

## **CONSULTATION PAPER**

ORGANISATION: – Your Choice Barnet

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CONSULTATION COMMENCES 1 March 2013

PERIOD OF CONSULTATION 90 days

CONSULTATION ENDS 31 May 2013

**DOCUMENT EMBARGOED UNTIL 1 MARCH 2013**

## 1. INTRODUCTION

- 1.1 Your Choice Barnet is a subsidiary of The Barnet Group which is a Local Authority Trading Company, set up on 1<sup>st</sup> February 2012, and is wholly owned by Barnet Council.
- 1.2 Your Choice Barnet currently provides a traditional service model and needs to change its approach to meet the challenges of the Group Vision and the introduction of Personalisation. There is an imperative to provide value for money services and to ensure that people can benefit from the best use of their personal budgets. In changing its approach, there is a need to not only alter the structure of the organisation in order to target its resources in the correct parts of the business, but also to review its payment structure to support the delivery of the service in line with Personalisation and its ability to bid for future business opportunities.
- 1.3 In the first year of operation, there was a contract for a defined amount of service across Your Choice Barnet to the known service users who transferred from the council's in-house provision at the 1<sup>st</sup> February 2012. From the second year of operation the contract with the council will change in line with other providers to payment-by-actual use, paid in arrears in line with a Business plan developed ahead of the company's formation. The Business Plan also had an expectation of efficiencies to be made each year. In the main, the commercial relationship will move to be with service users as they begin to make use of personal budgets being fully rolled out by the council.
- 1.4 The organisation currently provides quite traditional services with a separation between Day Services and Accommodation, however a number of customers rely on support across their whole life. There is a need to become a more flexible organisation and to respond to the needs and aspirations of our customers whenever and however they require our support. At its creation, Your Choice Barnet was challenged to ensure that the culture of the organisation would be able to offer this flexibility and that people with disabilities would be attracted to purchase our support.

## 2. BACKGROUND

- 2.1 This document sets out the proposed changes within Your Choice Barnet so that it is able to best place itself to achieve the aspirations of The Barnet Group and Your Choice Barnet to provide a quality service and address financial pressures to ensure long term viability.
- 2.2 This document, together with the attached appendices constitutes notification of the start of consultation in accordance with the provisions of Section 188 of the TULRC(c) A 1992.
- 2.3 We have adopted some key principles in looking at the review of the service in relation to the structure and costs which will deliver the savings required in

order to provide value for money, bring the organisation's pricing in line with the market and support the ethos of The Barnet Group whilst ensuring that the impact on customers is minimised.

These principles have been:

- To achieve financial viability for the organisation through costs which are more competitive and which do not exceed income
- To implement a structure that reflects the Group vision and meets the needs of the business to support improved service delivery to facilitate personalisation agenda
- To implement a robust line-management structure
- To design a structure realigning individual roles, responsibilities and job profiles
- To ensure that staff resources are deployed to provide support proportionate to the needs of our customers

2.4 The key recommendations and headline conclusions that relate to or impact on staff are as follows:-

- **Review the structure which will result in 6.8 posts being deleted and the introduction of a new management structure**
- **Deletion of enhanced payments and introduction of a 7 day week**
- **Benchmarking of salaries with similar organisations and the introduction of a new salary structure in line with the findings of the benchmarking exercise**

2.5 Your Choice is currently made up of six services:

1. Valley Way Respite Service,
2. Barnet Supported Living service,
3. Barnet Independent Living Service,
4. Flower Lane Autism Service,
5. Rosa Morison
6. CommunitySpace

It is supported by an administrative Business Support Team, as well as having back-office support from various teams within its sister company, Barnet Homes by way of service level agreements; e.g. Finance and HR including H&S.

### **3. REASON FOR THE PROPOSALS / RATIONALE**

#### **3.1 IDENTIFIED ISSUES**

3.2 Your Choice Barnet are currently projecting a loss for 2012-13 of approximately £60,000. This amount would have been higher but as illustrated at 3.4 below some efficiency savings have been achieved. There is

also currently a query from the Council in respect of £345k that has been paid in respect of growth and the projected loss does not take account of any monies that might need to be repaid.

If no changes are made with regard to efficiencies, the change from a block contract to payment-by-actual would create a gap of approximately £1m. This does not necessarily mean that people have stopped using service, but rather that the arrangements for the block contract did not accurately reflect day-to-day usage, meaning that the Council has paid above the market rate in Year One

The move to payment in arrears has a significant impact on cash flow which will be addressed once savings have been delivered and therefore Barnet Homes has agreed to provide a 3 year loan to Your Choice Barnet. This loan has been agreed by the Barnet Homes Board and is subject to commercial interest rates. It will be repayable by lump sum payments at the end of each year of the term of the loan.

We could have improved the cash flow by implementing changes earlier but we wanted to take appropriate time to ensure our proposals did not negatively affect our services and to provide long term security of services and viability.

The budget has been forward planned to ensure that Your Choice is able to move to a surplus position by the end of Year Three of operation and to be able to repay the loan.

- 3.2 Moving from a block contract with fixed income, which in itself presents a challenging budget, to personal budgets where there is no guarantee of demand poses a risk of potential reduction in revenue.
- 3.3 Your Choice Barnet has committed to working with the council on rolling out Direct Payments in the form of cash payments or pre-payment cards to mitigate the risk associated with moving to personal budgets.
- 3.4 In order to make the savings, a number of steps are required. Reviews to date have achieved efficiency savings for the budget year 2012/2013 in the region of £179K as indicated below:

Type	Source	Amount	Brief Explanation
Income Related	Training income	5,400.00	Extra income generated by some centres by offering training sessions to other organisations in specific areas such as autism awareness.
	Room Hire Income	5,800.00	Rental income generated from some centres with un-used rooms and space.
	Income generated from Service Users	50,000.00	Extra income generated this year from service users.

