

Job Title:	<b>SERVICE MANAGER – CAREGIVERS CONNECTED GATESHEAD</b>	Carers Federation Job Grade:	3a
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<b>Job Profile</b>	
<b>Job Role Purpose</b>	
<b>Typical Role Purpose</b>  To manage a key operation within company policy maximising service and/or revenue whilst minimising cost to agreed budget. Further, to plan the business area and discipline, defining and developing new systems, processes and procedures that influence own and wider area of responsibility.	<b>Specific Job Purpose</b>  To drive the operational standards, service provision and results of the Caregivers Connected Gateshead service, in order to develop, deliver and monitor bespoke, high quality and dynamic services people wish to use.
<b>Typical Accountabilities</b>	<b>Job Specific Accountabilities</b>
<b>Business Process – Manager role specific</b>  <b>Strategic Input</b> Provide input into strategic plans and translate the strategy into specific plans for the area of responsibility.	<ul style="list-style-type: none"> <li>Design and deliver a complete Caregivers Connected Gateshead service strategy in line with: Carer priorities, fulfilling the expectations of Commissioners and as a part of Carers Federation overall strategy and business planning processes.</li> <li>Contribute to contract negotiations, service reviews and local and national strategy development as required.</li> <li>Liaise with Carers Lead over service strategy, utilising strategic planning skills</li> <li>Deliver regular senior management team (for SMT) and operational team updates and service reviews to relevant Commissioners; ensure all key messages are communicated in a timely and appropriate way encouraging two way dialogue.</li> </ul>
<b>Operational Plans and/or Critical Paths</b>  Produce and implement operational plans and critical paths that support the achievement of agreed service/department strategy.	<ul style="list-style-type: none"> <li>With Carers Lead and identify, agree and implement Caregivers Connected Gateshead service operational and service delivery plans, times &amp; agreed targets.</li> <li>Manage office resources to ensure Caregivers Connected Gateshead services are delivered to a consistently high standard and in order to achieve service aims, strategies and objectives, including increasing client numbers.</li> <li>Ensure requirements are met according to fund provider/s; ensure service level agreements are achieved, commissioner information requirements are met, and quarterly network meetings are delivered.</li> <li>Manage the individual caseloads of the Caregivers Connected Gateshead Team and allocate cases and tasks in line with policies and procedures.</li> <li>Arrange training to carers and groups to include a range of issues to enhance the lives of carers.</li> <li>Ensure the development and facilitation of support groups for carers.</li> <li>Facilitate team meetings on a regular basis.</li> </ul>

<b>Continuous Improvement / Quality</b> Identify, develop and implement new processes, procedures & systems across business that improves efficiency and deliver to high standards.	<ul style="list-style-type: none"> <li>Service development – implementing and planning operational changes and improvements in line with strategy - quality assurance systems maintained and updated; overall responsibility for seeing through changes.</li> <li>Develop, innovate and implement Caregivers Connected Gateshead service processes in order to deliver best practise to Carers Federation, whilst demonstrating a model of best practise and service delivery to the Commissioners.</li> <li>Responsible for the implementation and monitoring of effective internal and external quality assurance systems.</li> </ul>
<b>Compliance</b> Responsible for developing, communicating and implementing policies, including Health and Safety, to meet changing legislative or internal requirements and promote best practice, ensuring that compliance is monitored/addressed.	<ul style="list-style-type: none"> <li>Accountable for service Health and Safety compliance, and ensuring policies are adhered to within the team; ensure health and safety issues and concerns are acted upon; identification of risks and issues in line with the organisation's risk assessment policy.</li> <li>Ensure successful implementation and maintenance of health and safety, security of staff, equal opportunities, and customer service standards and other Carers Federation policies as appropriate, ensuring their understanding and implementation by team members.</li> <li>Ensure good practice and effective communication within the service and other agencies, regarding all matters relating to the safeguarding of vulnerable children, and adults and ensure that issues relating to information-sharing and confidentiality are addressed.</li> <li>Oversee service compliance of all Company and young/adult Carers operational policies and procedures in order to ensure effective service delivery.</li> <li>Maintain accurate records, statistical information and project monitoring.</li> </ul>
<b>Analysis – Market or Projects</b> Responsible for identifying customer needs, producing and presenting appropriate and accurate analysis and reports, collating and interpreting data from number of sources to meet the requirements.	<ul style="list-style-type: none"> <li>Collate, research and analyse performance data to produce monthly, quarterly (QMR) and/or ad-hoc reports as required.</li> <li>Analyse performance data to produce monthly, quarterly, ad-hoc reports as requested by Commissioners/fund suppliers.</li> <li>Analyse, monitor and report upon statistical information regards service output and outcomes to assist in evaluating the efficiency of the service and to manage/direct resource allocation and service improvements.</li> <li>With the whole team, identify local profiles/potential clients/hard to reach carers; analyse, collate and report on local knowledge.</li> <li>Manage accurate recording of statistical information and reporting for the service in line with operational and contractual requirements (SLA's); provide the Carers Lead with performance reports, Quarterly Reports, service risk assessments and board reports (QMRs).</li> <li>Analyse and advise Commissioners or service providers/planners on unmet needs, demographics of service users.</li> </ul>
<b>Professional Development</b> Continue development of professional expertise; communicate key issues/trends as appropriate.	<ul style="list-style-type: none"> <li>Evidence of continued professional learning eg ensure up to date carers support knowledge is maintained as per contract requirements</li> <li>Attend company training/development programmes.</li> <li>Achievement against key behavioural competencies (see Person Profile).</li> </ul>

