

Job Title: Service Manager – Learning Disability Community Wellbeing Service

Salary: £30,000

Employment Status: Permanent– 37 Hours Per Week.

Responsible To: Operations Manager (Housing, Care & Support)

Location: Birmingham (Head Office: Woodgate Valley)

	CRITERIA	EVIDENCE
Experience	<p>Essential</p> <ul style="list-style-type: none"> • A minimum of 2 years’ experience working with people with Learning Disabilities. <p>Desirable</p> <ul style="list-style-type: none"> • Substantial experience working within a community support setting. • Substantial experience of mentoring, supporting and supervising staff. • Demonstrable experience of enablement and preventative service delivery. • Experience of contract management. 	Application Form and Interview.
Skills, Abilities & Attributes	<p>Essential</p> <ul style="list-style-type: none"> • Ability to plan and allocate staff workload and manage frontline rotas. • Ability to support, supervise motivate and lead team towards contracted objectives. • Ability to maintain systems and processes for accurate contractual reporting and evidencing internal / external audit. • Ability to demonstrate initiative and decision-making calls. • Ability to maintain and uphold all policies and procedures. • Ability to interview and select potential staff. • Ability to oversee and/or carry out staff induction training. • Ability to communicate effectively with colleagues, citizens, carers, professionals, and other agencies. • Ability to establish and maintain effective working relationships. • Ability to network with key stakeholders, with a particular focus upon professional contacts to drive citizen referrals into the contract. • Ability to attend and represent the organisation at forums and meetings. • Well organised, systematic with strong literacy and numeracy skills. 	Application Form and Interview.

	<ul style="list-style-type: none"> • Willing to work flexibly for the benefit of staff and citizens. • Ability to support and supervise staff individually and in teams. • Thrive under pressure, able to cope with change & a patient nature. • A keen eye for detail and a passion for high standards. • Strong IT literacy, with the ability monitor and maintain staff & citizen records via a digital case management system. • Knowledge and understanding of confidentiality & GDPR. • Knowledge and understanding of learning disability health inequalities and how to overcome them. • Knowledge of Neighbourhood Networks, the Universal Space and how to facilitate citizen access. • Knowledge of training, education and employment opportunities for people with a learning disability. • Willingness to manage a team (PURE) to overcome complex barriers for people with a learning disability. • Ability to develop and implement complimentary digital support for citizens to promote wellbeing. • Ability to recognise, respond and manage Safeguarding concerns. • Ability to identify, implement and monitor Risk Management/Risk Assessments across the service. • Ability to act upon service feedback, comments and complaints. • Willingness to support and promote active user involvement at Citizen Panel meetings and facilitate service consultation as required. • Assist with the organisation and service's marketing and promotion strategy. • Willing to take part in an On-Call rota (1 week in 4). • Car driver with valid license (Note: Business Insurance Cover required). 	
<p>Training & Qualifications</p>	<p>Desirable</p> <ul style="list-style-type: none"> • NVQ Care Level 5 or equivalent (or willing to undergo training to achieve this.) • A good academic history (or) Strong track record of achievement. (or) Evidence of further professional development. 	<p>Application Form.</p> <p>Note: Successful candidates will be required to produce original certificates as proof of qualification(s).</p>