



JOB DESCRIPTION for RESIDENTIAL/COMMUNITY SERVICES MANAGER For DRUG & Alcohol Rehabilitation

TITLE:	Services Manager THOMAS (Bolton Salford & Trafford)
LOCATION	Salford
HOURS:	37.5 (09.30-17.30) – hours may be flexible when requested by management
SALARY:	TBC
ACCOUNTABLE TO:	Chief Executive
REPORTS TO:	Chief Executive
JOB PURPOSE:	To undertake management responsibility for multisite residential & community services Bolton Salford & Trafford.
CONTEXT:	THOMAS is a charitable registered company. It provides a variety of recovery & support services for people with substance misuse problems, including residential and community rehabilitation programmes.
TASKS:	As residential and community services manager you share <u>KEY ACCOUNTABILITY</u> and <u>LEGAL RESPONSIBILITY</u> for the effective management of residential regulated services

As the registered services manager you are ultimately responsible for the effective management of residential and community services on a day to day basis and to ensure that service users receive the highest standards of care and support.

1. Key Areas of Responsibility (General)

- 1.1 To manage the care & safety of service users and staff
- 1.2 To manage the health & safety & security of residential & community services
- 1.3 To be responsible for medication management
- 1.4 To be responsible for the financial management of residential services
- 1.5 To manage the administration of residential & community services in accordance with statutory regulations and the policies of THOMAS
- 1.6 To promote an environment conducive to a high standard of assessment, care and rehabilitation in which service users can work towards maintaining their independence so that they can return to independent living
- 1.7 To be involved in the appointment of service staff
- 1.8 To be responsible for the appointment for all domiciliary staff.
- 1.9 To manage and support staff in a manner conducive to good employer/employee relationships

- 1.10 To enable staff to develop and practice their skills for the benefit and well being of the service users.
- 1.11 To provide management & appraisal for staff.
- 1.12 To manage the environment of residential & community services – to make sure rotas are in place for cleaning and cooking and that grounds are maintained
- 1.13 To facilitate meetings
- 1.14 To work collaboratively with:
 - relatives and other significant people in the lives of the service users
 - colleagues within THOMAS
 - staff from other agencies
 - other professionals who share the responsibility to provide services for the service users.
- 1.15 To be involved in the assessment of individuals in the community where residential care is being considered in co-operation with field social workers and other professionals.

2. Key Management Duties

- 2.1 Effective service delivery – service meets highest standards of care
- 2.2 Health & Safety Management
- 2.3 Performance of Teams
- 2.4 Management of residential service finances on a day to day basis
- 2.5 Reflect on and develop management practice
- 2.6 Negotiating service user contracts
- 2.7 Financial Management

3. Specific areas

3.1 Effective service delivery – service meets highest standards of care.

You are responsible for:

- co-ordination and management of all rotas
- that residential & community services are staffed at all times in accordance with THOMAS policy
- all record keeping is up to date
- daily documented briefings take place with morning, evening and night shifts
- medication is managed in accordance with THOMAS policy
- all activity is managed in accordance with THOMAS policy
- service users needs are met
- the wellbeing of service users & staff
- referrals – assessments – care plans – action plans – reviews (that they take place in accordance with THOMAS policy & procedure)
- planned discharges & unplanned discharges - that they are co-ordinated.
- certificates and licenses are obtained and displayed
- each service user has a written contract/statement of terms and conditions and that the terms of the contract/statement are fulfilled
- each service is given a service user guide
- that residential & community services comply with the Care Quality Commission standards and regulations

4. Health & Safety

All employees are subjected to the Health & Safety at Work Act and are to co-operate with THOMAS to ensure that regulations are adhered to all times.

