



## **Job Profile**

Role	Area Manager
Reports to	Divisional Director
Reports	Service Managers
Key Internal Relationships:	Head of Quality and Quality Team
	Clinical Nurse Advisor
	Head of Facilities
	Management Accountant
	Health and Safety Manager
	Head of Learning
	HR Advisors
	Head of Resourcing
	Assistant Director (Business Development)
	Referrals Coordinator

## **Job Purpose**

To lead a number of services, providing direction and support to ensure that the Trust offers modern person-centered support and care, keeping up to date with, and contributing to thought leadership and best practice across the sector and to liaise internally and externally to promote services and develop new ones.

## **Accountabilities**

1. To directly manage a number of Registered and/or non-Registered service managers, delegating appropriately to them
2. To participate in developing, establishing and sustaining a positive and proactive culture across the Trust
3. To oversee the effective running of the services within their remit, including service quality, business and financial management, and to be accountable for ensuring the effective management.
4. To lead on the re-purposing of services including de-registrations as appropriate..
5. To work closely with the Business Development team to set up new services, as directed by the Line Manager.
6. To monitor Divisional Key Performance Indicators, and monitor, review and evaluate achievement on an on-going basis, highlighting and reviewing issues and ensuring they are resolved

7. To promote best practice support of service users and to ensure that the team adhere to the Trust's commitments relating to personalisation, including involving service users in Trust initiatives, developments and decisions
8. To work constructively with their line manager to ensure appropriate use of budget whilst meeting service responsibilities
9. To work effectively with the Referrals Coordinator to identify upcoming voids, and plans to fill these in a timely and appropriate way.
10. To liaise with the Business Development Directorate to provide information which will assist with monitoring and analysing trends in referrals,
11. To ensure service managers lead their teams appropriately to meet Trust policies, procedures and standards
12. To ensure that relationships with the people we support, families, carers and other external stakeholders are positive and supported through effective and professional communication.
13. To work with colleagues across the Trust to ensure your own development is continuous.
14. To ensure that all communication is appropriate in terms of content, quality and frequency to enable the deliver a consistently excellent and professional service.
15. To ensure that adequate cover is maintained for the service, including performing on-call duties as part of a rota agreed with colleagues.
16. To carry out other duties commensurate with the role.

## Person Specification

	Essential	Desirable/Ideal
<b>Qualifications</b>	<p>Educated to 'A' level or equivalent</p> <p>A commitment to and evidence of continuous professional development</p>	<p>Educated to degree level or equivalent</p> <p>Management qualification</p> <p>A Nursing qualification</p>
<b>Skills</b>	<p>Effective time management skills and work prioritisation</p> <p>The ability to manage a dispersed team.</p>	

	<p>Effective communication skills</p> <p>Mentoring or coaching skills and the ability to provide a positive and professional role model to Service Managers</p> <p>Able to build productive working relationships and partnerships across the Trust and with other stakeholders</p> <p>A commitment to inclusive working, and co-production</p> <p>Budget planning and budget management skills</p> <p>Analytical skills, confident in interpreting numerical and non-numerical data, and identify trends</p> <p>Able to represent the organisation, its goals, aims and values in formal and informal settings with all stakeholders</p> <p>Able to produce well-written and presented reports</p> <p>Evidence of IT competency with MS Office applications,</p> <p>A credible leader and manager</p>	<p>Ability to use databases</p>
<b>Experience</b>	<p>Experience of working in a devolved team</p> <p>Substantial, proven experience of effective and prudent budget management including evidence of controlling costs</p> <p>Extensive experience of working successfully at a management level, in a related service area</p> <p>Proven experience of managing and leading people to deliver results</p>	<p>Experience of working as a manager in a CQC regulated environment</p> <p>Experience in the design, development and successful implementation of new services</p>

	<p>A track record of effective people management, including addressing challenging issues. .</p> <p>Experience of successful and effective change management</p> <p>Proven experience of the ability to identify issues and develop a logical and clear approach to problem solving</p> <p>Able to resolve conflict using own judgement</p> <p>Experience of building positive working relationships with a range of people</p> <p>Evidence of the ability to present clear, professional materials to suit different audiences, paying attention to detail</p>	
<b>Other</b>	<p>To be able to travel to meet the requirements of the role</p>	