

**Job Title** Under 18 Service Manager

**Hours** 37.5 hours per week, Monday-Friday, with at least one Saturday per month (during term time only)

**Contract** Permanent

**Rate of pay** Between £25,000 and £27,000 depending on experience

**Reporting to**  Head of Services

**Reporting staff** Responsible for the line management of 4 direct reports

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**Job Purpose**

To coordinate and deliver a comprehensive service to young people with learning disabilities, managing a team of staff to ensure service provision is of a consistently high quality.

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**Key Responsibilities**

1. **Practice** 
   1. To act as a central point for new referrals and make contact with potential service users and families to assess their needs
   2. Keep accurate records, including creating and updating service user profiles and development plans
   3. To coordinate and deliver a range of weekly and holiday activities
   4. Manage the bookings system and allocate spaces on the holiday schemes for children and teenagers with learning disabilities
   5. Promote the service by ensuring the relevant practitioners and families are made aware of it
   6. Ensure the effective recruitment, induction and training, deployment and leadership of staff and volunteers
   7. To manage a team and individual team members, providing supervision, identifying training needs and addressing performance issues as necessary
   8. To coach and develop your team of staff and volunteers to ensure they are fully trained and equipped to maintain a high quality service
2. **Quality Assurance** 
   1. Ensure that the service provision you coordinate complies with standards, good practice and statutory requirements, and address service areas that require performance improvement and development
   2. Complete internal and external service monitoring systems
   3. Contribute to management reports in accordance with deadlines required
   4. Ensure that all relevant Ofsted criteria are followed and complied with and regulatory reports are completed as necessary
   5. Ensure compliance in respect of regulatory requirements to maintain LinkAble remaining a ‘fit’ provider
3. **Management** 
   1. Ensure service delivery is based upon LinkAble’s core values of enabling, supporting, developing and connecting
   2. Ensure you, and those you manage, adhere to LinkAble’s policies and procedures at all times
   3. With the support of the Head of Services, take responsibility for ensuring that the health, welfare, safety and well-being of LinkAble’s service users and staff are maintained, with a particular focus on Safeguarding, and that the service conforms to legal requirements e.g. Fire and Health & Safety regulations
4. **Relationship Management**
   1. Develop partnerships to enable the successful delivery of LinkAble’s services
   2. Maintain positive links with other service providers
   3. To work effectively and collaboratively with the relevant statutory and voluntary agencies as appropriate
5. **Managing Resources** 
   1. To liaise with the Finance Manager about budget setting and management
   2. Report variations in expenditure and income to the Finance Manager
   3. Ensuring activities are appropriately and efficiently resourced and costed for
6. **Confidentiality and Use of Confidential/Personal Data** 
   1. Ensure staff you manage are aware of and work within LinkAble’s Confidentiality and Data Protection policies regarding the use of, and divulging of information, personal data, and confidential matters
7. **General Responsibilities**
8. Attend staff meetings and training as required
9. Be part of on-call telephone rota when required
10. Promote a positive image of LinkAble and learning disabilities
11. Ensure that your conduct within and outside of LinkAble does not conflict with LinkAble’s professional expectations
12. Participate in regular Management, Support and Development sessions with your Line Manager and staff for whom you are responsible
13. Work towards genuine co-production, support shifting the balance of power to ensure that people who use services are properly consulted about and involved in the design and delivery of services
14. Carry out any other duties that are within the scope and spirit of your role as requested by your Line Manager
15. LinkAble reserves the right to amend this role profile as necessary, after consultation with the post-holder, to reflect changes in or to the job

**PERSON SPECIFICATION**

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|  |  | **Essential** | **Desirable** |
| Qualifications and Experience | NVQ3 in childcare **or** related subjects or equivalent and related experience | X |  |
| Safeguarding and/or DSL training |  | X |
| Paediatric First Aid training |  | X |
| Epilepsy training |  | X |
| Knowledge | Knowledge of Ofsted standards |  | X |
| Understanding and/or Awareness of Learning Disabilities | X |  |
| Knowledge of the range of services available to meet the needs of people with learning disabilities |  | X |
| Awareness of local services and resources available to people with learning disabilities |  | X |
| Knowledge of Safeguarding children | X |  |
| Knowledge of Woking |  | X |
| Transferable Experience | Working with client groups with a range of diverse needs and backgrounds | X |  |
| Coordinating delivery of a project or service | X |  |
| Managing, supervising and motivating staff and/or volunteers | X |  |
| Successfully marketing a service (including designing leaflets) |  | X |
| Professional and interpersonal skills | Excellent communication skills: verbal and written | X |  |
| Able to adopt a calm approach in high pressure or emotionally demanding situations | X |  |
| Good presentation skills | X |  |
| Strong networking | X |  |
| Excellent inter-personal skills | X |  |
| Good organisational / administration | X |  |
| Time Management | X |  |
| Qualities | Honesty & integrity | X |  |
| Flexible can do approach | X |  |
| Personal commitment to LinkAble’s values, vision and objectives | X |  |
| Clearance | Enhanced DBS clearance required | X |  |
| Right to Work | Right to Work in the UK | X |  |
| Other | Driving License / Access to a Vehicle |  | X |