

Job Description

Title	Operations Manager	Function	Management
Salary	£40,000 - £45,000 p.a.	Hours	37.5 hours per week
Reporting To	CEO	Reports	All Operational Staff

Summary of Role

- To be responsible for the day to day management of the Magpies' support services.
- To co-ordinate a flexible, high quality service for all Magpies members.
- To manage a team of staff providing person centred support.
- To ensure that all staff operate in a positive, person-centred and non-discriminatory manner, ensuring that the rights of members are respected at all times.
- To ensure that services are provided in accordance with the business plan, service specification and contracts and policy and procedures.
- To comply with all monitoring and evaluation requirements, including CQC quality standards.

Key Responsibilities/Accountabilities

A. Care and support of members

- To ensure that staff develop and sustain warm and trusting relationships with members and that staff promote members' self-esteem and emotional health in a warm and positive environment.
- To ensure that the service supports members in developing socially valued lifestyles and skills which include a varied range of culturally and age appropriate experiences, building on the strengths, interests and aspirations of the member.
- To ensure that staff encourage and support members in expressing their needs, views and concerns. To enable members to make choices and decisions and to participate as fully as possible in planning and decision-making processes. To ensure that the specific needs of members, are fully identified, assessed and responded to as appropriate.
- To ensure that all members have Individual Support Plans and risk assessments which are regularly reviewed and evaluated in partnership with the member, other professionals and family members as appropriate. To monitor the content, implementation and effectiveness of plans and to ensure that all members have a key worker.

Job Description

Key Responsibilities/Accountabilities

A. Care and support of members

- To coach staff in the use of appropriate strategies and positive approaches, to support members who express their frustrations and needs through challenging behaviour.
- To ensure that emergencies and incidents, including safeguarding issues are responded to promptly and appropriately within Magpies policy and agency reporting procedures.
- To ensure that all member medication is administered and recorded as prescribed. To ensure that policy and procedures, regarding medication are adhered to at all times.
- To promote a warm and positive approach to the friends, families and carers of members. To involve families and significant others in the planning of individual support, where this is in accordance with member preferences.

B. Staff Management

- To ensure that staff develop and sustain warm and trusting relationships with members and that staff promote members' self-esteem and emotional health in a warm and positive environment.
- To ensure that the service supports members in developing socially valued lifestyles and skills which include a varied range of culturally and age appropriate experiences, building on the strengths, interests and aspirations of the member.
- To ensure that staff encourage and support members in expressing their needs, views and concerns. To enable members to make choices and decisions and to participate as fully as possible in planning and decision-making processes. To ensure that the specific needs of members, are fully identified, assessed and responded to as appropriate.
- To ensure that all members have Individual Support Plans and risk assessments which are regularly reviewed and evaluated in partnership with the member, other professionals and family members as appropriate. To monitor the content, implementation and effectiveness of plans and to ensure that all members have a key worker.

C. Service Management and Administration

- To be accountable for the quality of services and to ensure that they conform with the required quality standards.

Job Description

Key Responsibilities/Accountabilities

C. Service Management and Administration

- To lead on the day to day responsibility for health and safety management, ensuring that there is a high standard of health and safety awareness and that policies and regulations pertaining to fire, environmental health, general safety and security are understood and adhered to by all staff, members and visitors.
- To record and investigate accidents and incidents across Magpie services and to take appropriate follow-up action.
- To promote a positive attitude to customer feedback and suggestions from members, carers and stakeholders for improving services.
- To promote a positive attitude to complaints. To ensure that complaints are fully investigated within the agreed procedures of Magpies and that timely and appropriate action is carried out.
- To lead monitoring and evaluation procedures.
- To lead in the completion of audits and reporting procedures.
- To work in partnership with the CEO to deliver the strategic objectives.
- To work closely and liaise with colleagues within the management team.

D. Organisational Expectations

- All employees should be aware that due to the nature of work Magpies undertakes, there is a requirement to support members with daily living skills and individual activities which may include moving and handling and may involve supporting people with personal care needs.
- To understand your responsibilities regarding safeguarding.
- To complete any other tasks as required, commensurate with the salary level for this position.
- To operate a flexible approach to work in order to help meet organisational demands.
- To attend appropriate meetings and training as required.
- To comply with all policies and procedures of Magpies.
- To operate at all times in a manner that is in line with the organisation's values and principles.