



Being a Locality Manager

Job description, person specification and other information on why joining the Dimensions team is a great choice to make!



Welcome

As one of the country's largest not-for-profits, we are driven by our values. People with learning disabilities and their families are at the heart of everything we do and we want every person we support to have a great life, with excellent outcomes. We couldn't achieve that without all the great operational colleagues who join our Dimensions team. Locality managers play an integral role in delivering quality support.

Locality managers – whether recruited internally from Dimensions colleagues or externally, from other organisations – are afforded with the required support, training and qualifications to take the next step up to operations director level. But being a locality manager is also a fantastic opportunity in itself.

Our values

We are a values based employer. We shortlist and appoint candidates based on how they demonstrate that they share our values:

- **Ambition:** helping people be the best they can be
- **Courage:** being brave enough to make a difference
- **Integrity:** being honest and fair in all the things we do

- **Partnership:** working with other people to make a bigger difference
- **Respect:** treating everyone fairly and knowing that everyone's voice is important.

Why Dimensions?

Why come to work for Dimensions in particular, when there are many other social care providers out there?

- One of the key answers to this is that we're an organisation that sets the standards for our sector.
- We can offer great opportunities for career development and offer sector-leading training programmes and qualification opportunities.
- We are an inclusive employer, valuing the diversity of our workforce, being respectful of differences and making reasonable adjustments to ensure people reach their full potential.

- We also have a great range of employee benefits, from our Rewarding Dimensions discount scheme and our comprehensive Employee Assistance Scheme, to childcare vouchers, a bike to work scheme and loans for commuter season tickets.
- What's more, you will be joining Dimensions at a really exciting time. We are a social care provider at the very cutting edge of support provision with a genuine commitment to be the leader within its sector.
- We base what we do and who we are on our values, which are real and we genuinely care.
- You will be very welcome in the Dimensions team as a valued locality manager.

Personalisation

Dimensions was one of the pioneers of personalised support. Person-centred thinking is a set of values, skills and tools to get to know someone and discover what they find important and what they want out of life.

Matching our employees according to cultural needs, preferences and beliefs, skills, hobbies and interests helps make sure we can deliver truly personalised support.

Introducing Activate

We have created a new, award-winning model of support called Activate.

It is an evidence-based, outcomes-focused support model built around eight 'domains' of support, and brings decision-making closer to the people we support.

Activate involves teaching new skills and enabling people to try new experiences, which our research has proved is the best way to deliver measurable improvements in quality of life.

On top of this, colleagues who have used the Activate approach reported an increase in job satisfaction.



What does it involve?

Locality manager job description

Purpose of the role

The locality manager is responsible for the leadership and delivery of care and support to the people we support. You will lead teams to ensure that people we support are at the centre of their care and that rights, choice, dignity and diversity are respected.

You will ensure that your teams meet all organisational and statutory requirements and that support is delivered in compliance with Care Quality Commission Guidelines (CQC), Care & Social Services Inspectorate Wales (CSSIW) and Dimensions minimum standards, policies and procedures.

In your area of responsibility, we expect you to:

- Provide effective leadership to your team
- Improve practice continuously
- Know the people we support and their families and friends
- Ensure compliance with regulatory requirements
- Ensure compliance with contracts
- Ensure compliance with Dimensions' duty of care
- Ensure the proper application of Dimensions' key HR policies
- Ensure relevant reviews take place
- Develop effective partnerships with everyone involved in the work of your locality.

Key tasks, responsibilities and outcomes

Registration with CQC/CSSIW

Where the service(s) are separately registered with CQC/CSSIW, you will be expected to apply successfully for registration as the Registered Manager and take responsibility for maintaining compliance with regulations and ensure that the appropriate regulatory notifications are made where necessary.

