

Job description and person specification

Independent Living Service Manager			
Salary level	3	Job reference number	4164
Department	Independent Living & Crisis Response	Region / division	UK Operations
Work location	Must be able to spend time working within the Cardiff office as required and to travel within the Six counties of North Wales	Reports to	IL Operations Manager
Role duration	Permanent	Last updated	April 2016

Scale and scope of role

Direct reports	Up to 10+	Indirect reports	Up to 50+
Budgetary responsibility / accountability	C. £50,000	Accountability for other resources	IL consumables, equipment and resources
Reach and impact	To co-ordinate and develop our local IL offer to ensure that IL services are provided in a comprehensive and co-ordinated way. To be the main liaison point with the assigned IL partners and stakeholders.		

Context

The British Red Cross helps people in crisis, whoever and wherever they are. We are part of a global voluntary network, responding to conflicts, natural disasters and individual emergencies. We enable vulnerable people in the UK and abroad to prepare for and withstand emergencies in their own communities. And when the crisis is over, we help them to recover and move on with their lives. Within the UK, the British Red Cross operates through over 3000 staff and over 20,000 volunteers.

The Independent Living (IL) & Crisis Response (CR) service (IL/CR) supports people in the space between hospital and home and responds to the needs of people in crisis following an emergency; maintaining an extensive network of external relationships across health, social care, and emergency services.

Overall purpose of the role

The Independent Living Service Manager will co-ordinate and develop our local IL offer to ensure that IL services are provided in a comprehensive and co-ordinated way. They will

manage the services and ensure that all appropriate service standards, recognised good practice, legal requirements and budgetary management are incorporated into a quality programme that meets the needs of our beneficiaries and values the work of volunteers.

The Independent Living Service Manager will actively network among Health & Social Care related bodies in the area to establish the Red Cross through in the relevant communities and advocate on behalf of local beneficiary needs. The post holder works closely with the Area Business Development Manager as well the IL Operations Manager to maintain service contracts accordingly.

The post requires evening and some weekend work, being part of a regular 24 hour duty officer on-call rota and potential emergency response duties at any time throughout the year.

Principal responsibilities

1. Support the delivery of the area plan

- > Be responsible for the day-to-day management and monitoring of the Independent Living projects and activity and ensure they are in line with service standards, British Red Cross policies and procedures and legal requirements.
- > To provide daily coordination of the service and overall support for the emergency response function including identifying improvements to our offer.
- > To be responsible for the achievement of local and team targets as part of the area and national plans.

2. Stakeholder management

- > Ensure that community needs assessments for Independent Living based services are carried out and, working within the community, demonstrate the development of strategies to meet these.
- > Establish good working relationships with appropriate partners (see networking specification) and work to increase our Independent Living capability and output in the local area.
- > To be the main liaison point with the post's assigned trusts/CCGs/local authority social service managers.

3. Support service development and contracts

- > Maximise the use of our capacity and capability to widen the roles and contribution the Red Cross can make in responding to crisis.
- > Service contracts are negotiated and managed, including the authority to sign-off on small contracts

- > Support, monitor and evaluate new and existing contracts to ensure success and sustainability and that outcome targets agreed with commissioners are achieved.
- > Assist in discussion with commissioners with respect to the renewal of contracts and service level agreements and the development of new contracts.
- > Collaborate with colleagues in other Areas, particularly those in the South of England region and establish effective working relationships with them. This includes a duty to share learning and good practice for the betterment of the organisation.

4. Quality and performance management

- > Contribute to the development of plans and budgets. Monitor and control budgets agreed with you and ensure compliance with financial policies and procedures, including ensuring invoices are prepared and sent in a timely manner.
- > Ensure beneficiaries' needs are being met through a range of user engagement monitoring and manage and report on the impact of our services on beneficiaries.
- > Ensure the use of pertinent information to monitor and review service activity to determine resource allocation
- > Maintenance and implementation of statistical records, and provision of operational reports as required (eg via BRM) and effective liaison with internal reporting teams (eg Bas, HR, Q&O, Data Capture).
- > To support the EROM to ensure that appropriate service standards, recognised good practice, legal and other requirements are met

5. Management

- > Provide line management to the Independent Living Service Co-ordinators and the Service Assistants (or equivalent) and recruit and induct new staff as appropriate.
- > To oversee the coordination and support to IL volunteers to ensure all competency and quality requirements are met and the highest standard of service is provided
- > To oversee recruitment, induction and training of new volunteers. Liaising effectively with internal business partners to meet these demands.
- > To support any training programmes by ensuring training pathways are identified and timely courses are available and delivered
- > To provide, support, leadership, inclusion and motivation to the local team.
- > To support and deputise for colleagues within the IL team as required

