



## HIGHTOWN HOUSING ASSOCIATION

### JOB DESCRIPTION

## Care & Supported Housing - Operations Manager

**Reporting to:** Care and Supported Housing Manager

**Responsible for:** Assistant/Scheme Managers and/or front line C&SH staff (depending on the needs of the service)

**Main purpose:** The Mobile Operations Manager will be expected to act as trouble-shooter and project manager travelling to different services across Hightown's area of operation. Service settings may include: supported housing, day services, community support services, registered care services or any other types of service provision Hightown deliver. The post holder will ensure that services deliver high-quality, cost-effective support.

The Mobile Operations Manager will be responsible for the effective day-to-day operational management of the services they are deployed to work in. At times (depending on the needs of the service) they will directly lead Assistant/Scheme Managers and/or front line staff teams, proactively dealing with all staff management issues, ensuring that services do not exceed annual budgets and that all risks are appropriately managed. They may also be expected to cover for the absence of an Operations or Registered Manager.

#### Core competencies:

- Project management skills
- Be able to make a positive impact
- Results orientated
- Able to implement and manage change
- Develop excellence and strong team members
- Raise service standards
- Problem Solving and Decision Making
- Organising and Planning

#### Key Responsibilities:

##### Corporate

1. To maintain and demonstrate a commitment to the Association's Vision and Values and strategic aims and objectives.
2. To maintain high standards of professionalism and keep abreast of current care and supported housing issues, standards, best practice and legislation.
3. To maintain knowledge of the Association's operating environment.

## **Care and Supported Housing**

1. To provide credible leadership to all staff working in the services you are responsible for.
2. To ensure the delivery of a personalised service and to ensure the sharing of knowledge, ideas and skills in staff teams.
3. To ensure registered care services are compliant with CQC regulations.
4. To promote a culture which allows staff to maximise their potential and is underpinned by open, honest communication and team working across all services.
5. To ensure that robust performance management arrangements are implemented in all services you are accountable for, that staff performance is monitored and corrective action is taken where necessary.
6. To ensure that all Assistant/Scheme Managers and staff have adequate training and development opportunities to undertake their role and deliver high-quality support to service users.
7. To assist services to develop annual operational plans which relate to the CASH departmental plan and clearly outline annual objectives.
8. To agree service targets and outcomes and ensure these are measured and reported on a monthly basis, identifying areas for improvement.
9. To ensure a culture of continuous improvement is implemented within services, identifying and developing service improvements, and formulating action plans where necessary.
10. To keep the design and configuration of services under regular review and propose changes as required to reflect gaps in service provision or changes in the commissioning environment.
11. To manage all referrals and allocations for services in line with Association procedures.
12. To ensure that, where required, all housing management functions are undertaken and adhere to relevant legislation, regulation and guidance.
13. To ensure that tenants are involved in the management and development of services offered.
14. To contribute and, where designated, lead on departmental projects such as service development, systems or processes.
15. In conjunction with the Care and Supported Housing Manager set, and agree, a budget for responsible services
16. Monitor the relevant budget for the service in which you are working, reporting on any variances and corrective action and ensuring that budgets set for services are not exceeded.
17. To agree that any placements offered to tenants are appropriately costed and that such funding is secured and agreed prior to a tenant taking up residence.
18. To ensure the needs of service users are at the core of all services delivered and to put in place management arrangements that work to action this.
19. To participate in the preparation of tenders as required, ensuring that all relevant knowledge is incorporated.
20. To prepare the required monthly reports for Care and Supported Housing Managers.
21. To work in partnership with other Care and Supported Housing Operations Managers and Registered Managers to ensure, as far as possible, a consistent approach to service delivery is adopted.
22. To ensure the effective delivery of and participate in a 24-hour on call service for an identified number of services.
23. Comply with CQC reporting procedures

## **General**

1. To participate in relevant forums.

2. To promote Hightown externally.
3. To ensure that services operate in accordance with Hightown's policies and procedures.
4. To participate in the review of this job description as necessary.
5. Any other duties consistent with the responsibilities of the post at the request of the Head of Care and Supported Housing and/or the Director of Care.

| ATTRIBUTES                      | ESSENTIAL  | DESIRABLE  |
|---------------------------------|--|--|
| <b>QUALIFICATIONS</b>           | <ul style="list-style-type: none"> <li>No essential qualifications required but must be willing to study at the level required to obtain at least a level 3 qualification in management</li> </ul>   | <ul style="list-style-type: none"> <li>Level 4 Leadership or Management qualification e.g. ILM, CMI</li> </ul>   |
| <b>EXPERIENCE</b>               | <ul style="list-style-type: none"> <li>Demonstrable experience of supported housing and registered care management</li> <li>Demonstrable experience of developing formal relationships with other organisations</li> <li>Proactively leading, managing and motivating staff to achieve consistently high levels of performance</li> <li>The development of operational procedures</li> <li>Experience of safeguarding adults and responding to all safeguarding concerns</li> <li>Working with vulnerable adults/young people</li> <li>Writing accurate and concise reports</li> </ul>   | <ul style="list-style-type: none"> <li>Experience of submitting tenders and bids for new business</li> <li>Management experience of leading dispersed teams</li> </ul> |
| <b>KNOWLEDGE AND SKILLS</b>     | <ul style="list-style-type: none"> <li>Knowledge of the current government agenda in the Supported Housing sector</li> <li>Knowledge of CQC regulations</li> <li>Ability to define goals and inspire staff teams to achieve them</li> <li>Ability to set standards in service provision and monitor and review</li> <li>Excellent communication, interpersonal and presentation skills</li> <li>Excellent organisational skills</li> <li>Ability to interpret financial information, manage and control budgets in accordance with procedures to ensure that the budget set for services is not exceeded</li> <li>Understanding of UK welfare and social policy issues and how these affect our services</li> <li>Understanding of Mental Capacity Act and Deprivation of Liberty and how this may impact on services</li> </ul> | <ul style="list-style-type: none"> <li>Knowledge of RSL and care and supported housing sector</li> </ul>   |
| <b>PERSONAL CHARACTERISTICS</b> | <ul style="list-style-type: none"> <li>Commitment to the Association's aims and objectives</li> <li>Able to work on own initiative and as a member of the team</li> <li>Professional and consistent approach to work and maintenance of standards</li> <li>Able to perform under pressure</li> <li>Open to new ideas and change</li> <li>Strong negotiator and influencer</li> <li>Results driven</li> </ul>   |  |
| <b>OTHER REQUIREMENTS</b>       | <ul style="list-style-type: none"> <li>Ability to work outside normal office hours if required and attend evening meetings</li> <li>Ability to cover a 24-hour on call rota</li> <li>Car driver</li> </ul>   |  |