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| **Job Description** |
| **Area Manager**  |
| **Introduction**Autism Initiatives is committed to working in partnership with service users, their families, commissioners and others to provide a specialist, autism specific, person centred and outcome focussed service for people with autism spectrum conditions.All staff are expected to:* Work in the context of Autism Initiatives’ Vision, Mission and Philosophy and to use our ‘Five Point Star’ approach in order to support service users in achieving their goals.
* Work to develop their abilities in line with the Autism Initiatives Competency Framework.
* Recognise the positive abilities of service users and support our shared belief in lifelong learning.
* Adhere to the Autism Initiatives’ Code of Conduct and the Northern Ireland Social Care Council’s (NISCC) Code of Practice, (and NMC code for staff holding a nursing qualification) showing a high degree of professionalism, resilience, and a willingness to remain committed during particularly demanding times.
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| **Location**The Area Manager will be based in our Head Office in Belfast or other location if considered appropriate and are assigned to manage a number of services in a geographical area, but will also be expected to attend meetings in any area where Autism Initiatives provide or may potentially provide services in Northern Ireland. Area Managers are also expected to maintain regular visits to services within their area of management, or other as required. |
| **Line Manager**Area Managers are managed by the Deputy Director.  |
| Purpose The Area Manager will be responsible for the oversight management of a number of services as agreed with the Deputy Director/,including line management of the Service Managers within these services. You will hold corporate responsibility for your services ensuring through cooperative working that your services provide high quality, safe, effective, compassionate autism specific person-centred services for people with autistic spectrum conditions (ASC). You shall also ensure your Service Managers and through them by delegation their staff, are fit for purpose to maintain a high quality service to meet services user’s needs. You will be accountable for leadership, management, resource management, budget adherence and quality of services within your area of management. You shall also ensure all regulatory and legislative standards are maintained, in liaison with the relevant persons, enforcing actions to achieve this if required. Area Managers are accountable for implementation of the strategic direction and overall management and quality of the services in their area. Area Managers have responsibility for the compliance of their services with all regulatory standards. Working in partnership with the Practice Support Team they promote the delivery of an autism specific person centred service.**Main Duties and Responsibilities****Personalisation and Quality of services**1. Take responsibility for all aspects of the operational management of assigned services.
2. Specifically take account of the choices, needs and wishes of each service user, involving service users in their own plans and day to day decisions.
3. Take personal responsibility for learning about service users and the way autism affects them; for ‘listening’ to each individual; and for reflecting on own practice to continuously develop their own knowledge and skills.
4. Liaise with the Practice Support Team, ensuring that best practice is achieved by all staff in accordance with the organisations principles and philosophy.
5. Undertake assessment of potential service-users under the direction of the Practice Support Team.
6. Facilitate with the Practice Support Team person-centred and transitional plans for service-users entering the service.
7. With the involvement of the quality monitoring coordinator, monitor and evaluate standards of care/support planning and risk assessment ensuring they exceed national minimum standards.
8. Ensure all internal and external regulatory monitoring e.g. Service self -assessments, Restrictive Practice Audits, LA Contract Compliance, RQIA inspections, are prepared for and responded to in a timely and efficient manner.
9. Ensure all actions arising from inspections and monitoring are recorded, acted upon, and improvements evidenced.
10. Ensure that all data collation and reporting is completed in an efficient and timely manner, using electronic/intranet systems where appropriate.
11. Liaise with statutory bodies regarding the health and well-being and safeguarding of service users.
12. Provide regular reports in line with the National Directors requirements.
13. Maintain confidentiality for all areas of the organisation, its staff and operations.
14. In conjunction with the Health and Safety Manager and representatives ensure good standards of health and safety in all areas of work.

**Working Together**1. Keep abreast of developments in theory, practice and legislation in relation to the social care sector through liaison with statutory bodies, networking with fellow professionals and practice forums within Autism Initiatives.
2. Develop and market the services of AI through close liaison, joint working with statutory services, and attendance at provider and other forums.
3. Liaise with housing associations to facilitate project development.
4. Liaise with the estates department ensuring standards of repair and decor are maintained within houses.
5. Support parents during assessment and transition periods acting as a focal point for all queries relating to service provision.
6. Attend parent support groups as required presenting details of service provision.
7. Support the Service User Forums as required.

