

# Services Manager

April 2025



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<b>Post</b>	Services Manager
<b>Grade</b>	SCP
<b>Reports to</b>	Area Manager

## General purpose

Enable is a dynamic, forward-looking and vibrant charity dedicated to ensuring an equal society where everyone has the right to live, work and participate as active and respected citizens in the communities of their choice.

The role of the Services Manager is to implement these aims within the area of their Service, to continuously improve services and to seek innovation and growth.

The Services Manager is responsible for managing the Service in accordance with the above objectives, the planned strategy and policies as set by the Board and Senior Managers of Enable, service specifications (if applicable), all legal requirements and the national Codes of Practice for Social Care Workers and Employers.

The Services Manager is responsible for the day-to-day management of the service, including service delivery, recruitment, training, management of staff and volunteers and the operation of administration and finance systems. The Services Manager is the Registered Manager with the Care Inspectorate for the Service.

## Principal Duties and Responsibilities

### Care Management

- Build and maintain positive working relationships with funders and external agencies to promote awareness of Enable and increase referrals within Service area within business targets and agreed criteria.
- Promote the work of Enable in the local communities served by Enable through networking and involvement in community events.
- Manage the referral process to ensure that referrals are dealt with appropriately, timeously and within agreed policies and procedures.
- Assess each referral to ensure that the Service can meet the needs of the individual and that it is viable in terms of service delivery.

- Assess individuals/families eligibility for care within the service's contractual and other terms of reference and criteria and in accordance with the principles of person-centred care planning and health and safety considerations.

Determine the care, support or assistance to be provided and agree individual personal support plans with individuals, their carers and families, considering the individual's aims and wishes.

- Ensure all appropriate risk assessments are in place and reviewed at the appropriate intervals
- Ensure there are appropriate methods of communication in place to maintain effective contact with Service Users and their families/carers.
- Oversee a programme of review of individual support plans within the agreed timeframes or in response to changing needs of Service Users to ensure that support plans are accurate and consistently meet the needs of the individual.
- Ensure individual support plans are recorded and stored appropriately and that all staff providing care and support to the Service User are aware of and refer to the plans and are aware of any changes.
- Participate in internal audit on the effectiveness of the service and implement monitoring systems to ensure the service delivered is constantly evaluated and provided to the highest possible standard.
- Ensure that all carers and Service Users are treated with respect and sensitivity, always recognising the need for confidentiality.
- Participate in, when appropriate, multi- agency planning and review meetings with the consent of the individual and family concerned.
- Maintain and participate in an out of hours response and support system, ensuring that there is always adequate management support and that the service is responsive to the needs of the Service Users and referring agencies.
- Investigate and respond to any concerns or complaints whether informal or formal. Liaise with relevant authorities, agencies and regulators and refer to the Area Manager.
- Complete returns for the Care Inspectorate as appropriate, facilitate inspections ensuring that all evidence is prepared and accessible.
- Complete notifications to the Care Inspectorate as required.

## **Management of staff**

- Responsible for managing all staff employed in administering and delivering the service, in accordance with Enable policies and procedures.
- In conjunction with the Area Manager/Head of Operations, identify the staffing levels required and lead in the recruitment and selection of staff, their induction

and training. Ensure all employees have appropriate checks in accordance with safeguarding, legal requirements and Enable policies and procedures.

- Oversee effective rota management in the Service, ensuring that staff deployment meets the needs of Service Users, their care plans and risk assessments.
- Ensure maximisation of staff time through the rota, ensuring contracted hours are met and that travel time is minimised. Ensure that staff receive adequate daily and weekly rest and that their rota complies with the Working Time Regulations and provides work/life balance.
- Ensure support and supervision are carried out in an appropriate manner and frequency and support the Service Co-ordinators in carrying out these duties.
- Ensure annual appraisals are completed for each team member and that there are clear objectives and a personal development plan for each employee.
- Ensure all staff are provided with the opportunity to meet the qualification requirements for their post within the timescales set, monitor professional registration and take appropriate action in conjunction with the Area Manager if registration lapses.
- Encourage learning and development for all staff. Considering service user needs, contractual and statutory requirements and personal development plans, collate a service learning needs assessment on an annual basis and input into the national learning and development plans.
- Ensure that Service User specific training needs are met and maximise the use of local resources and agencies to meet need.
- Address any concerns about staff performance at the earliest opportunity, seeking advice as appropriate. Identify actions required to meet performance standards and implement and review action plans.
- Address any concerns about staff conduct and seek informal resolutions where appropriate. Where required notify the Area Manager and HR and conduct formal disciplinary processes in line with Enable policy and procedure.
- Monitor staff attendance in line with the Absence Management Policy and take appropriate actions as necessary. Provide appropriate support to staff during absence from work.
- Ensure that Service Co-ordinators are familiar with the policies and procedures and can refer staff to the appropriate policy as required.
- Ensure that all family leave policies are followed and risk assessments conducted.
- Ensure systems are in place to approve and process information for payroll purposes and that these are completed accurately and timeously.
- Ensure that annual leave is planned in advance to assist with rota management and ensure that all staff have adequate rest throughout the year.

- Ensure that staff are treated fairly with the same respect and sensitivity as Service Users and provide support as required. Support employees health and wellbeing, signposting them to appropriate supports and taking any appropriate actions.

## **Management of Resources**

- Monitor day to day demands made on the service and manage the service in accordance with budgetary constraints, ensuring sufficient controls are in place to safeguard resources and track expenditure and income.
- Ensure that appropriate administration systems are in place and maintained for the delivery of service in accordance with the requirements of and standards set by the national office and Data Protection legislation, including service user and staff records, budget monitoring, invoicing and payroll and general administration.
- Ensure systems are in place for maintaining accurate statistical records, compiling regular statistical and progress reports on Service activities for the Area Manager and Head of Operations, National Office (NO) and as required for funding bodies, including quarterly returns to NO of service activity and annual returns to the Care Inspectorate.
- Participate in budget processes, including Service Health Checks
- Fully utilise the IT systems in place, ensuring that information contained is accurate and up to date.
- Ensure effective use of all resources, including buildings, office environment and resources, considering budgetary constraints, energy management and other relevant policies and procedures.
- Monitor the supply of resources to support staff ensuring adequate supply of PPE.

## **Other**

- Attend internal and external meetings and prepare and present reports as required.
- Liaise and foster positive working relationships with funders and partnership bodies.
- Undertake training as determined by individual training and development needs, supervision and appraisal sessions and national regulatory requirements. Take responsibility for continuous professional development. Ensure that knowledge of legislation and Care Inspectorate requirements are current.

- Responsible for health and safety and as such ensure that effective systems are in place to protect the health and safety of service users, staff and public, including undertaking risk assessments. Highlight any areas of concern to line manager.
- Prepare a Local Service Plan, setting out the strategy, aims and objectives of the service and how they will be achieved.
- Ensure the Service meets internal and external quality standards, seeking continuous improvement
- Develop the service's public profile and influence and foster good relations with statutory and voluntary bodies and publicise the service. Devise and update a Marketing and Publicity strategy for the service in conjunction with the Area Manager.
- Work with the Area Manager in identifying the needs of carers in the area and developing new initiatives to meet these needs and to assist with making funding applications to, and negotiating funding with, statutory bodies and other funders.
- Work with Area Manager to ensure that the service meets requirements of Self-Directed Support.

The list of duties contained in the job description is not exhaustive. An employee may be asked to undertake other duties and tasks commensurate with the grade.