Type	Source	Amount	Brief Explanation
		<b>61,200.00</b>	
Non-Staff Related	Utilities	16,090.84	These savings were achieved by supplying actual meter readings and switching suppliers.
	Equipment Purchase	23,000.00	Savings on the current equipment purchase budget.
	Marketing & PR	10,000.00	Savings on the current Marketing & PR budget.
	Training	10,000.00	Savings on the current Training budget.
	<b>Sub-total</b>	<b>59,090.84</b>	
Type	Source	Amount	Brief Explanation
Staff Related	Agency staff Rate	46,800.00	These are savings achieved after negotiating down the rate per hour YCB is paying for agency staff and using a few selected suppliers.
	As & When	12,500.00	The saving is derived from a decision to use As and when staff at assistant support worker level reflecting the fact that they do not carry out the full and complex duties of a support worker.
	<b>Sub-total</b>	<b>59,300.00</b>	
Type	Source	Amount	Brief Explanation
	<b>Total Savings</b>	<b>179,590.84</b>	

These efficiencies have not however achieved the level of savings required to ensure financial viability and operate the business. As a result, it is critical that a more radical approach is adopted to provide support to current and future service users and to ensure our future viability. Our proposal therefore is to radically change the structure, review its enhancement payment practices and review salary structure to be able to compete within the sector and to fully meet our aspirations of flexible, personalised and value for money services.

- 3.5 A key area of the original Business Plan for YCB was to win new business, in Barnet and beyond, and bring growth to the organisation. Our current structure, pay and benefits mean that the fees required to be charged for services make it less competitive to sustain the business or win new business against our competitors who have lower costs.

## **4. PROPOSED CHANGES AND IMPLICATIONS**

### **4.1 Details of the Structure**

There are number of strands to the changes to be made and they are set out below under different headings relating to the staff groups affected.

### **4.2 Management Restructure**

The Director of Operations will not be directly replaced and in the interim a Care & Support division will be created with a Head of Care & Support role to provide senior management support to the services and also to work with the Head of New Business to develop opportunities for the organisation. The division will have Executive leadership from the Director of Business Services.

There have always been known synergies with Barnet Homes, in particular the areas where their business has been to provide social care. As a result, Sheltered Housing and Assist will be managed by the newly created Interim Head of Care & Support.

The detailed proposal is to divide the existing services into two sub-divisions, Specialist Services (Rosa Morison, Flower Lane and Valley Way) and Community Services (CommunitySpace, BILS and Supported Living).

The Community Services Division would see the services come together under a single Service Manager, reporting to the Head of Care & Support, responsible for the provision of current day and accommodation services for all care groups. The service would provide an holistic 24/7 service, not dependent on traditional split between day services and accommodation. This would enable YCB to provide a truly flexible offer to support people wherever and whenever they want or need it. The Manager posts at CommunitySpace, BILS and Manager and Assistant Manager post for and Supported Living would be deleted.

As there are very clear synergies between the service provisions, there would be an immediate merger of BILS and CommunitySpace, operating out of the Space building in Edgware. Supported Living would continue to operate separately whilst changes to the service are implemented, although line management would be provided by the Service Manager.

The current Team Leader/ Seniors posts in these services (BILS, Supported Living and CommunitySpace) would be deleted and replaced by a new Service Coordinator role which would have more responsibility attached to it for day-to-day management of staff. This role will be appropriately upgraded to reflect that increase in responsibility.

The senior support workers at the specialist day services will be assimilated into their roles with the exception on the 0.5 post vacant at Rosa Morison which will be deleted.

Valley Way is a six-bed residential respite service which is registered with CQC. Under previous registration and inspection regimes, there was an obligation to employ a Deputy Manager, in addition to a Registered Manager, however this is no longer the case. The service, provides round-the-clock cover on a seven-day-a week rota. The Manager currently provides professional supervision to the majority of the team and has capacity to increase this to include all permanent staff and therefore the Deputy Manager post at Valley Way will be deleted.

As the majority of clients use Valley Way from approximately 4pm and then go to day services the following morning, there is not a need to staff the service fully during the day and currently there are too many staff hours available. The hours of the Deputy Manager would therefore mean a real saving to the service.

#### 4.3 Waking Night Staff

In Valley Way there have traditionally been two waking night staff on duty each night, however following monitoring of service users and their night-time needs, it is clear that support can be safely provided by one person. All service users have up-to-date risk assessments and Moving and Handling guidelines in place support this change. For continence issues, those who require changing in the night do not require the use of hoists as they are already in bed.

Telecare equipment in place means that all rooms can be monitored remotely.

Additional support will be provided in conjunction with Sleep In staff at Supported Living in the neighbouring building at Quartz Court.

Where clients need 1:1 support on a 24-hour basis, this will be purchased separately via Personal Budget or directly commissioned by the purchasing authority.

It is therefore proposed to make a reduction of 2 FTE at Valley Way.

In Supported Living, no service user has required waking night support since July 2012, when continence support was changed to enable increased independence. All service users have risk assessments which support meeting night-time needs by way of sleep in staff available, and therefore it is proposed to remove all remaining waking night staff from the Supported Living service, currently deployed at Agatha House.

This would mean the deletion of 2 FTE, which is currently shared by 3 post-holders working part time.

- 4.4 The Business Support Manager will no longer be managed as part of the operational department and will be line-managed by the Head of Business Improvement. The role will remain largely unchanged and remain a member of the Management Team, providing support to the enlarged Care & Support division

There are a number of part time vacancies within the Business Support Team and those will be deleted. The team will be reduced to 3 FTE, including the Manager.

