

JOB DESCRIPTION

JOB TITLE	Virtual Care Centre Shift Manager
REPORTING TO	Virtual Care Centre Manager
RESPONSIBLE FOR/JOB PURPOSE	<p>To lead an engaged and motivated team to provide life changing, personalised and proactive support in all aspects of daily living, through the use of Technology Enabled Care.</p> <p>Drive high performance, set the pace and direction within the Virtual Care Centre and promote a positive and passionate culture.</p> <p>Ensure the team use the TEC platform to work in a responsive way and make appropriate decisions to meet people's needs ensuring physical, emotional and social needs are met in accordance with support plans.</p>
LOCATION	Widnes

INTRODUCTION TO THE ROLE

This is a pivotal role within the organisation to effectively enable people supported to dare to reach their goals and aspirations, with the support of technology.

The VCC Shift Manager will be based in the Virtual Care Centre in Widnes and will lead the Team of Operators and Responders to enable people supported, with a large variety of care and support needs, to live the best lives possible.

The VCC Shift Manager will be part of the TEC project team and play an important part in delivering our ambitious vision and growth plan for TEC.

As part of the Team of Shift Managers, there will be a requirement to provide day and night shifts to ensure there is 24/7 support available in the VCC.

DUTIES AND RESPONSIBILITIES

Delivering Life Changing Support

1. Set clear 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.

2. Actively promote the TEC 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 TEC project objectives. Take overall responsibility for and take the lead on any clinical risk management, ensuring that all regulatory, professional standards and legislation associated with social care is followed.
3. Drive 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.
4. 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.
5. 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.
6. 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.
7. 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.
8. To proactively identify, escalate, and contribute to the management of potential risks. Lead and support a team in the management of risks to mitigate issues that could affect customer service or safety, or the effectiveness, quality, efficiency, and compliance of a person's activities, to ensure that the best interests of the people we support are always maintained.
9. Take overall responsibility for clinical risk management, ensuring that all regulatory, professional standards and legislation associated with social care are followed.
10. Lead the operational performance of the TEC service, 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.
11. 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.
12. Work towards team and project goals and strategic aims by implementing new approaches, processes and projects, driving continuous improvement and working collaboratively to strive to be the best.
13. To lead the design, management and updating of care planning, engaging with internal and external 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.

14. 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.
15. Provide expertise in managing crisis situations calmly and effectively and lead debriefing sessions where appropriate to reflect, learn and provide the relevant support to the team.

Embracing Technology

16. Become an expert in the use of all TEC systems to support the delivery of Community Integrated Care's TEC programme and contribute to the continual development of the programme, to positively impact the lives of people we support.
17. Lead the team to effectively monitor alerts and support requests in the Technology system and provide the appropriate response to meet people's individual needs.
18. Deliver remote care and support in line with co-produced plans, and establish meaningful relationships with the people we support and their loved ones, to truly understand their needs, and ensure they feel engaged, involved and fulfilled with the use of TEC.
19. Lead the team to understand the importance and value of the service being provided and how to prioritise different alerts and notifications and follow the appropriate escalation pathways.
20. Play an active part in the project team and provide regular feedback and ideas to ensure the continuous improvement of the technology offer and experience.
21. Use the TEC platform to be the first point of contact for organisational on call. Provide a responsive and consistent service, make decisions in the best interest of the people supported in a calm and effective manner and use established platforms to utilise all information available. Ensure advice is measured and decisions and actions are clearly recorded.
22. Work in partnership with Leaders in other services to ensure the support package within the service and via the use of TEC is joined up. Gain feedback on the use of TEC in services, understand challenges for people supported, teams and families and adjust the TEC offer, as required.

KEY REQUIREMENTS

Qualifications

Professional qualification in Health and Social Care, i.e. qualified Nurse, Social Worker, SVQ Level 4 (Scot)/ Care and Management Level 5 (Eng)

Experience

- Experience of leading teams and managing performance
- Proven track record of working in a health or social care setting
- Experience of working independently
- Understanding of person-centered support
- Experience of working to CQC/CI regulations and inspection processes

Skills / Abilities

Demonstrating Personal Qualities – A Place I Belong/ Changing Lives - It's all about you...you'll have high levels of self-awareness, promoting resilience and wellbeing within your team/s. Your role model our values and positively empower others to positively influence change. You are passionate about self-directed learning and role model this with other colleagues.

Working with People – Better Together - We are better when we work together...You are a master at networking with other organisations/groups putting our organisation at the heart of the community. You can challenge others, share your expertise, and communicate messages in a meaningful way. You have a clear sense of your team's purpose values and vision and your team naturally share that with you, identifying any challenges. You are passionate about sharing information and resources across the organisation and the wider community to enhance the services we offer.

Leading/Managing Services – Purpose with Passion/ Changing Lives - You are passionate about shaping services/teams around the people we support continually measuring progress and outcomes. You can manage resources and budgets in line with requirements, considering impact both locally and nationally. You are keen to be a visible and accessible leader to the teams that you support and foster a culture of empowerment and recognition.

Delivering Results/Improving Services – Dare to be the Best - We all have the power to make a difference...you actively collaborate with others (colleagues/people we support/wider communities) to create improvements and solutions. You are passionate about sharing best practice, championing, and promoting excellence in social care.

Setting Direction - Purpose with Passion - You are a leader who can see and understand the impact of external factors and can translate these to your colleagues. You can challenge existing practices, use a collaborative approach to driving improvement, whilst using information and evidence to improve how we manage risk. You act as a values ambassador, demonstrating these to all your colleagues. You provide clear direction and will evaluate impact of strategies and services.

This Job Description 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.

DATE PREPARED:

Monday, 06 December 2021

PREPARED BY :

Suzanne Blakemore – Recruitment Systems Administrator