

Job Description - Director of Adult Services and Operations

Job Title

Director of Adult Services and Operations

Main Purpose of the Post

- Have a full appreciation of and commitment to the Charity's mission, vision, values and ethos
- Provide clear leadership and effective management of Adult Services and Operations
- Contribute to the Strategic Planning and management of the Charity as a whole
- Seek opportunities for service development and expansion and identify opportunities for new services
- Investigate complaints
- Take a lead role in managing the operations in key areas. This will include all matters pertaining to:
 - Our Adult Services and Community Projects
 - Health and Safety management across the charity, in all its premises and operations
 - Designated Data Protection Officer and Caldicott Guardian

The three primary areas of activity for which this post holder will have responsibility are:

Learning Disability Services:

Our work with people who have learning disabilities commenced in 1983 and has grown every year since. As our understanding and awareness of need has developed, so too have the charity's services in response to identified need. This is a growing area of our work, such is the demand for high quality services for adults with additional needs.

There are currently three specific services, two of which provide day care and learning opportunities for adults ranging from 18 to 60 years of age; the third service supports people in their own homes to live independently. The services are:

- **FX (Futures eXpress)** where young adults with multiple and profound learning and physical, life-limiting disabilities enjoy activities provided in a day care setting.
- **VIP (Vision in People)** provides learning opportunities in a day care setting for adults who have mild to moderate learning disabilities and behaviours that challenge. It incorporates our *Marian House Learning and Development Centre*.
- **Supported Living Service (SLS)** is a flexible and varied service regulated by CQC, registered to deliver '*Personal care and treatment of disease, disorder or injury.*' We work with people living with their families or support them to live independently in

their own homes. The care and support delivered ranges from 14 hours per week up to 24/7 services.

Each service benefits from the oversight of a Service Manager and dedicated management team.

Community Services:

Our Community projects work with people at risk of becoming homeless and people who are isolated in the community. There are two major service areas:

- **Vincent House:** a long-established hostel for people who are homeless in Blackpool , providing supported accommodation for 16 adults. Residents are supported to live semi – independently within this setting, and to move on to live independently in the community, initially with outreach support from the Hostel.
- **Plungington Community Centre:** a thriving community and well-being hub, which we manage on behalf of Preston City Council. Located in the Plungington area of the city, the Centre caters for a diverse local population experiencing high levels of deprivation and reduced access to services. As well as providing a large hall as a venue for events, concerts, conferences and sporting activities, the Centre also accommodates smaller groups and activities. It houses a popular community Café, and serves as a base for many Caritas Care events. The centre enjoys an annual footfall of more than 35,000 visits.

Each project benefits from a dedicated Manager.

Operations:

Our Property Services Co-ordinator manages premises and operations. The post holder will maintain strategic oversight of operations in relation to all of our offices, service venues and facilities provided therein including:

- Cleaning, maintenance and forward planning for dilapidations and repairs
- Taking a lead role on Health and Safety across all our sites, ensuring we comply with all legislative requirements and HSE guidance.
- Chairing the Health and Safety Group and making recommendations on all matters pertaining to health and safety across the charity.
- Fire and site safety; legal compliance and security
- Review and management of all leases on rented properties and maintenance
- Management and/or investigation of serious incidents

Activity specific to the DPO/Caldicott Guardian role:

- Lead on all matters relating to data protection and compliance.
- Monitor actual and potential data breaches and recommend actions to the Data Controller/CEO.
- Maintain up to date knowledge of GDPR, Data Protection/Caldicott principles and requirements, disseminating information and training to the Charity, Board of Trustees and Managers as required.

Relationships

Responsible to:

- Chief Executive Officer

Responsible for:

- Disability Services Manager (Supported Living Service)
- Disability Services Manager (Day Projects – VIP and FX)
- Plungington Community Centre Manager
- Project Manager – Vincent House
- Property Services Co-ordinator

Liaison with:

- Director of Finance & HR, Head of Children’s Services, Service Managers and other staff within the Charity
- Members of the Board of Management (the charity’s trustees and company Directors)
- Those who use our services, their parents and carers
- Staff and Councillors of public sector partners, other voluntary and private agencies and commissioning bodies
- The Care Quality Commission
- Funding bodies

Main tasks of the role

- promote a person-centred approach in all adult and community services and activities, ensuring that the wellbeing, interests and dignity of vulnerable adults (and children) are safeguarded and protected;
- keep abreast of relevant legislative changes, procedural guidance and practice developments relating to key areas of responsibility, advising the CEO accordingly;
- designated safeguarding lead for adults;
- support statutory inspections and propose action plans to the CEO;
- be a visible and accessible leader who communicates confidently and effectively with managers, staff and service users to enable the development of our services;
- monitor and quality assure our adult and community services and operations and ensure high standards of practice from those accountable to you;
- secure new opportunities to develop services to meet identified need, generating new income through tendering processes and fundraising as required;
- ensure provision of a high quality and healthy working environment across the charity, and forward plan for future needs;
- provide a lead role in GDPR/Caldicott compliance and data protection consultancy, advice, guidance and responses at all times.

The broad management tasks

- contribute to the overall strategic planning and management of Caritas Care as a member of the Senior Leadership Team and in particular for key areas of responsibility;
- control the use of resources to ensure that key services operate within approved budgets;
- interpret and analyse statistical data on the performance of the services and projects;
- assist the CEO and Director of Finance & HR to identify annual budgets for key areas of responsibility;
- identify new opportunities to develop the charitable objects of Caritas Care and develop and expand these where appropriate;
- ensure externally funded projects are compliant with agreed protocols and report outcomes in line with funders’ expectations and timescales.