#### 4.5 Supported Living Restructure

Staff in Supported Living support service users with a wide variety of tasks to develop their independent living skills. Most of these tasks are not complex and revolve around supporting them in their domestic lives, personal care and leisure activities. There are some complex tasks required including support planning, liaison with medical and other professionals, safeguarding and development of risk assessments. To reflect this, it is proposed that the make-up of the team is restructured to include a small number of Support Workers, to provide complex support and a larger team of Assistant Support Workers carrying out the day-to-day support with service users.

It is proposed to reduce the number of Support Workers from 23.2FTE to 6FTE and to create 18.5 new Assistant Support Worker posts within the service which displaced support workers will be encouraged to apply for.

4.6 BILS Support Staff are currently graded at a different level to their colleagues in other services whilst doing a very similar job. With the merger of BILS and CommunitySpace the proposal is to delete the 5 posts of Independent Living Facilitator and 2 Assistant Independent Living Facilitator and create the equivalent number of new Support Worker and Assistant Support Worker posts in the new combined service, into which staff will be assimilated.

#### 4.7 STRUCTURE – DETAILS OF POSTS AFFECTED

Post	Proposed action	1 <sup>st</sup> Round Process	2 <sup>nd</sup> Round process
Manager – BILS	Post to be deleted	Application for Service Manager post - redeployment process	
Manager – Supported Living	Post to be deleted	Application for Community Services Co-ordinator - redeployment process	Application by R&S process to vacant SM post
Manager – CommunitySpace	Post to be deleted	Application for Community Services Co-ordinator - redeployment process	Application by R&S process to vacant SM post
Deputy Manager – Valley Way	Post to be deleted	Redeployee	Application by R&S process to vacant CSC post
Assistant Manager –	Post to be deleted	Redeployee	Application by R&S process to vacant

Supported Living			CSC post
Team Leader-CommunitySpace	Post to be deleted	Redeployee	Application by R&S process to vacant CSC post
Senior Support Worker-Supported Living	Post to be deleted	Redeployee	Application by R&S process to vacant CSC post
Team Leader – BILS	Post to be deleted	Application for Community Services Co-ordinator - redeployment process	
Senior Support Worker – Rosa Morrison	0.5 vacant post to be deleted. Remaining post holders unaffected	Assimilation into post	
Waking Night Support Worker	4 out of 6 fte (7 post holders) to be deleted	Ring fence competitive interview for remaining posts	Redeployment of displaced post holders
Support Worker – Supported Living	17.2/23.2fte to be deleted	Ring fence competitive interview for remaining posts	Redeployment of displaced post holders
Independent Living Facilitator – BILS	Post to be deleted	Assimilation to Support Worker Post	
Assistant Independent Living Facilitator – BILS	Post to be deleted	Assimilation to Assistant Support Worker Post	

#### 4.8 STRUCTURE – DETAILS OF NEW POSTS

Post	Proposed action	1 <sup>st</sup> Round Process	2 <sup>nd</sup> Round process
Service Manager – Community Support	1 New Post	Application by Manager - BILS	If unfilled application by redeployees
Community Service Coordinators	8 New posts	Application by Managers – CommunitySpace and Supported Living and	If unfilled application by redeployees

		Team Leaders at BILS	
Assistant Support Workers-Supported Living	18.5 New posts	Application by displaced support workers	

#### 4.9 STRUCTURE – DETAILS OF POSTS UNAFFECTED

Business Support Manager	Line Management move to Business Improvement Team	n/a	n/a
Manager – Valley Way	No change	Assimilation into post	Application by R&S process to vacant SM post
Manager – Rosa Morison	No change	Assimilation into post	Application by R&S process to vacant SM post
Manager – Flower Lane	No change	Assimilation into post	Application by R&S process to vacant SM post
Senior Support Worker – Flower Lane	No Change	Assimilation into post	
Hydrotherapy Coordinator Rosa Morison	No Change		
Positive Behaviour Support Flower Lane	No Change		
Cook (Flower Lane, Rosa Morison)	No Change		
Domestic Assistant (Flower Lane, Rosa Morison, Valley Way)	No Change		

## **5. CHANGES TO TERMS AND CONDITIONS**

### **5.1 Enhanced payments**

In 2012-13 we spent over £160,000 on enhanced pay for staff working weekends, public holidays and at night. We are not paid a premium rate for weekend activities and nor is there a possibility to do so within the market, as commissioners are increasingly relying on Framework Agreements to set the rates for particular types of services.

At the same time, we have aspirations to develop the flexibility to offer Day Services at weekends. It will be vital to the ability of YCB to compete in the market and that staff salaries are affordable and that we do not lose money by having to pay more than any hourly rate we can attract. It is however also important that the quality of services remains high.

It is therefore proposed that all staff are paid a flat rate for working over seven days and that enhancements cease to be paid on top of basic salaries, except for Christmas Day

Staff will continue to be able to claim a day in lieu of work on Bank Holidays.

### **5.2 Review of salaries**

We have carried out an initial benchmark exercise with some of our competitors and our findings so far suggest that our salary costs are higher both at hourly and monthly rates. To ensure our position in the market in order to win new business we propose that an independent benchmarking exercise is carried out and to implement the findings of the benchmarking exercise to restructure our salaries as part of this review. This will ensure that we are competitive in the market to win new business and that our costs are sustainable. We would welcome Trade Union support with this.

## **6. PROPOSED METHOD OF SELECTING EMPLOYEES**

The Managing Organisational Change Policy and Procedure sets out methods for selection. It is the aim of the organisation to try to minimise compulsory redundancies and we will ensure that redeployment process selection methods and any redundancy payments will be in line with existing agreed procedures.

