

Job title:	Day Opportunities Manager (Learning and Leisure Service)
Salary:	£28,350
Hours:	Full time, 35 hours per week
Responsible to:	Head of Learning and Leisure Service
Responsible for:	Day Opportunity Seniors and support staff, volunteers and service users

Summary of post

The post holder will assist in ensuring the smooth running and development of the Learning and Leisure Service's Day Opportunities provision at Centre 404.

They will be responsible for:

- Creation, implementation, and ongoing development of services relating to all activities within the Learning & Leisure's Day Opportunities provisions.
- All aspects of line management of Learning and Leisure Day Opportunities staff as required
- Working with the Head of Service and Deputy to contribute to the general development of Centre 404's strategy and services
- Ensuring all Day Opportunities projects are delivered in line with Centre 404's mission and values and that they promote inclusion and diversity

Management Responsibilities

- Take responsibility for keeping up to date and/or implementing good practice guidelines/legislation as necessary for all services.
- Ensure the smooth running of all Day Opportunities provisions.
- As needed, host referral meetings and reviews with potential and current service users who access the service.
- Be responsible for quality assurance and monitoring across the Day Opportunities provisions, continually reviewing and developing processes.
- Share responsibility with SSW for offering regular Support and Supervisions for staff, agency workers and volunteers as needed, managing all aspects of performance monitoring.
- Support with grant funding and monitoring for equipment and resources.
- Support the management of the devolved budget for the Day Opportunities Service, ensuring all Centre 404's policies, procedures and financial safeguards are complied with along with ensuring that the service represents value for money.
- Work with the Learning and Leisure Administration Coordinator to manage Day Opportunities staff training, as well as reviewing the training needs of the service regularly.
- Ensure a creative and proactive provision of activities and accessible opportunities for those who attend the services.
- Ensure we are a needs led service by actively gathering feedback from service users, family carers and social workers etc.
- Ensure the service is aligned with the values of CQC standards and expectations, keeping clear and concise records.
- Hold regular Day Opportunities staff team meetings across the boroughs we work in.
- Hold, attend and support the relevant SSW in individual project team meetings.
- Support and contribute to recruitment efforts for the Learning and Leisure service as a whole; specifically monitoring the recruitment needs for the Day Opportunities project. This will involve liaising regularly with the HR team, being a main point of contact to any staffing

agencies we work with as well as seeking out new ones, along with building on existing relationships.

- Be an active member of the Learning and Leisure Management team, attending meetings and ensuring that you work closely with colleagues to contribute to the service's development and growth.
- Be available to work independently and on own initiative; working flexibly both with your time and the location as needed. This may at times involve early mornings, evening, and weekend work.
- As a senior member of the Learning and Leisure service, be part of on call duty rota.
- Take on all administration responsibilities as needed, such as payroll and invoicing, along with supporting the creation of dynamic and service led staffing rotas.
- Working with the Head of Service, be responsible for ensuring we run a quality sector leading provision by researching what other providers offer as part of their own Day Opportunities services, but one that is cost effective and with maximum income generation.
- Be willing and able to step in as needed to fulfil the duties of a support worker in instances of short staffing or emergencies.
- As part of regular quality checks, review and ensure all processes, practices and Service User records are kept updated and relevant. Including but not limited to: Referral records, Professional and person contacts records, Risk Assessments, Support Plans, Grab Sheets, Personal Evacuation Plans, Review records, Medication notes.
- Provide a regular accurate handover to the Head of Service in order to ensure that any outstanding tasks are actioned and allocated on a priority basis.
- Provide support to the SSW for the planning and organising of all activities as and when required. Ensure there are up to date risk assessments for all activities.
- Prepare and provide reports, leaflets, statistical summaries, presentations etc. as requested by line manager and funders.
- Set up and maintain administrative systems and records in line with Centre 404's policies and procedures.
- As part of the Senior Management Team, offer support across all Learning & Leisure provisions as required by the Head of Service.

Service Development

- Secure current and new venues/sites for delivery of Day Opportunities provisions.
- Work with the Head of Service on the expansion and growth of new business opportunities and development of the Day Opportunities Provision into new and existing London boroughs.
- Work with Head of Service and Deputy Head to develop and replicate a curriculum for transition age people accessing Day Opportunities outside of college provisions.
- Liaise with and present to social workers, commissioners, and other professional persons to ensure regular new referrals to the service; managing referrals and ensuring waiting lists are monitored to ensure vacancies are filled promptly.
- Support the set-up of self-funded/Personal Budget group activities, which can be run through Day Opportunities provisions to help raise additional income.