You are responsible for the management and monitoring of: Health & Safety Legislation (that residential & community service operates within THOMAS Health & Safety Policy & Procedure). Key areas of your management duties are the monitoring of:

- Accident Prevention – accident reporting
- Risk Assessment
- Fire evacuation, drills – Testing of Fire alarms
- Control of Substances Hazardous to Health (COSHH)
- Manual Handling of Loads
- First Aid
- Infection Control
- Food Hygiene

5.) Administrative duties

- 5.1 To provide regular information for monitoring and evaluation purposes
- 5.2 To maintain records according to agreed systems, policies and procedures.
- 5.3 To prepare reports and provide data
- 5.4 To prepare documentation for contracts
- 5.5 To provide documentation for CQC and other regulators
- 5.6 To provide detailed reports to Chief Executive

6) Medication and drug testing

- 6.1 To make sure medication is distributed to residents in accordance with the THOMAS policy and procedure.
- 6.2 To make sure drug testing (urinalysis and or swab testing) is managed in accordance with the THOMAS Drug and Alcohol Testing Procedure

7) Team Working

- 7.1 To lead the team of workers in the Service, keeping them up-to-date and informed at all times
- 7.2 To communicate effectively and efficiently with the team.

8) Confidentiality/Equal Opportunities

- 8.1 To pursue standards of excellence and best practice in every aspect of THOMAS activity
- 8.2 To undertake the personal Health & Safety responsibilities within the Health & Safety at Work Act 1974.
- 8.3 To implement the THOMAS Equal opportunities and Diversity Policies.
- 8.4 To work within our Confidentiality Policy
- 8.5 To keep up to date with legislation, policy developments and best practice that may have a bearing on your own role.
- 8.6 To report concerns upwards through line management structure

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9 Supervision/On going Development/Training

9.1 To reflect on your performance and actively pursue continual personal development.

9.2 To participate and engage in induction, supervision, the appraisal processes, training and development programmes.

To carry out any other duties that may be required by the Service in order to fulfil its Professional obligations.

REGISTERED HOMES

It is essential that the registered manger accepts the duties set out in this job description and be:

- a) familiar with the requirements of the Care Quality Commission Standards Act 2000 and associated documentation in as much as they apply to the work of residential staff.

Signed: **Date:**

Please print name:

Specific standards (DANOS related where appropriate) for this role include:

Unit Number and Title	
AA6	Promote choice, well being and the protection of all individuals
AA1	Recognise indications of substance misuse and refer individuals to specialists
AA2	Relate to, and interact with, individuals
AA3	Support individuals to access and use services and facilities
AA4	Promote the equality, diversity, rights and responsibilities of individuals
AB1	Support individuals who are distressed
AB2	Support individuals who are substance users
AB3	Contribute to the prevention and management of abusive and aggressive behaviour
AB4	Contribute to the protection of individuals from harm and abuse
AB5	Assess and act upon immediate risk of danger to substance users
AC1	Reflect on and develop your practice
AC2	Make use of supervision
AC3	Contribute to the development of the knowledge and practice of others
AC4	Support and challenge workers on specific aspects of their practice
AD1	Raise awareness about substances, their use and effects
AD2	Facilitate learning through presentations and activities
AD3	Facilitate group learning
BA2	Establish strategies to guide the work of your organisation
BA4	Evaluate and improve organisational performance
BA5	Support effective governance
BA6	Manage the development and direction of the provision
BB1	Promote your organisation and its services to stakeholders
BC2	Manage activities to meet customer requirements
BC3	Manage change in organisational activities
BC4	Assure your organisation delivers quality services
BC5	Manage a service which achieves the best possible outcomes for the individual

Unit Number and Title

BD2	Manage your organisation's facilities
BD3	Support the health and safety of yourself and individuals
BD4	Promote, monitor and maintain health, safety and security in the working environment
BE2	Receive, analyse, process, use and store information, specifically to support service decision making
BE4	Supplying information for management control, specifically producing statistical reports using NDTMS
BE6	Preparing reports and returns
BF5	Lead the work of teams and individuals to achieve their objectives
BF7	Respond to poor performance in your team
BF8	Deal with poor performance in your team
BG4	Manage the use of financial resources
BI1	Develop productive working relationships
BI2	Develop joint working agreements and practices and review their effectiveness
BI5	Promote effective communication for and about individuals