

Job pack

Service Manager



At the Heart
of our
Community



This pack contains the following sections:

- About the employer: Age UK Hillingdon, Harrow and Brent
- How to apply
- Role description and Person Specification

Age UK Hillingdon, Harrow and Brent is the leading provider of services for older people across the three west London boroughs. We are an independent local charity and are affiliated through a brand partner agreement to Age UK.

Age UK HHB provides support and services to around 15,000 older people per annum under the following broad categories:

Information and Advice

A core service across our three boroughs and an entry point for older people into receiving support. We provide quality assured (AQS) advice on a range of issues such as benefits (including support with form filling), housing, blue badge applications, taxi-card and dial-a-ride applications, council tax relief, will writing etc. We support older people to access over £1 million of unclaimed benefits each year.

Community Support

We facilitate a wide range of social activities and other well-being support.

Hospital Services

We provide services at Hillingdon Hospital & Northwick Park Hospital supporting older people both at A&E and on discharge, helping to reduce the need for unnecessary admission or readmission. We also provide a physio led Falls prevention programme which provides individually tailored support for older people at risk of falling in their own home.

Paid for Services

We run a successful domiciliary support service – our staff can support older people to go shopping, attend hairdresser/GP appointments etc or carry out domestic tasks at home. We also provide a Homeshare scheme where older people who have a spare room and would like some companionship and support are paired up with younger people in search of affordable lodgings. We also provide a Trusted Trader service that vets local traders with a view to making it more difficult for rogue traders to take advantage of older people.

Partnerships

Age UK HHB is a founder member of H4all and supports delivery of a range of wellbeing and community services provided through this and other local partnerships. We are also a member of Harrow Community Action through which we are lead partner delivering social prescribing services through primary care in Harrow. We have also recently combined our retail operations (charity shops) with Harlington Hospice and Michael Sobell Hospice.

How to apply

For more detailed information on how to make the most of your application, please see the **Application Guidance Notes** on our website [Working for Us \(ageuk.org.uk\)](https://www.ageuk.org.uk)

Candidates are advised to structure their essential information in the application form in line with the points in the person specification, and to provide clear examples of their experience that demonstrate their skills and knowledge. Please note we do accept CV's but it will need to be accompanied by Age UK HHB Application Form.

Candidates are warmly invited to arrange an informal discussion with the recruiting manager, before submitting their application, which can be arranged by contacting HR@ageukhbb.org.uk

What we offer

- Flexible Working
- Hybrid Working
- Compressed hours available
- Job share considered/ Part time hours considered
- Training and development
- 5% pension contribution
- Health plan with employee assistance and 24 hour support
- 26 days annual leave (plus bank holidays) rising to 30 days
- London Living Wage employer

Closing date for applications: Monday 16th September 2024

The Role: Service Manager

Salary: £30,000pa

Hours: Full time – 35 hours per week

Responsible to: Head of Services

Employed by: Age UK Hillingdon, Harrow and Brent

Based at: Age UK Buckinghamshire office 145 Meadowcroft, Aylesbury, HP19 9HH

Role Purpose

Main purpose of the job:

The Discharge Support Service (Buckinghamshire) supports people at the time of their discharge from hospital and for a period post discharge to enable them to feel confident and safe to return to and remain at home.

The Discharge Support Service Manager will co-ordinate and develop our local offer to ensure that services are provided in a comprehensive and co-ordinated way. They will manage the services and ensure that all appropriate service standards, recognised good practice, legal requirements and budgetary management are incorporated into a quality programme that meets the needs of our beneficiaries and commissioners.

Main duties and responsibilities (role profile)

Service Delivery

- Manage the day to day running and development of the Buckinghamshire Discharge Support Services to ensure that these services are delivered to a high standard; this includes the hospital-based discharge support team, community support team and associated volunteers
- Ensure the discharge and community elements of the services act together to provide a coordinated service to achieve contract goals, in particular, safe discharge and prevention of readmission
- Cascade organisational goals and objectives to staff and through them to volunteers, ensuring that all staff and volunteers are provided with up-to-date information resources relevant to their role
- Ensure appropriate staff and volunteer cover for each service and source external provision as appropriate
- Lead on the promotion of the Discharge Support Service for Buckinghamshire Services including the production of publicity and promotional material for the services