Positive Behaviour Support Work

- Work with the Head of Service and other relevant colleagues to develop a specific Positive Behaviour Support provision within the Day Opportunities service.
- Lead on conducting Functional Assessments and the creation of Behaviour Support Plans when needed across the Day Opportunities provisions.
- Design and deliver training on all aspects of PBS to staff across the Learning and Leisure Service.
- Lead on all PBS related activities across the Learning and Leisure Service, offering guidance and support to colleagues as necessary.

General duties

- Adhere to all Centre 404 policies and procedures and to the requirements of funding organisations.
- Comply with Centre 404's Data Protection Policy, IT Policy, and other guidance around Data Protection.
- Required to not only read our safeguarding policies and procedures but attend relevant training and keep up to date with safeguarding, which Centre 404 takes very seriously
- Adhere to Centre 404 Equality and Diversity Policy and contribute to an accessible and welcoming work environment.
- Use a person-centred approach with the involvement of service users and family carers and according to Centre 404's mission and values.
- To remain non-judgemental and show empathy and awareness, remaining calm in adverse situations, and lead by example.
- Maintain confidentiality of information relating to service users, volunteers, staff, and any sensitive issues relating to the work of the organisation.
- Contribute to your personal and professional development by attending regular support and supervision sessions and training as identified by your line manager in relation to your role and responsibilities.
- Be flexible and available to work evenings and weekends in accordance with the needs of the post and organisation.
- Attend staff meetings and other committees when requested.
- Aim to meet targets as set and agreed with your line manager in relation to your personal development and the progress of new projects.
- Participate in the on-call rota for the Learning and Leisure Service.
- Attend the annual AGM, fundraising functions, events, and staff away days as required. Time off in lieu will be given for activities outside of normal working hours.
- Undertake any other reasonable duties as commensurate with the aims of the post and as requested by management.

Person Specification

(E) Essential requirements (D) Desirable requirements

Physical/personal attributes	Available to work a variety of shifts throughout the week.	E
	To respond flexibly to the changing needs and requirements of the service. This may from time to time involve changes in times, days, sessions managed, or location worked.	E
Qualifications	Hold a professional qualification or graduate-level certification in a relevant area or have at least two years' experience running services similar to those provided by Centre 404 in a managerial capacity.	E
	Hold a relevant Positive Behavioural Support Qualification or be able to show substantial experience/training in a service and setting where PBS was used as part of the day-to-day provision.	D
Knowledge & Experience	At least 2 years' experience of planning, delivering, and evaluating sessions for people with learning disabilities.	E
	At least 2 years' experience of managing a large staff team and of offering advice/guidance/support and supervision, with the ability to lead and motivate others effectively and handle potential difficult staffing situations/conversations.	E
	Experienced in the principles of Positive Behavioural Support .	E
	Awareness of both Child and Adult Safeguarding issues and of the potential vulnerability of people with learning disabilities to abuse and signs of this.	E
	Understanding and awareness of health and safety standards and practice.	E
	Knowledge of Health and Safety legislation and understanding of how it impacts the services offered by Learning & Leisure.	E
	To possess a coherent vision for the development of social/education activities for people with learning disabilities and to be able to communicate that vision to others.	E
	Commitment to using social activity and educational opportunities to promote the full involvement of people with learning disabilities in their local community.	E
	Understanding of the ways in which people with learning disabilities may encounter discrimination or Hate Crime.	E
	An excellent understanding of legislation relating to safeguarding and quality control e.g., Care Quality Commission.	E

	A good understanding of the use of Makaton, Picture Exchange Communication Systems and other communication methods frequently used by people with a Learning Disability or Autism.	E
	Experience of setting up new projects and an understanding of the resources and financial considerations involved.	E
	Experience of writing successful funding applications.	D
Skills/Abilities	Reliable and punctual.	E
	High level of IT competence and ability to operate Microsoft Office systems as well as learn new systems.	E
	Ability to implement and offer guidance to a staff team in the use of the PBS principles and ethos.	E
	Ability to engage children and adults with and without learning disabilities (including profound and complex disabilities) in challenging, stimulating, and enjoyable programmes of recreation and social education.	E
	Ability and confidence to work effectively with people who may present with behaviours of concern.	E
	Ability to deal with feedback in a constructive and sensitive manner, seeking and pursuing learning and development opportunities and having an ability to be self-reflective on your own practices	E
	Creative and innovative in implementing ideas for service provision.	E
	Ability to handle confidential and sensitive information appropriately in line with Data Protection Policies and GDPR legislation, leading by example to colleagues.	E
	Excellent verbal communication skills and ability to communicate effectively with people with learning disabilities and people from a wide variety of social and ethnic backgrounds.	E
	Ability to produce effective promotional materials including presentations, leaflets, and articles for both written press and social media.	D
	Ability to prioritise and manage a complex workload.	E
Other	Commitment to concepts of inclusion, diversity, and equal opportunities in the workplace, and working in a person-centred way.	E
	Willingness to undertake all personal support and care needs of service users.	E