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| **Role Profile: Service Leader** |  |

**Vision and Values**

At Community Integrated Care we make a positive difference: we change lives by caring with passion, delivering life-changing support for people with support needs. Each and every one of us has the potential to do amazing things in our work, which means we can enrich the lives of the people we support, their loved ones and the communities we work in. Working here you’ll feel at home: it’s welcoming, friendly and warm. This is a place you can be yourself, you’ll be welcomed no matter who you are. And when we all come together, as one team, we do amazing things and make a difference. We know that we are better together. We dare to challenge the expectations and perceptions of the social care sector by delivering world-class support, for which we’re becoming known and trusted. With a relentless focus on quality, we strive to be the best care provider possible. At Community Integrated Care we all share a goal - we want the company to be the best it can be.

**Main Purpose of the Role**

Lead an engaged and motivated team to change lives, deliver person-centred outcomes for every person we support by driving performance, setting the pace and direction within services, promoting a positive and passionate culture, and ensuring that services are appropriately and effectively resourced to change lives for the better.

**Key Accountabilities**

1. Actively promote their service and dare to be better by seeking out opportunities for growth and innovation through the development of thriving and life-changing partnerships in line with service or cluster strategic objectives. Take overall responsibility for and take the lead any clinical risk management, ensuring that all regulatory, professional standards and legislation associated with social care is followed.
2. Driving digital engagement by leading and supporting teams to engage with our charity’s innovative and supportive systems and communications platforms , so that colleagues can own their learning and development, share best practice and access / record the data to do their very best work, in line with identified strategic objectives.
3. Own and deliver the cascade of organisational communications in a motivated and passionate manner, so that important messages and changes are embedded successfully and teams feel engaged, informed and part of a strong team with a great culture.
4. Lead by example with passion in the development of complex care service models, working with the complex care team and other specialists to ensure the service meets the needs of those supported, and to contribute to a comprehensive and robust complex care offering across the organisation, in line with the organisation's strategic objectives.
5. Manage the resources available to you creatively and appropriately to ensure efficient service delivery in line with contractual requirements and in line with operational budgets.
6. Lead effectively by delivering against workforce KPIs, including sickness absence, You Cans!, training, induction, recruitment, and retention compliance figures. Work in accordance with the People Services SLA to ensure that workforce issues are dealt with and colleagues’ experience of People Services teams is positive and productive.
7. To proactively identify, escalate, and contribute to the management of potential risks. Lead and support a team in the management of risks in order to mitigate issues that could affect customer service or safety, or the effectiveness, quality, efficiency and compliance of an person’s activities, to ensure that the best interests of the people we support are always maintained.
8. Take overall responsibility for and take the lead any clinical risk management, ensuring that all regulatory, professional standards and legislation associated with social care is followed.
9. Lead the Operational Performance of their service(s) ensuring compliance with all statutory and contractual requirements to ensure the quality and compliance of all activities and actions that relate to the support of an individual.
10. Design and regularly review service action, KPIs, and delivery plans in line with Quality Assurance procedures sharing outcomes with staff, to promote a passion for continuous improvement and reflective practice
11. Work towards team goals and strategic aims by implementing new approaches, processes and projects, driving continuous improvement and working collaboratively to strive to be the best.
12. To lead the design, management and updating of care planning, engaging with multi-disciplinary teams and ensuring employees understand the importance of co-producing plans with the people we support. Embed a culture whereby the team feel empowered to promote independence, choice, dignity and privacy at all times.
13. Lead, develop, empower and engage your team to do their very best work and create an environment and culture that promotes Community Integrated Care as a great place to work.
14. Set expectations and manage, monitor, coach and develop team to ensure that they feel supported, meet the required standards, and continuously develop their capabilities and experience, both individually and as a team.

**Competencies**

**Demonstrating Personal Qualities – A Place I Belong/ Changing Lives**

It’s all about you…you’ll have high level of self-awareness and continually reflect on your interactions with others. Your values are important to you and aligned with ours – you role model these to your team at every opportunity; you do the right thing. Bringing fresh perspectives to your work you always ask for feedback to make sure you’re doing the best you can.

**Working with People – Better Together**

We work better when we work together – you’ll be a natural at developing relationships with others, working with your team encouraging all to have an opportunity to contribute. You have a clear sense of your team’s purpose, values and vision and your team naturally share that with you. A people person, you’ll identify opportunities to work in partnership in your local community to enhance the lives of the people we support.

**Leading/Managing Services – Purpose with Passion/ Changing Lives**

You’re passionate about enabling people to live the life they want to lead. Well organised, you plan and manage the resources you need to run a great service and you’re brilliant at prioritising what needs to happen when. You take personal charge of mistakes and learn from them, ensuring your team adopts a “no blame” culture. You set a good example to others and you’re respected by your team.

**Delivering Results/Improving Services – Dare to be the Best**

We all have the power to make a difference…you actively seek out opinions from people who use the service, their families and carers to make improvements, and you’re responsive to suggestions for change. You run a tight ship, with effective management of quality, safety and risk in your service taking top priority. You’re always looking for opportunities to develop and improve services and new ways of doing things where you think something can be done better.

**Knowledge**

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| * Professional qualification in Health and Social Care, i.e. qualified Nurse, Social Worker, SVQ Level 4 (Scot)/ Care and Management Level 5 (Eng) | Essential |
| * Evidence of continuing professional development | Essential |
| * Medication Level 3 training and ability to undertake competency assessments for Support Workers (desirable) | Desirable |

**Experience**

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| * Experience of getting to know people individually and ensuring their needs are met in a way that is caring, kind and respectful. | Essential |
| * Experience of working independently | Essential |
| * Understanding of person-centred support | Essential |
| * Experience of working in complex care within a social or health care setting | Essential |
| * Working with MDT teams and participating in complex case reviews for people supported | Essential |
| * Working with people supported who present behaviours that require intensive support planning and management to ensure their safety and quality of life at all times | Essential |
| * Proven track record of working in a health or social care setting | Essential |
| * Previous experience of working across multiple sites | Essential |
| * Working to budgetary targets and improvement plans | Essential |
| * Experience of leading teams and managing performance | Essential |
| * Experience of working to CQC/CI regulations and inspection processes | Essential |

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| **For office use only** | |
| Date Created: | 2019 |
| Agreed by: |  |
| NB: This role profile is not intended to be an exhaustive list of duties and responsibilities, but to give an indication of the main areas of activity and involvement. | |
| *This role profile is an outline of the key tasks and responsibilities of the post and the post holder may be required to undertake additional duties appropriate to the pay band. The post may change over time to reflect the developing needs of the Charity and its services, as well as the personal development needs of the post holder.* | |