The process for filling the proposed new posts will be as follows:

- Each post will be assessed to identify whether there is an assimilation opportunity via a work and grade match assessment

- Where assimilation is not possible the posts will be available to redeployees and selection will be through a formal assessment process
- Where the post remains vacant following the restructure process the post will be advertised organisation wide to redeployees in The Barnet Group
- Finally any posts still unfilled may then be advertised externally as appropriate

### **6.1 Proposed method for selecting for redundancy**

As set out above we will carry out a desk-top exercise to initially match current posts to new posts. Where there are more people to be assimilated than posts then competitive interviews will be carried out using the redundancy selection criteria set out in the Managing Organisational Change policy will be applied.

Where staff are applying for posts as redeployees or promotion then recruitment selection criteria will be applied.

Advice about preparing Redeployment Application Forms and interview skills will be offered to all affected staff in advance of any selection process. This will not be available for staff who have been assimilated.

### **6.2 Mitigating the impact of these proposals**

The aim of Managing Organisational Change is to minimise the number of employees to be made redundant.

Appropriate vacancies will considered for redeployees before being advertised.

If an employee unreasonably refuses to accept an offer of assimilation, where the offer is considered “suitable alternative employment” by the Organisation, then this may affect the employee’s right to a redundancy payment.

Redeployment opportunities, as they exist, will be made available for those staff at risk of redundancy where the Organisation deems the posts as “suitable alternative employment”. Any selection to these posts will be undertaken using objective recruitment selection criteria. The selection process will be based on the criteria in the role profile: skills, competencies and qualifications, which will be assessed.

Where appropriate, 4 week trial periods will be agreed with staff, who are redeployed to other roles. Training plans will form a part of the trial period and considered on an individual basis.

### **6.3 Voluntary Redundancy**

We will be inviting requests for voluntary redundancy. In selecting volunteers however, we will take into consideration the need to maintain the skills and experience required to protect the business and the costs to Your Choice Barnet, therefore no guarantee can be given that requests will be accepted. **Requests should be received by 30<sup>th</sup> April 2013.**

#### 6.4 Early Retirement

Early retirement will be considered, however in selecting volunteers, we will take into consideration the need to maintain the skills and experience required to protect the business and the costs to Your Choice Barnet, therefore no guarantee can be given that requests will be accepted. **Requests should be received by 30<sup>th</sup> April 2013.**

#### 6.5 Selection Criteria

Knowledge, skills and experience	Based on the person specification for the job role and business case for future service needs.
Qualifications	Based on essential and desirable qualifications or equivalent listed in the person specification for the new role.
Absence	Based on the employee's recorded absence for each of the previous 2 years to date. Sickness absence does not include pregnancy related absence, disability related as defined by the Equality Act and Industrial injuries accepted by our Insurers.
Capability	Be based on procedures informal/formal that have commenced and been discussed fully with the employee in the past 2 years to date
Disciplinary record	Based on information past 2 years to date.

#### 6.6 Staff implications and Structural changes

If any changes are made following the consultation process to the proposed job profiles or grades, these will be confirmed in a revised report.

Subject to the outcome of consultation it is anticipated that staff will start moving to the new structure by **1<sup>st</sup> July 2013**, following assimilation, redeployment and recruitment processes.

### 7. EMPLOYEE SUPPORT

Managing change is recognised to be stressful. We have the following in place to mitigate the impact of these proposals on staff:

- Confidential Counselling Service provided by People at Work (01548 511 659)
- Workplace Options Helpline 0800 243 458
- Support to assist people preparing for the selection process, applying for jobs and outplacement
- Open Door policy – The Managers will be available during the consultation period
- Ensuring the redeployment process is communicated to those affected

Advice about preparing Redeployment Application Forms and interview skills will be offered to all affected staff in advance of any selection process. This will not be available for staff who have been assimilated.

## 8. THE PROPOSED METHOD OF CALCULATING THE AMOUNT OF REDUNDANCY PAYMENTS

The calculation of redundancy will be in accordance with Severance Payment set out in the Managing Change Policy and Procedure

- 0.5 week's pay for each full year of service where age during year is less than 22
- 1 week's pay for each full year of service where age during year is 22 or above, but less than 41
- 1.5 weeks' pay for each full year of service where age during year is 41+
- Pay - Actual weekly pay
- Number of service years – maximum 20 years

## 9. PROPOSED TIME-TABLE FOR IMPLEMENTATION

Throughout the consultation period we will be following the Managing Organisational Change Policy. (Appendix 6)

Consultation timescales: 90 days

Collective consultation: Trade union consultation – GMB, UNISON

Individual Consultation: 1 to 1 meetings will be held with “at-risk” employees during the formal consultation period.

Issue consultation document to Staff and TU's	1 March 2013
Consultation meeting with TU's	28 February 2013
Consultation meetings	7,11 and 12 March 2013
Issue at risk letters	w/c 4 March 2013
1-2-1 meetings for at risk staff	w/c 11 March 2013
Managing Change Workshops	TBC (April 2013)
Interview Skills Training	TBC (May 2013)
Consultation period Ends	31 May 2013

Redeployment Interview for Service Manager post	w/c 3 June 2013
Redeployment interview for Community Support co-ordinator	w/c 3 June 2013
Application Process for Service manager Post	TBC if redeployees unsuccessful
Application process for Community Support post	TBC if redeployees unsuccessful
Interview Process for Waking Night Support Worker (Valley Way)	w/c 3 June 2013
Interview Process for Support Worker (Supported Living)	w/c 17 June 2013
New structure Implemented	1 July 2013

## 9.1 TIMESCALES

Final steps will not be taken before a proper period of consultation is completed. This document provides the basis for that consultation and all views are welcomed and appreciated on the proposals by **5pm on 24 May 2013**. We will consider and respond to all comments and views submitted during this consultation period.

