

Job Profile

Job Title	Senior Client Services Manager
Reports to (job title)	Operations Manager
Job Reference No.	HOMEJD061

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

To lead a committed and motivated team/s 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 Client Services Managers across a distinct geographical area or Leads a team of client-facing colleagues (e.g. Support Co-ordinator - Level 3)

To provide efficient and effective person centred services to a number of clients within a defined service area. Where this is the case the senior team leader will incur additional responsibility for:

- o Quality assuring service delivery throughout the area of operation.
- o Assume responsibility for registered schemes.
- o Assume responsibility for high intervention schemes.

Manages and monitors individual and team performance, sets effective objectives, assesses competency areas and meets on a regular basis (every 4-6 weeks) and conducts mid and end of year performance reviews in line with the Performance through People process and ratings

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

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

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

Acts as a leadership role model and fulfil all aspects of the Leadership Community's Guide to Responsibilities confidently, effectively and proactively, resulting in motivated and committed team members

Is a Designated Person for Safeguarding within Care and Support Services and will ensure that adequate arrangements are in place to ensure their teams have the necessary information, training and supervision to provide effective safeguarding for adults at risk of abuse or neglect; children and young people who come into contact with the service (s)

Supports and supervises Client Services Managers who are the Designated Person for Safeguarding within front line services.

Supports colleagues from other parts of the business e.g. Enterprise and Development, with safeguarding concerns that may arise when they are delivering services to Clients

Ensures there is a Designated Person for Safeguarding named as the main contact with local authority and safeguarding partners who have the statutory responsibility for safeguarding,

Where the post holder has responsibility for a service registered with the Care Quality Commission they must ensure compliance with the Care Quality Commission requirements.

Where the post holder has responsibility for managing registered care services in Scotland they must ensure compliance with the Care Inspectorate requirements

Colleagues

Provides leadership cover in other areas / services as required to support client-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 client facing colleagues and front line managers in their work with clients to enable them to identify and their own positive and negative risks and 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 accessing appropriate means for achieving this e.g. Colleague Promise

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

Customers

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

Advances client involvement practices by engaging and consulting with clients regarding service delivery plans and solutions Implements local and / or national initiatives designed to improve working

practices and services to clients, monitors and measuring the impact of these
Delivers effective client-facing work as required by rota or specialisms required

Performs the role of expert in developing and delivering effective interventions in support of service delivery and understanding of the client groups

Quality / Cost

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 clients receive consistent and appropriate levels of support aligned to contract requirements, commissioner expectations and client aspirations Up-to-date knowledge of new and emerging practices in client-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 clients alike.

Prepares clear and accurate reports for more senior managers relating to contracts, staffing, budgets, client 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 clients and the service as a whole

Ensures the service delivers high quality and effective services within budget and quality standards by regularly auditing service records, producing action plans 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 client satisfaction

Effectively markets the services, their achievements and results in order to demonstrate the impact on clients 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

Participates in an on call rota across the region

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

Transferable skills

- **We are organisers and drivers**

- Be positive and enthusiastic to drive work forward.
- Take people with you
- Have the confidence to challenge performance or behaviours not in line with our values.

- **Unleash the potential of others**

- Give others the confidence to want to try something new
- Recognise all types of career progression, including sideways moves
- Provide praise and feedback which helps others to develop

- **We get where our customers are in their lives**

- Advocate for our customers regardless of who they are
- Understand how your role makes a difference to our customers
- Walk in our customers shoes.

Technical qualifications, experience and knowledge

- Experience of delivering support to people within a housing or care environment
- Experience of people management in a Housing or Care Environment.
- Experience of managing multiple services and managing managers.

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 ☐

