

Job Description and Person Specification

Job Title: Service Manager – Therapy & Community Equipment Services



Job Description

Job Title	Service Manager – Therapy and Community Equipment Services
Grade	10
Service	Adult Social Care
Reports to	Aideen Staunton
Location	City Wide
Job Evaluation Code	Y5405D



About Coventry City Council

Who we are: At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

Our aim is simple – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

Our Values: We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:



About the Service your team will provide

Purpose of the role

To provide effective leadership and management of therapy and community equipment services for adults and children in Coventry. This includes short-term assessment and response services and longer-term case management services operating within multi-agency and community settings.

To lead and manage services, ensuring they meet relevant quality standards, are responsive, personalised, outcome focused, promote independence, and enhance choice and control of adult users and carers efficiently and effectively.

To lead and contribute to the overall development of service provision in response to new government initiatives, guidance, and legislation.

Main Duties & Key Accountabilities

Core Knowledge

- Establish, maintain, and update operational policies for services within their area of responsibility and ensure their effective implementation.
- Support Heads of Service in the strategic planning and development of services for adults and ensure that adults and carers participate in the policy and decision-making processes.
- To ensure that assessments are completed, and services provided in accordance with Care Act 2014, Mental Health Act 2007, and other relevant legislation and guidance, and within defined service standards.
- To provide senior level leadership to staff working within the service that positively influences the development and operation of the service.
- To be responsible and accountable for the effective management of staff, ensuring that services are responsive, flexible and to quality standards to meet the needs of people with care and support needs.

- To provide professional leadership and champion excellence in Occupational Therapy practice. To develop and implement Occupational Therapy Quality Standards and an Assurance Framework, exploring the use of a range of methods such as themed audits and observation of direct practice with accountability for quality and standards of Occupational Therapy work in Adult Social Care
- To promote and develop effective partnership working with a range of partners, particularly NHS commissioning and provider services and other statutory agencies, third sector organisations. Including the development of new service initiatives in order to improve local service delivery and outcomes for adults and carers. To ensure appropriate governance arrangements are in place within multi-agency settings.
- To be the Adult Social Care Occupational Therapy Champion, promoting the role within the Council, with local partners and engaging in local, regional, and national events and policy shaping as appropriate. This will include representing the service and occupational therapy in local and national forums.
- To operate services that promote independence, and which optimise choice and control.
- Establish and maintain, with the delegated responsibilities, operational policies for therapy and community equipment services in conjunction with relevant service managers within the Directorate and other agencies.
- Responsibility for budgets, ensuring the services operate within established financial frameworks, and undertake full monitoring and reviewing processes. Responsibility for negotiating joint funding arrangements and for effectively recharging other agencies. Implementing information systems and the development and maintenance of budgetary control reporting systems, ensuring that appropriate records are kept to audit standards.
- Responsible for the cost-effective use of available resources to optimise service delivery and development.
- Operate within a Performance Management Framework. Responsibility for operational planning and review processes. Working to the achievement of specified performance standards for the service, monitoring and reviewing qualitative and quantitative evidence of achievement and working to performance targets.
- Responsible for the implementation of effective communication strategies and working relationships with people with care and support needs, internal and external users, and stakeholders, including third sector organisations.
- Responsible for the appropriate representation and promotion of services in the public and health and social care arena.
- Responsibility for promoting user involvement within the service e.g, providing accessible information to users about services available and gaining the views of users via satisfaction surveys.