A formal communication on the consultation responses will be delivered to all employees by 5 June 2013.

## List of Appendices

- 1. Proposals – direct and indirect impact on existing roles and responsibilities**
- 2. Net Impact On Staffing Levels**
- 3. Current high-level Structure**
- 4. Proposed high-level Structure**
- 5. Current Job Descriptions (affected posts)**
- 6. Proposed Job Descriptions – New Posts**
- 7. Managing Change Policy**

**APPENDIX 1**

**PROPOSALS – DIRECT AND INDIRECT IMPACT ON EXISTING ROLES AND RESPONSIBILITIES**

<b>Current Job Title and Current Grade</b>	<b>Rationale</b>	<b>Detailed proposals</b>
Manager Valley Way Manager Rosa Morison Manager Flower Lane	No change	No material change to role. Assimilation into posts.
Manager CommunitySpace Manager Supported living	Post will be deleted in line with business aims and to enable future organisational development	Posts to be deleted and post holders made “at risk” and eligible for redeployment. Ring-fence for applications to new Community Services Coordinator
Manager BILS	Post will be deleted in line with business aims and to enable future organisational development	Posts to be deleted and post holders made “at risk” and eligible for redeployment. Ring-fence for applications to new Service Manager role
Business Support Manager	Line Management moving Business Improvement Team	Post will remain largely unchanged although there will be more focus in the role on new business and supporting the enlarged division.
Assistant Manager Supported Living	Post will be deleted in line with business aims and to enable future organisational development	Post to be deleted and post holder made “at risk” and eligible for redeployment.
Deputy Manager Valley Way	Post will be deleted in line with business aims and to enable future organisational development	Post to be deleted and post holder made “at risk” and eligible for redeployment
Team Leaders/Seniors (CommunitySpace and Supported Living)	Post will be deleted in line with business aims and to enable future organisational development	Post to be deleted and post holders made “at risk” and eligible for redeployment
Team Leaders - BILS	Post will be deleted in line with business aims and to enable future organisational development	Post to be deleted and post holders made “at risk” and eligible for redeployment. Ring-fence for applications to new Community Service Coordinator role
Senior Support Workers (Flower Lane and Rosa Morison)	No Change	No material change to role. Assimilation into post
Waking Night Support Workers (Valley Way and Supported Living)	Night Support Worker posts in Supported Living will be deleted and the number of posts at Valley Way will be reduced by half	All remaining Night Support Worker Posts will be ring fenced for current post holders and a competitive process will be conducted for the reduced remaining posts. Those who are not successful in obtaining these posts will be eligible for redeployment to suitable alternative employment

Your Choice Barnet Review – Consultation Document

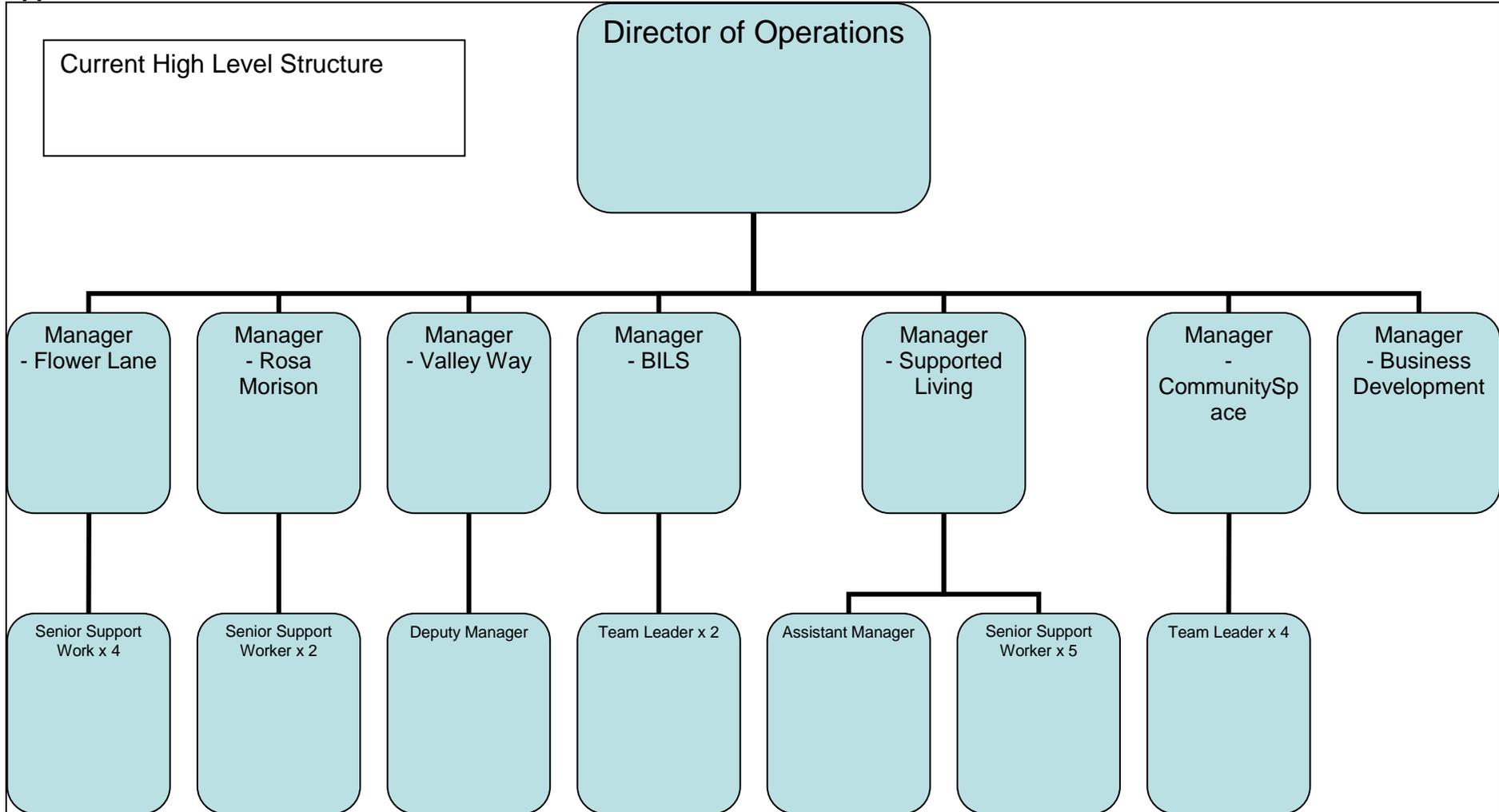
Support Workers (Supported Living)	The number of Support Worker posts will be reduced in recognition of the lack of complexity of some tasks with the service. They will be replaced by newly created Assistant Support Worker Positions.	All remaining Support Worker Posts will be ring fenced for current post holders and a competitive process will be conducted for the reduced remaining posts. TSME who are not successful in obtaining these posts will be eligible for redeployment to suitable alternative employment
Independent Living Facilitators (BILS)	Post will be deleted in line with business aims and to enable future organisational development	All post holders will be assimilated to newly created Support Worker posts within the merged BILS-CommunitySpace service
Assistant Independent Living Facilitators (BILS)	Post will be deleted in line with business aims and to enable future organisational development	All post holders will be assimilated to newly created Assistant Support Worker posts within the merged BILS-CommunitySpace service