**Customer – Carers Federation colleagues and clients**

<p><b>Support (client / customer)</b></p> <p>Responsible for providing a professional service to the business or part of the business on a day-to-day basis, ensuring essential procedures and systems are implemented and standards of practice maintained and developed.</p>	<ul style="list-style-type: none"> <li>Oversee/ensure that all support interventions are operational during the publicised hours of service delivery.</li> <li>Be the senior representative/ambassador to 'customers' of all Age Caregivers services; drive and deliver standards in a responsive and timely manner.</li> <li>Ensure procedures for each element of service delivery, adhering to agreed Key Performance Indicators (KPI's), Service Level Agreements (SLA's) and quality standards to maximise customer satisfaction.</li> <li>Complaints – handling escalated complaints as required, reviewing and recommending changes to policies and procedures in line with client feedback/complaints</li> <li>Ensure that all support interventions are operational during the publicised hours of service delivery, within manageable timeframe and waiting lists.</li> <li>Oversee the design, facilitate and deliver training to agencies, carers and groups to include: a range of issues to enhance the lives of carers.</li> <li>Demonstrate and ensure that all client and Carer needs are met by appropriate use of team resources.</li> </ul>
<p><b>Internal Advice or External Information</b></p> <p>Provide expert advice or information and support to customers for own area of professionalism demonstrating judgement and understanding of the business.</p>	<ul style="list-style-type: none"> <li>Deliver service meetings to support plans and the contracts with Commissioners - meetings to be outcome focused, share information.</li> <li>Oversee advice and expertise on child protection and the protection of vulnerable adults' matters to all support staff at the point of need.</li> <li>Ensure a clear and precise understanding of the service is available to clients and to staff.</li> </ul>
<p><b>Service Improvement</b></p> <p>Seek feedback from clients, customers and colleagues and teams (department or region) in order to maintain the highest level of service provision.</p>	<ul style="list-style-type: none"> <li>Lead or oversee consultation exercises with clients and related services to obtain feedback whilst collating evidence to influence the commissioning planning; act upon accordingly and influence, or ensure understanding, of Service Lead, SMT &amp; Chief Executive.</li> <li>Liaise through consultation exercises with stakeholders: carers, related communities to obtain feedback that identifies needs whilst collating evidence to influence commissioning planning; act upon accordingly and advise and/or influence Carers Lead, SMT &amp; Chief Executive when necessary.</li> <li>Marketing materials – assess inclusion and need to ensure appropriate materials are available in leaflet format and on the website.</li> <li>Initiate and participate in publicity and awareness raising opportunities.</li> <li>Website – progressing and/or maintaining and updating site on a regular basis (news items, twitter, did you know, appropriate links, online polls etc).</li> </ul>
<p><b>Finance – Carers Federation cost control</b></p> <p><b>Budget (including Project Management)</b></p> <p>Manage and monitor the budget for area of responsibility and make recommendations for budget based on plans and strategic objectives.</p>	<ul style="list-style-type: none"> <li>Responsibility for ensuring value for money across the service by reviewing quarterly/annual finance reports and identifying any under/overspends.</li> <li>Manage the existing grant maintenance and contract negotiations.</li> <li>Analyse Gateshead All Age Caregivers Service costs vs budget/target for relevant cost lines; flag actual/potential shortfalls to Carers Lead, Chief Executive and/or Commissioners.</li> <li>Ensure budgetary constraints are identified and managed to ensure Satisfactory end of year budgets remain in line with contract value.</li> </ul>
<p><b>Cost Management</b></p> <p>Monitor costs within own area and report anomalies.</p>	<ul style="list-style-type: none"> <li>Control day to day costs within the constraints of service contracts and appropriate policies, whilst</li> </ul>

