**Manchester Local Care Organisation**

**Role Profile**

**Reablement Operations Manager Grade 10**

**Reports to: Reablement Service Manager**

**Job Family: People Care and Support Indirect**

**Manchester Local Care Organisation**

Manchester Local Care Organisation (MLCO) has been established by the partner (Manchester City Council, Manchester University NHS Foundation Trust, Greater Manchester Mental Health Service NHS Trust and Manchester Primary Care Partnership) to integrate, plan and manage community health and social care across the City.  By working better together, we are bringing community health and social care services together in our 12 neighbourhoods to form integrated Neighbourhoods Teams (INTs). Our INTs will drive our collaborative approach, developing partnerships and building on existing community assets to facilitate improved delivery specific to each neighbourhood, alongside further development of the citywide offer and other specialist services such as Learning Disability and hospitals. We will be able to provide improved care closer to home and to support the people of Manchester to live healthier, more independent and fulfilling lives and be part of a thriving and supportive community. Your role is deployed into MLCO by your employer: Manchester City Council.

**Key Role Descriptors:**

The role holder will monitor the provision of service in accordance with the changing

demands for care and people support services and statutory responsibilities through

the effective use of the performance management framework.

The role holder will provide effective leadership to a team of professional

practitioners within a care or support service with responsibility for planning and

managing resources within the service to support the delivery of service objectives.

The role holder will be responsible for effectively managing safeguarding risks by

working effectively within a clear framework of accountability.

The role holder will encourage and promote strategic collaboration with key partners

to ensure service users are able to access a broad range of provision to meet their

needs.

**Key Role Accountabilities:**

Through close working relationships with stakeholders, support the development of

effective business processes, policies and strategies to improve outcomes for

vulnerable residents of the city.

Drive the effective delivery of work packages to ensure service objectives are

achieved, to support the effective decision making processes of the Council and to

enable it to meet its legal obligations and strategic objectives.

Effectively manage, motivate and develop staff through effective supervision and

performance management, to ensure employees are motivated to achieve service

and organisational goals and that performance and contribution are utilised to

maximum effect in the delivery of key objectives.

Implement and be accountable for effective quality assurance and robust

performance management to ensure the achievement of service objectives which

represent the needs of individuals and their families.

Establish close links with a wide range of stakeholders and partners to ensure that

agreed strategies are developed and implemented and the residents of Manchester

are able to access suitable opportunities.

Ensure that the organisational direction of travel and agreed policies / procedures

are embedded within work delivered across the assigned service area, including

consideration of Public Service Reform principles.

Effectively commission work packages both within their service area and from other

service areas / organisations in order to provide a holistic approach to advice and

ensure that all factors are accounted for in the decision making processes of the

organisation.

Monitor the quality and integrity of data to ensure the effective delivery of the service

ensuring all management information clearly illustrates achievement and progress.

Effectively manage designated budgets, ensuring sound financial management and

adherence to relevant City Council financial procedures and funding parameters.

A strong and clear advocate for the organisation’s m people approach.

Manage assigned resources effectively including the matrix management of staff as

required. The role holder will be expected to effectively co-ordinate resources to

support the principals of ‘joined up’ communication and to ensure efficiencies are

achieved.

Demonstrate personal commitment to continuous self development and service

improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications.

**Where the role holder is disabled, every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all duties of the job. If however, a certain task proves to be unachievable, job redesign will be given full consideration.**

**Role portfolio:**

The Reablement service supports vulnerable adults to remain at home and be as independent as possible. We have a team of over 250 Support Workers delivering services across Manchester. Using strength-based models of working we support people in their own homes, on a short-term basis, with a variety of daily living tasks including maintaining personal hygiene, preparing food, accessing community resources and managing day to day risks. The support the service provides ranges from motivation and confidence building to more practical assistance. We will work with individual people to agree achievable, person-centred goals and develop support plans which promote independence and focus and the things that matter to them.

The service operates across the whole of Manchester and includes the following teams:

* North Reablement Team
* Central Reablement Team
* South Reablement Team
* Complex Care Team
* Short Term Intervention Team
* Crisis Clean Team
* The Reablement Review Team
* The Reablement Performance Team
* Reablement Occupational Therapists

The service takes referrals from both Acute Hospital and community settings, and we aim for people to leave the service either with no ongoing care needs or a reduced level of support.

The role holder will provide effective management and coordination to a range of managers and staff, deploying resources effectively to meet demand and ensuring the provision of high quality, customer focused performance information that supports the service in achieving it agreed business priorities, objectives and locality service/team plans, in alignment with corporate strategies, policies and regulations. 

The role holder will work collaboratively with a range of key stakeholders to consistently embed Reablement practices across the city, ensuring a holistic approach to remove blockages, resolve issues and ensure the Council’s duties are met effectively and efficiently.

The role holder will lead on service development areas including the planning and implementing of new projects and initiatives improving service performance and customer outcomes.

The role holder will lead on workforce development to ensure that staff at all levels are appropriately qualified and trained to deliver a high-quality service which is person centred, customer focused and improves outcomes.

The role holder will develop and implement a citywide approach in relation to the provision of community-based services in line with the Care Quality Commission (CQC) standards.

The role holder will represent reablement services and the department in service development with other key stakeholders including Health, the Independent sector and other City Council Departments.

The role holder will:

* Be responsible for improving the services and their Care Quality Commission ratings, as well as for the development of quality frameworks for the provision of care across Reablement
* Directly manage Registered Managers and Team Managers across Reablement Services.
* Act as lead for safeguarding and risk management, liaising with internal and external safeguarding colleagues, social work teams and health colleagues.
* Develop support planning and review process, as well as recruitment, training, policy and procedure reviews.
* Lead working groups looking at individual and service outcomes.

**Key Behaviours, Skills and Technical Requirements**

**Our Manchester Behaviours**

* We are proud and passionate about Manchester
* We take time to listen and understand
* We ‘own it’ and we’re not afraid to try new things
* We work together and trust each other
* We show that we value our differences and treat people fairly

**General Skills**

* **Communication Skills:** Ability to effectively transfer key and complex information to all levels of staff, adapting the style of communication where necessary and ensuring that this information is understood. Ability to communicate equally, appropriately and effectively with the widest range of individuals and groups across all sectors and levels of society
* **Analytical Skills:** Application of strong analytical reasoning skills and intellectual focus, taking in the wider external and internal environments. Proactively thinking through problems rather than reactively following a procedure-driven approach.
* **Planning and Organising Skills**: Business planning skills with ability to manage change and make long term plans which impacts on the whole service or the wider Council
* **Problem Solving and Decision Making Skills:** Thinks creatively to plan and examine potential business processes and operating models and to develop a range of creative and original solutions that met the strategic needs of the business.
* **Strategic Thinking Skills:** A focus on long term as well as short term objectives, ensuring alignment between tactics with strategy.
* **Policy Skills:** Lead in the design of delivery frameworks and key performance Indicators
* **Financial Management Skills:** Strategic awareness of the financial structure of the Council and the implications of decisions on the delivery of value for money for tax payers
* **People Management Skills:** Effective development, management and motivation of staff within service area, providing leadership and planning for the work of a service based function or Council wide team. Establishes clear targets and monitors progress to ensure continuous improvement in service

delivery.

**Technical Requirements (Role Specific)**

* Hold or willing to undertake and achieve Level 5 in Health and Social Care within six months of commencing in post.
* Willing to consent to and apply for an enhanced Disclosure and Barring Service (DBS) check.
* Experience of working in a Social Care or Health Care Setting with an understanding of relevant Social Care legislation.
* Essential car user.

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