**Health and Safety** 1. Ensure that all health and safety monitoring and checks including Fire Safety, Health and Safety checklists, Driver Risk Management are carried out as required.

**Finance**1. Work closely with the finance department throughout budget appraisals and participate in the budget setting process.
2. Actively manage and monitor all aspects of their area operational budgets, carrying out budget reviews on a regular basis in conjunction with their managers.
3. In conjunction with senior managers, take responsibility for the development, costing, contracting and tendering of services.

**People and staffing** 1. Take line management responsibility for assigned service managers.
2. Actively monitor staff retention and recruitment needs, liaising with human resources, fellow Area Managers, and supporting their managers through the recruitment process.
3. Offer day to day advice, guidance and support to staff, giving formal supervision and appraisal as required according to policy to ensure best person centred autism practice by the staff team.
4. Monitor their managers’ use of the Rota Management System, ensuring rota management guidance is followed and best use is made of resources.
5. Ensure Additional Support Workers are effectively recruited and deployed, thus removing use of external Agency staff.
6. Ensure all absence is managed according to the Absence Management Policy.
7. Hold regular Management Meetings with managers and support effective management development and practice.
8. In conjunction with the learning and development team, ensure that training, guidance and support are available to all staff and that staff benefit from this.
9. Facilitate training sessions as required in your role.
10. Investigate any complaint or staff grievance under the direction of the human resources department.
11. Contribute to the on call system as required for own and other services

**Personal Development**1. Continuously develop own leadership style, being a positive role model for teams and colleagues.
2. Attend and contribute to own Supervision, Appraisals, training and other events as required.
3. Participate in own development and training.
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| The Area Manager will also undertake any other task or work which arises within the scope of the role in order to meet the needs of the service. Duties will at all times be undertaken in compliance with Autism Initiative’s Policies and Procedures, including Health and Safety. |
| **March 2015** |

Essential Short-listing Criteria

* Relevant Professional Qualification, or BSc or Higher in Management (H&S care or related), or Leadership Management QCF Diploma, Level 5, or equivalent.
* Proven working knowledge of audit of services, supporting people/housing, community services and Health and Social Care, Statutory and Regulatory standards, in particular RQIA Standards.
* Working knowledge of Safeguarding Vulnerable People and current relevant Health and Safety legislative and best practice.
* Understand the meaning of outcome focussed, personalised services.
* Strategic management responsibilities with a professional, positive approach, being a role model for others.
* Knowledge of leadership styles and people management including ability to manage self and others in an organised manner.
* Working knowledge of community services development.
* Understanding the needs and wishes of individuals and able to work effectively in partnership with service users, families, colleagues and other professionals.
* Relevant Financial Management experience of operational budgets and ability to proactively manage contracts, and exceed expectations.
* Excellent Interpersonal communication skills and recognition of the importance of active listening.
* Proficient in Microsoft Office packages, numeric skills and excellent verbal and written communication.
* Knowledge of data protection and ethical practice.
* Full UK driving licence with access to a vehicle and business insurance.

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| **Person Specification****Job Title:** Area Manager |
| **ESSENTIAL** | **HOW ASSESSED** |
| * Understand the meaning of outcome focussed, personalised services.
* Ability to show compassion, enthusiasm, empathy and warmth
* Have a professional, positive approach, being a role model for others
* Understanding the needs and wishes of individuals and how services for individuals are commissioned and planned.
* Ability to proactively manage contracts, and exceed expectations.
* Ability to manage self and others in an organised manner.
* Able to work effectively in partnership with service users, families, colleagues, and other professionals.
* Excellent verbal and written communication.
* Recognition of the importance of active listening.
* Ability to understand and complete relevant numeric and written documents and reports.
* Good working knowledge of current legislation and regulations for Health and Social Care, including work of the RQIA.
* Level 5 QCF, or qualification in Health and Social Care and/or Management, or equivalent qualifications and experience.
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| **DESIRABLE** | **HOW ASSESSED** |
| * Knowledge of the communication tools available to people with ASC.
* Experience of managing teams across a geographical area.
* Experience of active multi-disciplinary working.
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| **March 2015** |  |