**APPENDIX 2 - NET IMPACT ON STAFFING LEVELS***For each service including hierarchy*

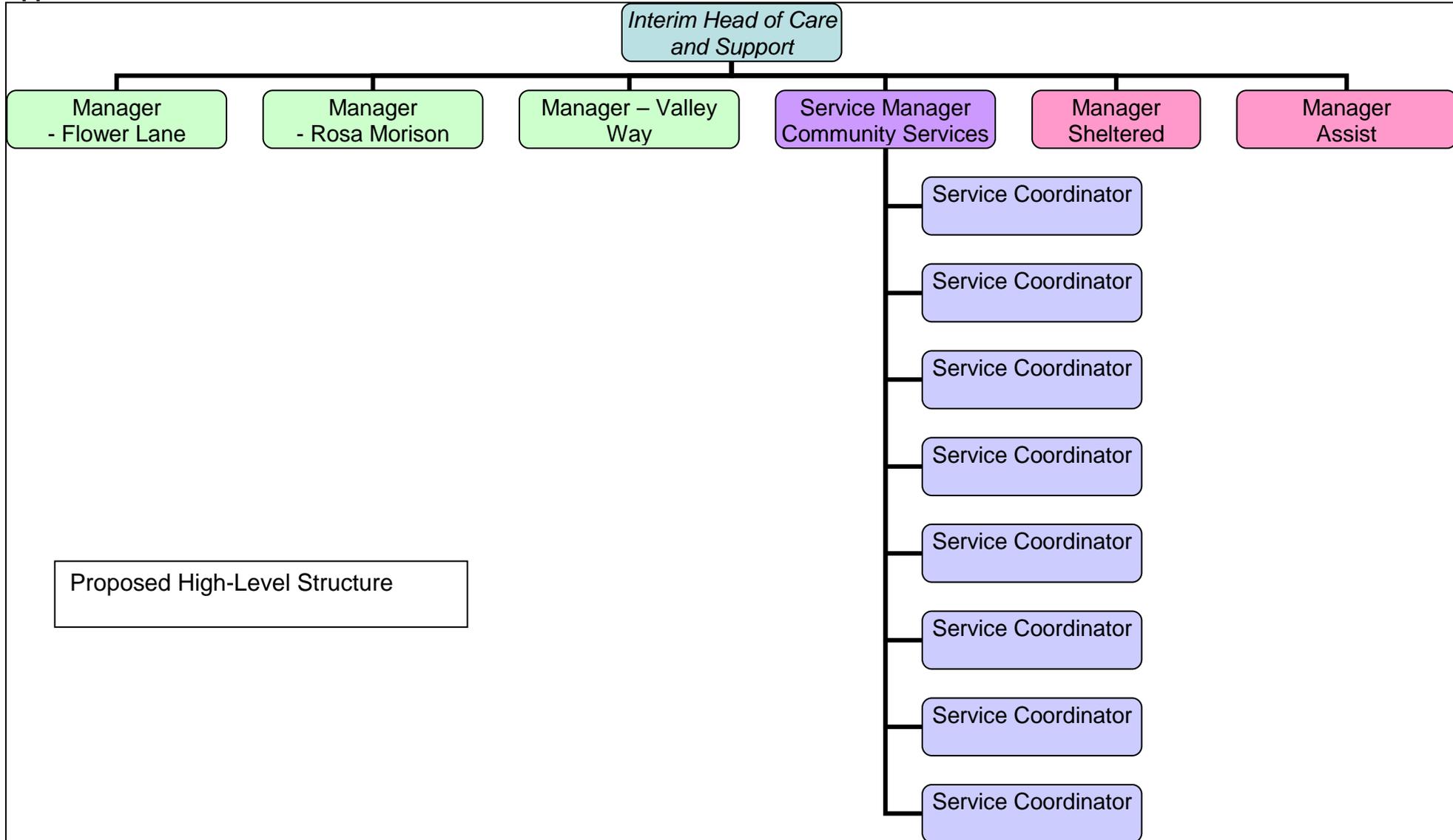
Existing	Proposed	Current FTE	Proposed FTE	Net Impact
Director of Operations	Delete post	1	1	0
Service Manager	New post	0	1	1
Manager	Delete 3/6 posts (CommunitySpace, Supported Living, BILS)	6	3	-3
Business Support Manager	Move to Business Improvement Team	1	1	0
Assistant Manager Supported Living	Delete	1	0	-1
Deputy Manager Valley Way	Delete	1	0	-1
Team Leaders/Seniors	Delete posts in Supported Living, BILS and Community Support + 0.5 posts in Rosa Morison	16.8	5.3	-11.5
Community Service Coordinators	Create new posts	0	8	8
Support Workers	Delete	65.16	57.16	-8
Night Support Workers	Delete 4/7FTE (7 posts)	6.8	2	-4.8
Assistant Support Workers	Create additional Assistant support worker roles	8.47	28.97	20.5
Hydrotherapy Coordinator Rosa Morison	As is	0.97	0.97	0
Independent Living Facilitator	Change to Support workers (assimilation)	5	0	-5
Assistant Independent Living Facilitator	Delete	2	0	-2
Positive Behaviour Support Flower Lane	As is	1	1	0
Cook (Flower Lane, Rosa Morison)	As is	1.8	1.8	0
Domestic Assistant (Flower Lane, Rosa Morison, Valley Way)	As is	1.68	1.68	0
<b>Total</b>		119.68	113.32	-6.8