The key operational tasks

- monitor and evaluate the activities of adult and community services and staff using the Balanced Scorecard monitoring framework; making recommendations on policy, practice guidance and resource requirements as required;
- report to the Board of Management, either directly or through the CEO, on the key service areas of responsibility and proposals to develop new services as required, or when requested by the CEO or Board;
- provide regular reports and analysis regarding health and safety, facilities, premises and Data Protection, both to the CEO and Board of Management, and on other relevant matters when requested.

The key tasks in managing people

- provide management oversight of key service managers to ensure compliance, promote effective communication and high quality practice;
- assume a lead role in Manager's Forum as required;
- liaise and consult with staff in each service/project to promote development of practice and clarity of purpose;
- ensure compliance and completion of Service Plans/Strategic reports and encourage a strong team spirit across adult and community services;
- lead, support and ensure compliance with GDPR requirements, Caldicott principles, Data Protection legislation and guidance;
- comply with Health and Safety at Work legislation to ensure your own safety and the safety of others across the charity.

The key inter-agency tasks

- represent the charity in external forums, inter-agency meetings and conferences relating to key services as required;
- ensure compliance with contractual inter-agency agreements;
- develop and maintain close relationships and good communication with County and City Councillors, commissioners, supporters and trust funders;
- deputise for the CEO from time to time as required and determined by the CEO;
- To work within the parameters of the Charity's policies and procedures.

Additionally

It is in the nature of the work of **Caritas Care** that tasks and responsibilities are, in many circumstances unpredictable and varied, and particularly so in a senior role. We expect each member of staff to work in a flexible way when the occasion arises, and when tasks not specifically covered in their job description are required. Such additional duties would be to cover unforeseen circumstances and would normally be compatible with their regular type of work. Evening and weekend working will be required from time to time.

The post holder will undertake other duties that may be required by the CEO, particularly resulting from membership of the Senior Leadership Team.

Qualifications and Experience

The person appointed to this position will satisfy the criteria identified in the Person Specification.

PERSON SPECIFICATION

(To be read in conjunction with the Job Description)

POST	<p>Director of Adult Services and Operations</p> <p>The person holding this senior management position will respect and help further develop the ethos of this charity as an organisation where the varied skills of all staff are valued, where enthusiasm, hospitality and kindness is expected, and where all employees are encouraged to appreciate the part they have to play in making a positive difference to the lives of those with whom we work.</p>
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	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
Qualifications/Attainments	<ul style="list-style-type: none"> • a sound educational background to minimum of degree level • a management qualification such as a diploma in management studies (or in progress) • a relevant professional qualification in social care, health or community work 	<ul style="list-style-type: none"> • a recognised social work qualification
Relevant Experience	<ul style="list-style-type: none"> • experience working at a senior level within a public or voluntary sector organisation • management in the field of health and social care in either the public or voluntary sector • working with and delivering services to vulnerable people • developing innovative projects or services • management of people from a variety of backgrounds and disciplines • project management – planning, implementing, monitoring and evaluating projects • strategic planning and managing change • leadership, motivating people and working collaboratively within a team • proposing budget plans and managing budgets 	<ul style="list-style-type: none"> • community development work • managing services for people who have learning disabilities • service provision for children and families • managing services regulated by CQC, Ofsted or equivalent regulatory body • investigating complaints • writing bids or tenders • commissioning and procurement systems • fundraising

Relevant knowledge and skills	<ul style="list-style-type: none"> • key issues affecting service provision in both the statutory and voluntary sector • safeguarding practice, policy and procedure for children, young people and vulnerable adults • developing and implementing strategic plans • securing funding • financial competency to ensure resources are properly used and in accordance to agreed plans • supervision, appraisal and coaching of staff and an interest in staff development • ability to identify need and draw up creative project proposals, lead and sustain projects through securing funds, negotiating contracts and where applicable, earning fees • ability to communicate confidently, enthusiastically and effectively at all levels both within Caritas Care and externally • ability to communicate clearly and effectively in writing and produce well written and timely reports • commitment to effective team building, • ability to delegate and seek advice as appropriate • act as a confident ambassador for Caritas Care to lead, motivate and promote good working relationships between colleagues and stakeholders • competent in the use of information technology • sound negotiating skills 	<ul style="list-style-type: none"> • knowledge of social care current legislation, regulations and inspection processes • sound public speaking and networking skills to a variety of audiences and be positive in promoting the work of Caritas Care • knowledge of health and safety at work legislation and compliance processes
Special Attributes	<ul style="list-style-type: none"> • commitment to the Mission and Values of Caritas Care and a belief in the capacity of the charity to make a positive difference to the lives of those with whom we work • non-judgemental and open-minded belief in the value of individuals and openness to each person's potential 	

	<ul style="list-style-type: none"> • awareness and understanding of the effects upon individuals and carers of ageing, disability and sensory impairment and a commitment to combating isolation, discrimination and disadvantage • commitment to professional training and development for self and others • keen sense of justice 	
Miscellaneous	<ul style="list-style-type: none"> • full driving licence and willingness to travel as required • willingness to work flexible hours as required including occasional evenings or weekends • willingness to consent to a DBS disclosure 	