	<ul style="list-style-type: none"> <li>ensuring any significant expenditure (eg buildings maintenance, new business proposals) is approved by Chief Executive and/or Carers Lead before any spend is actioned or committed to.</li> <li>Mange day to day service expenditure of credit cards and petty cash</li> <li>All financial procedures are adhered to in line with organisational policy, whilst working to contract financial obligation.</li> </ul>
<p><b>New Opportunities or Revenue</b></p> <p>Identify, plan and progress new service and provision opportunities to develop the business in line with Carers Federation strategic and critical path direction.</p>	<ul style="list-style-type: none"> <li>Opportunities are thoroughly evaluated via consumer research &amp; feedback.</li> <li>Analyse Caregivers Connected Gateshead service operational plans and critical path to identify new service and/or revenue opportunities, including cost savings.</li> <li>Implement a comprehensive strategy to help identify and engage with carers not in contact with support services.</li> <li>Ensure/implement publicity activities to reach hidden and isolated carers.</li> <li>Help identify future funding opportunities and assist the Business Development Lead and Carers Lead in securing additional funding for the service.</li> <li>Initiate and participate in publicity and awareness raising opportunities.</li> </ul>

Learning & Growth – Carers Federation team	
<p><b>People Management</b></p> <p>Lead and manage a team, acting to determine appropriate resources including team members – may include recruit, develop and train to maximise effectiveness of department (DEPT) contribution.</p>	<ul style="list-style-type: none"> <li>Recruit, supervise, appraise and coach the Team Leaders develop Personal Development Plans (PDP) in line with the individual &amp; company needs.</li> <li>Provide leadership, to direct, support and supervise the day-to-day work of the Team..</li> <li>Ensure Team caseloads are monitored and managed according to level of referrals and complexity of cases.</li> <li>Staff issues identified and acted on promptly and in line with organisational policies and procedures.</li> <li>Provide leadership to team members in developing a high-quality service to Caregivers Connected Gateshead services.</li> </ul>
<p><b>Performance Management</b></p> <p>Manage individual, team and/or department performance to steer and develop in accordance with company process and plans.</p>	<ul style="list-style-type: none"> <li>Performance manage the roles of Team Leader to develop individuals, teams to achieve individual and team/dept objectives and/or KPI's.</li> <li>Appraise, coach, counsel and, if necessary, discipline individuals and team to support progress - conduct regular supervisions, appraisals and reviews of case management in line with KPI's.</li> <li>Identify staff training and development needs, eg in knowledge or through errors regarding policies and procedures of Caregivers Connected Gateshead staff – timely, decisive action - advise Carers Lead/ Chief Executive when appropriate.</li> </ul>
<p><b>Relationship Management</b></p> <p>Demonstrate appropriate behaviours in relationship building and team working.</p>	<ul style="list-style-type: none"> <li>Oversee and ensure a network of appropriate contacts and Stakeholders within sector eg local authority, NHS, Education, voluntary sector; plan to develop constructive relationships with key opinion formers.</li> <li>Ensure professional office and team working relationships exist in order to achieve appropriate service levels to ultimately present a positive attitude towards Carers Federation.</li> <li>Responsibility for developing and maintaining external relationships of Caregivers Connected Gateshead services across the local area; ensure appropriate staff are engaged with support activity at the appropriate level.</li> <li>Liaise with service providers to benefit carers involved in the project/s in line with the carers strategy</li> </ul>