\*The number of posts in each category is higher due to part time staff

Appendix 3



Appendix 4





**Job Description**

This job is exempt from the Rehabilitation of Offenders Act 1974 and an enhanced CRB disclosure will be required

Job Title	Support Worker
Barnet Band and scale range	Scp 25-28
Reports to	Manager of Service
Number of staff responsible for	None
Budget responsibility (£)	None

**Purpose of Job:**

To be an active member of a team that supports people with disabilities to be as independent as possible.

To work within the framework of the seven social care outcomes:

- improved health and emotional wellbeing,
- improved quality of life,
- making a positive contribution,
- exercising choice and control,
- maintaining personal dignity,
- economic wellbeing and freedom and
- freedom from discrimination.

**Key work activities include, but are not limited to:**

- Work with individuals and groups of people.
- Support people to participate in and develop everyday living skills including but not restricted to shopping, cooking, and travel, including using public transport and escorting on centre transport, household tasks and activities, socialising, budgeting, work and education.
- Support people with their personal care, including washing and dressing, toileting, nail and hair care, maintaining their general appearance.
- Support people to look after their own home environment and maintain their tenancy
- Support people to manage their health and wellbeing including attending medical appointments, administering medication, implementing therapeutic programmes, eating swallowing guidelines & manual handling etc
- Support current relationships with family and friends and facilitate new ones.
- Undertake administrative work activities such as report writing, dealing with petty cash, using IT equipment, monitoring, recording & reporting etc
- Monitor and record service delivery for reporting purposes

**Promoting the rights of people with disabilities by:**

- Challenging inequality and promoting a positive image of people with disabilities
- Challenging outdated practices and attitudes
- Ensuring that people with disabilities, who choose to, are included where possible in service development
- Working in a manner that creates and maintains an environment where people are safeguarded and feel free from the risk of abuse

## Your Choice Barnet Review - Consultation Document

- Using an appropriate range of methods and tools to effectively communicate with people with different needs

### **Supporting people to plan their own lives by:**

- Using appropriate methods and tools to support people identify goals and plan their lives
- Working in a non-judgemental manner to support people with what is important to them
- Undertaking the roles and responsibilities of Keyworking, including developing and maintaining support plans
- Using mainstream resources to inform people and help them to make decisions
- Helping people understand, manage and take risks in everyday life, including development of appropriate Risk Assessments

### **Teamwork / Lone Working:**

- Communicate effectively with colleagues to support service delivery, using a range of methods including in person, by telephone, via electronic communication etc
- Work alone when required, and to follow all lone working procedures
- Use initiative, as required, to support people and the service, making appropriate decisions with minimal management oversight
- Work alone in premises (which may include overnight) with occupants, including building security, and health & safety inline with guidelines and procedures.

### **Consistency:**

- Follow policies, procedures and agreed guidelines for supporting individuals and for the service
- Participate in the development of guidelines for supporting individuals
- Work within current legislation and statutory requirements for regulated services. For example The Data Protection Act, The Mental Capacity Act, Valuing People Now, The Health & Social Care Act 2008, Autism Bill, Health & Safety etc
- Work towards and achieve goals agreed within supervision and performance review.
- Be responsive to changes with individual people, and to service requirements and development

### **Time Management:**

- Fully comply with the shift timetables and arrive in good time to be ready to work at the times allocated
- Respect everyone and arrive on time to support them with their planned activities, attend meetings and other events
- Prioritise and plan work activities in order to ensure that each task is carried out to an expected standard, and in a patient and timely manner to meet peoples needs and to respond accordingly when plans change

### **Professional Development:**

- Be responsible for own personal development
- Participate in all formal and informal training, induction, coaching, mentoring, seminars and away days, identified through individual annual performance review, service development, legal requirements etc
- Demonstrate and apply understanding of the principles and practices learned through training, including receiving and giving mentoring/coaching
- Respond to local and national developments in the support of people with disabilities.

### **Internal/External Contacts**

- Use a range of methods to effectively communicate with Your Choice colleagues, family members / carers, other professionals and agencies, etc.
- Value the contribution of parents and carers in the support of individuals

## Your Choice Barnet Review - Consultation Document

- Seek advice and support from a range of professionals and others.
- Ensure that a high level of confidentiality is maintained in all aspects of work.

