

# Job Profile

Job Title	Client Services Manager
Reports to (job title)	Senior Client Services Manager / Operations Manager
Job Reference No.	HOMEJD024

## The job in a **nutshell...**

To lead a committed and motivated team delivering efficient, high quality, cost-effective, person-centred services in line with contract requirements, empowering customers to live independently and making it a great place to work for colleagues.

## What **success** will look like...

Leads a team of customer-facing colleagues (e.g. Support Co-ordinator – Level 3) to provide efficient and effective person-centred services to a number of customers within a defined service area.

Manages and monitors individual and team performance, sets effective objectives, assesses competency areas and meets on a regular basis for Brilliant Conversations and performance reviews.

Coaches their team to deliver consistently exceptional services to customers, making use of new and alternative methods and practices to continuously improve service quality and standards.

Allocates resources according to customer needs and contract requirements to ensure the delivery of high-quality services evidenced by customer satisfaction and Key Performance Indicators (KPIs).

Performs appropriate health and safety checks, risk assessments and maintains records in order to ensure colleagues and customers alike are safe from harm or risk.

A leadership role model and casts a positive shadow proactively, resulting in motivated and committed team members.

Is the Designated Person for Safeguarding within the team.

Ensuring that adequate arrangements are in place to provide direct reports and team members with the necessary information and training they need to deliver effective safeguarding for: adults at risk of abuse or neglect; children and young people who come into contact with the service(s).

Supporting colleagues from other parts of the business with safeguarding concerns that arise when they are delivering services to customers.

Is the named contact for local authority and safeguarding partners who have the statutory responsibility for safeguarding. Where responsible for a service

registered with the Care Quality Commission (CQC) they must ensure compliance with the CQC requirements.

Where has responsibility for a registered care service in Scotland, ensure compliance with the Care Inspectorate requirements.

Provides leadership cover in other areas/services as required to support customer-facing colleagues.

Promotes a positive working environment and contributes to making Home Group a Great Place to Work, as evidenced by colleague engagement and satisfaction.

Supports customer-facing colleagues in their work with customers to enable them to identify their own positive and negative risks. Assist them to weigh up the potential benefits and harms and facilitate the development of plans and actions if agreed and appropriate.

Facilitates team learning sessions to refresh knowledge and improve professional practice on an ongoing basis.

Conducts quality conversations with team members to identify development needs, carries out pre-learning and post learning discussions to encourage effective transferring of learning (knowledge and skills) to the workplace.

Creates a culture which engages and motivates colleagues to be the best they can be.

Observes their teams' performance and interactions with customers to ensure practice is in line with requirements and professional standards, providing real time feedback and support.

Provides specialist support and advice to team members on appropriate interventions to enable customers to achieve their outcomes, particularly customers with complex or challenging needs.

Advances customer involvement practices by engaging and consulting with customers regarding service delivery plans and solutions.

Implements local and / or national initiatives designed to improve working practices and services to customers, monitors and measuring the impact of these

Performs the role of expert in developing and delivering effective interventions in support of service delivery and understanding of the customer groups. Delivers effective customer-facing work as required by rota or specialisms required.

Sources, analyses, and provides management information, data and reports to support Key Performance Indicators and to contribute to business performance.

Monitors the quality of link working, support planning and risk assessment to ensure all customers receive consistent and appropriate levels of support aligned to contract requirements, commissioner expectations and customer aspirations

Up-to-date knowledge of new and emerging practices in customer-centred / personalised services and the courage to explore and implement these.

Makes effective use of all core systems to ensure information is accurate, up to date and supports professional working practices.

Maintains confidentiality of records and comply with data protection requirements regarding personal data of colleagues and customers alike.

Prepares clear and accurate reports for more senior managers relating to contracts, staffing, budgets, customer move on, arrears, voids etc. for inclusion in relevant KPI reports for key customers and stakeholders. Ensures team members maintain accurate and up to date records for customers and the service.

Ensures the service delivers high quality and effective services within budget and quality standards by regularly auditing service records and taking the appropriate actions.

Continually reviews the quality of service provided by the team and identifies opportunities to improve service delivery as evidenced by operational measures of success including arrears, move on and customer satisfaction.

Effectively markets the service, its achievements and results in order to demonstrate the impact on customers lives.

Provides effective assistance in contract monitoring, demonstrating strong understanding of the contract compliance requirements and performance against these.

Assists in the completion and submission of bids including contributing to pieces particularly relating to tendering of local services.

Assumes responsibility for KPIs within service(s) and is fully responsible for the performance within their area of responsibility.

Manages budgets effectively in all aspects of the budget / financial cycle from setting, reviewing and monitoring these.

You'll already have these **brilliant** skills, qualifications and knowledge...

Transferable skills	Technical qualifications, experience and knowledge
<ul style="list-style-type: none"><li>• <b>We have a win win mentality</b><ul style="list-style-type: none"><li>• Take ownership of joint issues and see them through to resolution</li><li>• Think holistically, who else will this decision impact and what are the benefits for them.</li><li>• Reach for the sky be positive and solution focussed</li></ul></li><li>• <b>Unleash the potential of others</b><ul style="list-style-type: none"><li>• Supports others to be the best they can be.</li><li>• Active listening to understand others, developments and interests</li><li>• Provide praise and feedback which help others to develop</li></ul></li><li>• <b>We get where our customers are in their lives</b><ul style="list-style-type: none"><li>• Advocate for our customers regardless of who we are</li><li>• Understand how your role makes a difference to our customers</li><li>• Recognise that each customer is different and adapt a flexible, personal approach.</li></ul></li></ul>	<ul style="list-style-type: none"><li>• Experience of delivering support to people within a housing or care environment</li><li>• Experience of people management within a housing or care environment</li></ul>

We're all **accountable** for...

Health and Safety of our ourselves and others; put simply this includes taking the time to complete all learning, understanding your role-specific responsibilities, working with reasonable care and taking steps to address and report problems related to Health and Safety.

Taking a proactive approach to your learning and development in order to be the best you can be. This includes understanding and keeping up to date with all of our relevant policies and processes as well as taking advantage of all the learning opportunities and resources available to you ... they're there for a reason but don't worry, we'll help keep you informed along the way.

Promoting equality, diversity and inclusion as a top priority at Home Group; leading by example in your actions and demonstrating our Brilliant People behaviours.

Keeping things compliant! You'll have role-specific and organisational goals but it's important you take these seriously and keep people and information secure and safe within the scope of doing your bit here at Home Group.

Comfortable operating in a modern digital workplace, including using digital tools to work collaboratively and productively.

### Other **important** stuff...

You'll be a budget holder? No  Yes ...

You'll manage people? No  Yes ...

We all work flexibly at Home Group but the level of travel in this role is usually...

Occasional  Regular  Frequent