	<ul style="list-style-type: none"> <li>• Work in partnership with carers and communities to identify needs.</li> <li>• Act as a link between the Carers Federation and agencies working to support all age caregivers, ensuring a two way flow of information.</li> </ul>
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Person Profile	
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Competencies	
<b>Information seeking</b>	Looks objectively at every side of an idea or situation to ensure that all outcomes are thoroughly assessed before deciding on the appropriate course of action. Analyses complex information and situations by looking at multiple causes and effects. Understands key economic, legal and social issues surrounding the use of information. Enables appropriate IT provision to support information seeking. Above all, seeks and identifies the key issues in order to understand and be understood.
<b>Problem solving</b>	Seeks and predicts trends and problems as they arise, and even before. Predicts medium to long term, sees the bigger picture in order to influence outcomes. Draws on relevant experience from self and team, internally and externally to Carers Federation in order to achieve straight-forward resolution whether in short, medium or long term. Communicates effectively to resolve complex issues with actions that are easy to understand.
<b>Communication</b>	Is aware of audience, and potential 'agenda' of the audience, so can identify to whom communication should be presented, and with what information and how best presented. Can communicate and present to board level. Can produce senior manager and board level reports. Can communicate technical information to non-technical staff.
<b>Flexibility</b>	Remains focused when faced with competing demands. Uses an awareness of the 'bigger picture' along with common sense to interpret and implement policy. Identifies how to accomplish a plan to support a change. Is comfortable with ambiguity but seeks to deliver and demand clarity.
<b>Self awareness</b>	Understands how feelings and emotions may impact on performance and controls emotions to minimise potential negative impact. Stays calm, even in testing and difficult situations. Reflects and brings perspective and rationale to testing situations that supports self and others.
<b>Teamwork and co-operation</b>	Leads others to work co-operatively and positively with colleagues, as part of a team, and not in isolation or competitively. Ensures quality is achieved through effective teamwork. Provides clear feedback to individuals, teams and departments. Relates output to other teams when appropriate. Uses understanding of different interests and agendas to achieve positive outcomes. Motivates and inspires others to co-operate and work as teams.
<b>Relationship management</b>	Develops and maintains a range of client, key partner and colleague contacts, and keeps them informed. Actively liaises to improve and progress relationships that benefits both Carers Federation and clients. Plans an approach to have a specific impact, this may include taking bold, creative or unusual actions to make a point or get through to others. Makes personal commitments in order to build a relationship bond with trust and credibility.
<b>Professional confidence</b>	Speaks out for a course of action even when others disagree. Can 'take a professional stance' without losing focus or reason. Takes significant personal or professional risks to accomplish important goals. Does not advance own career by tarnishing the reputation of others. Encourages culture of open praise for achievements of others. Challenges others, but with respect.
<b>Customer focus</b>	Inspires a thorough understanding of the needs of others whether client, stakeholder/supplier or colleague; a real team manager. Establishes systems to collect customer feedback. Focuses resource without bias on priority areas and/or key customer groups. Takes the initiative in developing policies and procedures to meet customer needs.

Qualifications & Skills	
<b>Qualifications and Professional Skills</b>	<p>Qualified, or at least can demonstrate, advanced knowledge in some or most of following:</p> <ul style="list-style-type: none"> <li>Typically may be, but not essentially, BTEC or diploma qualified and/or with 2-3+ years professional service experience, in a diverse environment (eg ethnically and age diverse)</li> <li>Typical minimum 5 GCSE A-C including Maths and English (or equivalent).</li> <li>Minimum: basic MS Word, Excel, Outlook, PowerPoint.</li> </ul>
<b>Knowledge and Skills</b>	<ul style="list-style-type: none"> <li>Typically has experience in control or delivery of paid or voluntary support/care service environment, with specific skills in: <ul style="list-style-type: none"> <li>providing advice and guidance to vulnerable people in stressful situations and deal with sensitive issues</li> <li>diversity</li> <li>equal opportunities.</li> </ul> </li> <li>Active interest in charity sector, voluntary sector and/or carers' community, with a specific understanding of issues affecting all age carers to ultimately deliver an exceptional service to Carers Federation, its colleagues and its clients.</li> <li>Ability to act as a voice for all age carers by empowering and providing them options while advocating for their needs with families and professionals.</li> <li>An understanding of cultural issues for BME communities.</li> <li>An understanding of the role of the voluntary sector and management committees.</li> <li>Knowledge of benefits, services and resources for this client group.</li> <li>A clear understanding of the importance of training, education and skills development of Carers.</li> <li>High level of interpersonal and communication skills to motivate the team and/or across the business.</li> <li>Ability to recognise conflict situations and manage to a satisfactory conclusion for all concerned.</li> <li>Ability to plan over 6-12 months service provision.</li> <li>Knowledge of all functions within the company.</li> <li>Ability to lead by example; to encourage inclusion of all colleagues when supporting, influencing and advising others (fellow Team Leaders/Specialists, Department Managers, Chief Executive) to take action.</li> <li>Ability to plan, organise own workload and of others, and may act in an advisory capacity to other departments.</li> <li>A creative and innovative thinker – has strong interest in relating ideas to practical solutions.</li> <li>Ability to initiate and develop projects from mixed data and sources, ability to challenge.</li> <li>Ability to share or answer questions on own expertise to, and on behalf of, others.</li> <li>Typically may be, but not essentially, BTEC or diploma qualified and/or with 2-3+ years professional service experience</li> <li>Typical minimum 5 GCSE A-C including Maths and English (or equivalent).</li> <li>Minimum: basic MS Word, Excel, Outlook, PowerPoint.</li> </ul>

Other/Special	
<b>Flexibility</b>	As a manager, there is a requirement to be flexible with days and hours worked.
<b>Hours</b>	Typical working week: 37 hours - 9.00-5.00 Monday-Thursday and 9.00-4.30 Friday + occasional evenings or weekends
<b>Travel</b>	Involves frequent travel in and around Gateshead (on a rare occasion to visit Carers Federation central building in Nottingham)