding Adults policies and practice.

- Understanding of the social model of disability
- Advanced knowledge and understanding of the needs of user groups
- Understanding of the principles of Self-Directed Support.
- Understanding of the principles of Value for Money (VFM)
- Understanding of the importance of learning and development in service delivery
- Understanding of the Council's Equal Opportunities policy and the ability to deliver services within this framework.
- Understanding of the Council's policies in relation to Quality, Health and Safety and customer care.

Skills

- Able to work effectively with customers and their families.
- Able to lead, manage, mentor and motivate staff, including volunteers and bank staff.
- The ability to work successfully across professional organisations and in partnership with a range of stakeholders.
- A strong customer focus.
- The ability to lead day services, ensuring that reviews are completed, resources are allocated correctly and support plans designed creatively and effectively.
- The ability to plan for a range of groups and individuals using day services and allocating resources accordingly, including building space, staff and transport.
- The ability to manage a budget effectively including reporting and forecasting.
- The ability to manage performance effectively and the ability to run an effective Information Centre.
- Ability to work with a wide range of information/data and consult as appropriate, and to act decisively when required.
- Ability to adopt the most effective method for communicating messages, both orally and in writing, as appropriate to a diversity of audiences.