- Ensure feedback from service users is collated in accordance with approved systems operated by the organisation. Utilise outcomes to support the future development of the Discharge Support Services
- Ensure robust systems to support recording of service delivery and produce information and reports on performance as required by the Director of Services as well as at Commissioner meetings for Quarterly reporting
- Ensure all activities within the Discharge Support Service services meet and integrate with organisational requirements for quality management, health and safety, legal stipulations, environmental policies and general duty of care
- Identify and respond to opportunities to develop the service in partnership with the wider Hospital Services teams of Age UK Hillingdon Harrow and Brent and the wider services of Age UK Buckinghamshire
- Work with the Director Services to develop and submit bids for funding opportunities

Team Working

- Line manage, develop and motivate staff and through them, as appropriate, volunteers, to fulfil their role requirements
- Have responsibility for the recruitment of all new staff and volunteers within the Discharge Support Service. Ensure the assessment of training needs for all staff and ensure these training needs are met
- Undertake regular staff supervision and support and undertake staff appraisals at regular 12-month intervals
- Oversee the appointment, deployment, training and development of volunteers who work within the Discharge Support service, ensuring a once-a-year review meeting is carried out
- Ensure that all volunteers working with the Discharge Support services are adequately supported on a day-to-day basis
- Establish and maintain effective lines of communication with Discharge Support Services staff and volunteers including organising monthly staff meetings and ensure monthly volunteer support meetings take place
- Help to solve any performance or grievance issues in line with policies and procedures. Communicate staff and volunteer problems, suggestions and recommendations to the Director of Services

Finance and Administration

- Work with the Director of Services to manage and control Discharge Support Services expenditure within agreed budgets
- Contribute to budget planning and preparation, identifying potential spend in the year
- Ensure staff and volunteer expenses are authorised in line with Age UK HHB policy and procedure
- Ensure that all payments and receipts are processed in line with Age UK HHB policy and procedure
- Ensure that all enquiries, responses and actions are recorded accurately to ensure the efficient running of the service

Quality and Service Development

- Develop efficient referral networks and forge strong links with other voluntary, community and statutory organisations to publicise and build the image of the Discharge Support service
- Work closely with colleagues, external partners and commissioning/funding agencies to ensure that Age UK HHB delivers the services that are required and/or contracted and that all reports are submitted on time in accordance with Contracts or other conditions of funding
- Maintain a good relationship within the organisation, particularly with other Age UK HHB Managers

General

- To maintain own professional expertise, including attending training as necessary and be subject to supervision and an annual appraisal
- To attend staff meetings, away days and other similar staff events
- To ensure all activities are carried out in harmony with Age UK HHB's mission and within the spirit of its equal opportunities policy and to abide by the policies of Age UK HHB
- All staff are expected to undertake their own computer work, both in the production of correspondence and documents, date recording, e-mailing and internet research.
- It is the nature of the work that tasks and responsibilities are in many circumstances unpredictable and varied. All employees are expected to work in a flexible way
- Some meetings and other events may be held out of normal office hours and may involve travel away from the local area
- In liaison with line management generally, ensure services are developed and delivered to quality standards, revising as required
- To be aware of personal health and organisational health, safety and welfare, reporting any hazards to line management or the Health and Safety Lead
- To promote equality, diversity and rights in all policies and guidance, actions and activities
- This post is classed as regulated activity for the purposes of DBS. Confirmation of appointment to this post will be subject to a satisfactory enhanced DBS check with Access to the Adults Barred List and satisfactory references
- The above items outline the main duties and responsibilities of the post and are designed to give an accurate flavour of the nature and scope of this post. However, they do not represent an inclusive list of all duties required

Age UK HHB is committed to safeguarding and promoting the welfare of all older people and children within the London Boroughs of Hillingdon, Harrow & Brent

Person Specification

Education & Training	
Essential Criteria	Desirable Criteria
Educated to A level (or equivalent by experience)	
Full driving licence	

Experience	
Essential Criteria	Desirable Criteria
Experience of monitoring and reviewing standards and quality	
Managing and motivating volunteers and staff in the delivery of services	
Team Leadership	
Recruiting and selecting volunteers and staff	
Planning and managing projects and activities, including the ability to develop internal and external partnerships	
Experience of liaising with agencies (statutory and voluntary) on a day-to-day basis and achieving agreed outcomes	

Knowledge and Skills	
Essential Criteria	Desirable Criteria
IT literate, experience of using email, word processing and spreadsheet packages	Business, finance and resource management
Knowledge of operational management	Ability to prepare, manage and monitor budgets
Knowledge and understanding of Adult Services and NHS commissioning bodies	Knowledge of the services to be managed or willingness to undertake training

Ability to collate and interpret a range of management information including statistical information and user feedback	

Personal Attributes	
Essential Criteria	Desirable Criteria
Interpersonal and communication skills	
Innovative and creative thinking	
Presentation skills	