Leadership and management

- Provide effective and inspirational leadership for the team, encouraging and motivating team members to be the best they can be.
- Recruit colleagues with the right values and qualities in a timely manner, to maximise the number of shifts that are undertaken by Dimensions colleagues.
- Ensure Dimensions policies and regulatory requirements are met in the recruitment process.
- Maximise the opportunities for people we support and their families to be actively involved in the recruitment of team members.
- Ensure there is a focus on colleagues recognition and engagement within the team and that retention of team members is given a high priority.
- Ensure all staff members receive an appropriate induction and meet statutory and essential training and qualification requirements.
- Ensure team members performance is managed effectively in line with Dimensions policies and that any action required to improve performance is carried out in a timely way.
- Ensure records are kept in line with Dimensions policies and General Data Protection Regulations.
- Oversee the rota planning process to meet the requirements of the people we support but also be aware of employee engagement and financial constraints.
- Follow the Dimensions rota planning protocol.
- Respect the diversity of all team members and people supported.

Quality and management

- Be accountable for the monitoring, assessment and reporting of the quality of the services provided.
- Be accountable for responding to audit recommendations made by Dimensions, CQC/ CSSIW or other regulatory bodies.

Ensure complaints are dealt with in line with Dimensions policies.

Financial performance

- Ensure services are delivered within budget and comply with the contract for delivery and Dimensions finance policies and procedures.
- Ensure effective management of the budget for the locality and ensure that resources are used in the most cost effective way to deliver financially sustainable services.
- Participate in the annual budget setting process, fully understand all elements of the budget, and make expenditure decisions based on up-to-date and accurate information about the locality's financial performance.
- Be aware of the productivity implications of decisions, when planning the work of the locality.

Involvement and information

- Be accountable for ensuring people we support have a person centred support plan and that each individual and their circles of support have been involved in drawing up plans.
- Ensure care plans and health action plans are regularly reviewed and that plans are implemented.
- Carry out person-centred risk assessments compliant with statutory requirements and Dimensions policies and procedures.
- Ensure that records of all service level financial transactions are maintained in line with statutory requirements and company policies.
- Ensure that all information is recorded and stored in compliance with General Data Protection Regulations and Dimensions policies.

- Ensure the rights of people we support are promoted and respected at all times in compliance with the Human Rights Act, Mental Capacity Act and Deprivation of Liberty guidelines and Dimensions policies and procedures.
- Maintain appropriate relations with local authority employees, family members and others with a stake in the service.

Safeguarding and safety

- Be accountable for the safeguarding of people we support in line with Dimensions safeguarding policies, statutory requirements and local authority protocols.
- Ensure that risk assessments and emergency plans are in place, all support plans are implemented and reviewed, working practices are safe, and that staff members are adequately trained.
- Ensure that safeguarding incidents and medication errors are appropriately reported in accordance with national and local guidelines.
- Take responsibility for monitoring and reporting accidents and incidents in line with Dimensions policies and procedures.
- Ensure the environment is safe, well maintained, equipment is fit for purpose and appropriate for the needs of people we support.
- Ensure that motor vehicles are maintained and have valid MOT certificates and insurance and that drivers comply with Dimensions policies.

This job description is not exhaustive and reflects the type and range of tasks, responsibilities and outcomes associated with the role of locality manager in Dimensions.

Please note

This is a generic job description and person specification and should be read in conjunction with the personalised advert for this vacancy, which will outline other more specific duties of the role and requirements of the candidate.



Do you have what it takes?

Locality manager person specification

Please use this in conjunction with the advertised requirements for the vacancy. Next to each criteria, we have indicated the evidence we will use. Criteria considered on your application form are marked **Shortlisting**, those reviewed when we meet you are marked **Interview** and those considered via tests completed at the interview are marked **Assessment**.

Qualifications

Essential

- Level 5 Diploma in Leadership for Health and Social Care (or equivalent) or be willing to undertake the qualification and complete within 18 months* – Shortlisting & Interview
- Have completed or willing to undertake Management Development training – Interview

*New Managers are expected to complete Manager Induction Standards, dependent on experience, before they enrol for the Level 5 qualification.