- Utilise the resources available to provide a flexible range of services and individual tailored support plans which promote equality and are sensitive to the needs of individual adults (particularly those from minority ethnic communities and with special needs).
- Direct and advise staff on the interpretation of their role and practice in accordance with their position and level of accountability, including advice on prioritisation, risk management and to delegate as appropriate to staff in accordance with their responsibilities.
- Responsibility for deployment of a range of staff from all backgrounds necessary to ensure the effective and efficient operation of their teams. Responsible for the development of recruitment and retention strategies for the service.
- Accountable for managers, regarding the management of their teams, providing professional supervision and support to the managers and, if appropriate, other staff in accordance with the supervision policy and associated guidance. This will involve the active monitoring of supervision and case files and maintaining an overview of computer records.
- Overall responsibility for the recruitment and development of the workforce including implementing and maintaining systems for staff recruitment, induction, probation, supervision, progression, training, appraisal, discipline, grievance, etc, within guidelines/procedures.
- Ensure effective workforce planning in place, that includes ensuring the team has the right skill mix, achieved by robust recruitment and retention and developing a range of progression opportunities to support career development and continuing professional development. Working to attract new people into Occupational Therapy and engaging with external partners to raise the profile of social care, maintaining, and sharing up to date expert knowledge including research and case law updates.
- Ensure effective communication is established and maintained within the service. Convene regular staff meetings, ensuring the briefing of staff is efficiently undertaken and that relevant policies and procedures are also effectively communicated.
- To take responsibility for continuous professional development within the team, ensuring relevant knowledge of new national and local initiatives is maintained, communicated, and implemented. Innovate ways of supporting learning and development using, for example, e-learning, coaching, and shadowing.
- Investigate complex complaints, disciplinary and grievance matters and contribute towards positive employee relations, taking advice from and advising service managers of issues in these areas as they arise.
- Chair complex case conferences and reviews, as required.
- In conjunction with Workforce Development colleagues, manage training budgets and ensure staff training needs are identified and met in line with service plan priorities, central government standards and external value standards.

- Manage positive employee relations within the service and be involved proactively in local discussions with Trade Unions when this is applicable.
- Maintain a working knowledge of all relevant legislation, statutory instruments, codes of practice and policies and procedures, ensuring that these are adhered to and communicated within the post holder's areas of responsibilities.
- Responsible and accountable that the community equipment services meet the standards of the procurement and storage and supply of equipment. Ensuring adherence to infection control, decontamination and medical devices guidelines and quality standards.
- Any other duties and responsibilities within the range of the salary grade.

Key relationships

External	Internal
NHS and Social Care Health Professionals and Partners External Care Providers and Commissioned Sectors	Senior Colleagues Wider Services Trade Union Colleagues

Standard information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Smoke Free

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

Training

The postholder must attend any training that is identified as mandatory to their role.

Responsible for:

Staff managed by postholder:

Team Leaders

Telecare Staff

Equipment Services Staff

Person specification

Job Evaluation Code	Y5405D
Knowledge	
National Government agenda and priorities for the NHS and Social Care.	
The range of services available to people with care and support needs.	
The principles and application of performance management.	
The key issues involved in partnership and multi-disciplinary working.	
Comprehensive understanding of procurement, storage, and supply in relation to equipment and minor major adaptations services, infection control decontamination and relevant legislation, policy, and guidance in relation to service.	
Skills and Abilities	
Advanced communication skills with all professional groups, senior managers, councillors/nonexecutives, public and people with care and support needs.	
Able to manage a range of staff, using management interventions to improve performance.	
Able to produce clear concise reports and written communication	
Ability to analyse a range of services, HR, and financial information.	
Ability to work under pressure, flexibility, prioritisation and focussed on goals.	
Negotiation with the third sector regarding commissioned services.	
Able to develop and deliver services for diverse communities.	
Experience	
At least 3 years' management experience with health or social care services for adults/older people, including of Allied Health Professionals where appropriate.	
Managing complex budgets and of maintaining services while adhering to tight financial targets.	
Successfully provide leadership and managing change in service delivery to achieve improved outcomes.	
Working with private/third sector partners and contracted services.	

Multi/cross agency working at a management level.
Qualifications
Professional qualification as an Occupational Therapist and current registration with the relevant professional body.
Evidence of personal development and commitment to learning e.g., through attainment of management qualification.
Special Requirements
This post is exempted under the Rehabilitation of Offenders Act 1974 and as such appointment to this post will be conditional upon the receipt of a satisfactory response to a check of police records via Disclosure and Barring Service (DBS).

Date Created	January 2023	Date Reviewed	January 2023
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