6. Team member

- > Regularly act as Duty Manager, by way of a rota and respond to emergency call-outs and major incidents as appropriate
- > To collaborate with colleagues in other Areas, and to establish effective working relationships with them
- > To provide support as required to the overall British Red Cross crisis response function – for example support to ER colleagues during severe winter emergencies.
- > To take an active part in health, safety and welfare issues within the Area and take responsibility on health, safety and welfare aspects of service delivery
- > To undertake any other relevant duties as requested by the ILOM/Area Director

Staff may not unreasonably refuse a request to undertake any task which is appropriate to their level for which they have the necessary skills and / or experience. Any resulting change to their objectives and priorities will be discussed and confirmed with their line manager.

Person specification

NB: this document will be used to develop a short list of applicants for any vacancy for this role and then be used in the subsequent selection process. It will then form the basis of a development plan for an individual appointed to this role.

Knowledge (including education and training)	<ul style="list-style-type: none"> > Educated to A level (or equivalent by experience)** > Full driving licence > IT literate, experience of using email, word processing and spreadsheet packages** > Knowledge of operational management > Business, finance and resource management > Ability to prepare, manage and monitor budgets** > Knowledge of the services to be managed or willingness to undertake training > Knowledge and understanding of Adult Services and NHS commissioning bodies > General knowledge of legislation relevant to the delivery of health and social care
Skills	<ul style="list-style-type: none"> > Organisational skills-planning, managing and monitoring own and others workload > Ability to prioritise a range of competing demands > Ability to contribute to the development and achievement of operating/functional plans** > Ability to collate and interpret a range of

	<p>management information including statistical information and user feedback**</p> <ul style="list-style-type: none"> > Analysis, decision making and problem solving, including the ability to think strategically and laterally > Innovative and creative thinking > Interpersonal and communication skills** > Presentation skills
<p>Experience</p>	<ul style="list-style-type: none"> > Experience of monitoring and reviewing standards and quality > Managing and motivating volunteers and staff in the delivery of services > Team Leadership ** > Recruiting and selecting volunteers and staff > Experience of liaising with agencies (statutory and voluntary) on a day to day basis and achieving agreed outcomes > Working in partnership with external organisations > Planning and managing projects and activities, including the ability to develop internal and external partnerships** > Leading people: Motivating, directing and supporting others to achieve the Red Cross vision, mission and strategy ** > Managing and developing yourself > Recruiting and selecting individuals > Managing and developing individuals
<p>Competencies</p>	<ul style="list-style-type: none"> > Recognise the implications of working within a charity and a voluntary organisation > Recognise and value the contribution of others > Take responsibility for own and team's decisions and actions > Demonstrate flexibility and open mindedness > Willingness to challenge inappropriate behaviours > Give feedback and support to others

Behaviours

FOCUSSING ON PEOPLE IN CRISIS

- > Encourages others to think from those perspectives

ACCOUNTABLE FOR RESOURCES

- > Uses organisational understanding to make changes in the British |Red Cross to increase operational value, by maximising use of or increasing income streams

SEEKING INSIGHT

- > Does not always stop with the first answer; demonstrates curiosity and tenacity

EMBRACING AND LEADING CHANGE

- > Identifies and supports others to manage own responses around change and uncertainty

WORKING COLLABORATIVELY

- > Invests time to find out what others think and develops relationships with a mind to future potential opportunities

COMMUNICATING AND INFLUENCING

- > Influences others using compelling, well thought through arguments to build support and engagement

LEADING AND ENGAGING

- > Delivers business objectives by providing direction, influence and motivation to people and teams

DEVELOPING YOURSELF AND OTHERS

- > Coaches, mentors and develops others for the long term

SOLUTION FOCUSED

- > Thinks through the consequences of implementing different options / solutions

MANAGING PERSONAL IMPACT

- > Actively seeks out feedback to test thinking and continually improve

Additional requirements	<ul style="list-style-type: none">> Able to work unsociable hours **> Able to respond to emergency situations, with 24 hour on call duties as required **> Able to work and travel extensively throughout the Area on a regular basis as appropriate, and more widely in the UK as required **> Uphold the Fundamental Principles and act with integrity, in accordance with the Society's obligations and values (inclusive, compassionate, courageous, and dynamic).> Ensure anti-discriminatory practice and promote diversity.
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*NB All disabled candidates who meet the minimum criteria, denoted by **, will be short-listed for interview in line with our commitment under the two-tick symbol scheme.*