Desirable

- A valid driving licence – Shortlisting

Experience

Essential

- Managing a team, setting objectives and ensuring goals are met – Shortlisting, Interview & Assessment

- Performance management of individuals and a team – Interview
- Delivery of services in compliance with contracts – Interview
- Working with multi-disciplinary teams – Interview
- Coaching and mentoring individuals and staff teams – Interview

Skills

Essential

- Ability to communicate effectively at all levels (both orally and in writing) and to build effective working relationships internally and externally – Interview
- Ability to evaluate and critically assess situations – Interview & Assessment

- Computer literacy to confidently use technology relevant for the role – Interview & Assessment
- Ability to analyse complex data using sound judgement – Interview & Assessment
- Ability to manage a programme of complementary projects – Interview
- Time management skills and producing quality results within defined timescales – Interview
- Ability to delegate – Interview
- Ability to coach individuals and teams to improve performance – Interview
- Financial management skills and the ability to manage a budget – Interview & Assessment

Knowledge and understanding

Essential

- CQC/CSSIW guidelines – Interview & Assessment
- The Health & Social Care Act 2008 (Regulated Activities) Regulations 2009 (Part 3 and part 4) and the consequences of failing to take action on set requirements – Interview & Assessment
- The requirements of the Care Quality Commission, Care & Social Services Inspectorate Wales and/or Homes and Communities Agency in relation to Equality – Interview & Assessment

Personal attributes

Essential

- Customer focused and addresses the needs of internal and external customers – Interview
- Commitment to equality, diversity, inclusion and the values of the organisation – Interview
- Assertive, confident, and have the ability to initiate action when required – Assessment
- Reliable, supportive and professional role model for the organisation – Interview
- Flexible according to the business requirements – Interview
- Willingness to work across the organisation, attend meetings which may require overnight stays – Interview
- Commitment to own personal development – Interview



Our benefits

Our sector-leading package of colleague benefits really builds up...
Your benefits can be worth up to £1,220 per year.

Your reward

- Competitive salary.
- 30 days annual leave entitlement (including bank holidays), rising to 35 days.
- Pensions, including a money purchase scheme with employee and employer contributions.
- An occupational sick pay scheme.
- The opportunity for flexible working.

Looking after you

- Free access to the Employee Assistance Programme (EAP) with a 24/7 helpline for advice – also available to family members.
- A comprehensive wellbeing strategy and listening network.
- Free death in service life assurance cover.

Valuing you

- Discounts on shopping, leisure and more.
- Recognition of excellence in our Inspiring People awards.
- Financial bonuses every five years through our Long Service Awards.

- £200 bonus for recommending a friend to work for us if they're employed.
- You may also benefit from a work mobile phone, our bike to work scheme, season ticket loans, and more.

Your development

- We provide a thorough induction and training programme when you join us.
- In addition to regular 1-2-1s and annual appraisals, we'll help you develop and progress your career.
- We've invested to provide you with free, ongoing access to a huge range of training and support to help you develop.

Moving on up

- We offer fantastic career development opportunities and have a 'promote from within culture'.
- Aspire, our award-winning career development programme, will support you to develop the skills, confidence and experience to progress your career within the Dimensions Group.

“Locality Managers are the most important leaders in Dimensions”

“The Dimensions Group has a long and proud history of supporting people with learning disabilities and autism to have a louder voice, choice and control in their lives. To help make this real, we believe decisions about how we support people and help them have a great life should be taken as closely as possible to the people themselves. This deep-rooted commitment means that the Locality Manager role is the most important and influential leadership and management role in the Dimensions Group.

We can only be the exemplar organisation we aspire to be if we provide great support all day, every day. As one of our Locality Managers, you will be managing significant resources and will be the primary judge of what good support looks like. You will decide who we should employ to provide support; you will judge who's providing great support and, at times, who needs to improve. You will be the primary point of contact for families and local stakeholders.

This key role is not easy – it is complex and challenging. Great support needs you to be successful, and so you will have great support around you as well as confidence in knowing that the resources of the Dimensions Group are focused on helping you be the best you can be. After all, when you're succeeding, we're succeeding in providing great support – and ultimately that's what we're all here for.”

Rachael Dodgson, CEO



Better Lives for More People

Dimensions provides evidence-based, outcomes-focussed support including sector leading positive behaviour support for people with learning disabilities, autism and complex needs. We help the people we support to be actively involved in their communities.



Contact us

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Find out more

www.dimensions-uk.org

Find us on social media @DimensionsUK

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