### **Flexibility**

- In order to deliver the service effectively, a degree of flexibility is needed and the post-holder may be required to perform work not specifically referred to above. Such duties, however, will fall within the scope of the post, at the appropriate grade.



### Person Specification

#### Qualifications required

Type	Essential (E) / Desirable (D)
Professional qualifications /memberships	Willingness and ability to achieve Level III NVQ (E) Level III NVQ in Care or equivalent (D)
Education	Good literacy and numeracy skills (E)

#### Technical / Knowledge Requirements

Type	Essential (E) / Desirable (D)
Aptitude	Ability and willingness to carry out the requirements of the job description (E)  Demonstrate creative approaches to working with people with disabilities (E)  Ability and willingness to meet the needs of the individual service to which you have applied. (E)  Ability to work effectively as part of a team (E)
Experience	Experience of working with people with disabilities (E)
Knowledge	Basic statutory training in Health & Safety, Epilepsy, Medication, Risk Management, First Aid, Safeguarding, Moving and Handling (D)
IT Skills	Good skills in Microsoft Office (E)  Use of technology involved in mobile working (E)
Circumstances	Ability to start and finish work in any location within the Service (E)  Ability to fully participate in 24 Hour service including early mornings, late evenings, weekends, bank holidays, sleeping- in and waking night duties (E)  Ability to work short shifts (E)  Holds full UK driving licence (D)  Has use of own car for business purposes including transporting service users (D)

**Behavioural Competencies**

Competency	
Person Centred Approach	<p>Able to demonstrate values and principles of choice and independence</p> <p>Able to demonstrate an understanding and apply the seven social care outcomes to their work</p>
Communication Skills	<p>Demonstrate the ability to communicate effectively at all levels and reflect this in the delivery of effective support using a variety of appropriate methods</p> <p>Can demonstrate patience, and a willingness to work in a creative and an effective manner required by people's needs</p> <p>To promote Your Choice Barnet at every level and every opportunity through professional, effective and good work practice</p>
Provision of appropriate data	<p>Ability to search a variety of information sources to meet the needs of the services and individuals to resolve queries and improve and develop services</p>
Physical Ability	<p>Physically and mentally competent to carry out all the tasks required by the job description e.g. personal care, manual handling, physical interventions etc</p>
Time Management	<p>Ability to manage own time</p> <p>Ability to manage a range of competing priorities to agreed outcomes</p>
Provide high quality services	<p>Ability to provide solutions to challenges</p> <p>Ability to monitor, review, maintain, develop and improve service</p>
Flexibility and Positive Attitude	<p>Willingness and initiative in responding to changing aspirations and needs of individuals and the service</p>



**Job Description**

This job is exempt from the Rehabilitation of Offenders Act 1974 and an enhanced CRB disclosure will be required

Job Title	Assistant Support Worker
Barnet Band and scale range	Scp 15 – 18
Reports to	Manager of Service
Number of staff responsible for	None
Budget responsibility (£)	None

**Purpose of Job:**

To be an active member of a team that supports people with disabilities to be as independent as possible.

To work within the framework of the seven social care outcomes:

- improved health and emotional wellbeing,
- improved quality of life,
- making a positive contribution,
- exercising choice and control,
- maintaining personal dignity,
- economic wellbeing and freedom and
- freedom from discrimination.

**Key activities include, but not limited to:**

- Work with individuals and groups of people.
- Support people to participate in and develop everyday living skills including but not restricted to shopping, cooking, travel, including using public transport and escorting on centre transport, household tasks and activities, socialising, work and education.
- Support people with their personal care, including washing and dressing, toileting, nail and hair care, maintaining their general appearance.
- Support people to look after their own home environment
- With the guidance and support of senior team members support people to manage their health and wellbeing, administering medication, implementing therapeutic programmes, eating swallowing guidelines & manual handling etc
- Support current relationships with family and friends and facilitate new ones.
- With the guidance of colleagues undertake administrative work activities such as report writing, dealing with petty cash, using IT equipment, monitoring, recording & reporting etc
- Monitor and record service delivery for reporting purposes

**Promoting the rights of people with disabilities by:**

- Challenging inequality and promoting a positive image of people with disabilities
- Challenging outdated practices and attitudes
- Ensuring that people with disabilities, who choose to, are included where possible in service development
- Working in a manner that creates and maintains an environment where people are safeguarded and feel free from the risk of abuse

## Your Choice Barnet Review - Consultation Document

- Using an appropriate range of methods and tools to effectively communicate with people with different needs

### **Supporting people to plan their own lives by:**

- Working in a non-judgemental manner to support people with what is important to them
- Assist Keyworkers in helping people plan their lives, identify goals and assist with developing and maintaining support plans
- Using mainstream resources to inform people and help them to make decisions
- Helping people understand, manage and take risks in everyday life

### **Teamwork / Lone Working:**

- Communicate effectively with colleagues to support service delivery, using a range of methods including in person, by telephone, via electronic communication etc.
- Work alone when required, and to follow all lone working procedures
- Use initiative, as required, to support people and the service, making appropriate decisions
- Work alone in premises (which may include overnight) with occupants, including building security, and health & safety inline with guidelines and procedures.

### **Consistency:**

- Follow policies, procedures and agreed guidelines for supporting individuals and for the service
- Work within current legislation (and statutory requirements for regulated services). For example The Data Protection Act, The Mental Capacity Act, Valuing People Now, The Health & Social Care Act 2008, Autism Bill, Health & Safety etc
- Work towards and achieve goals agreed within supervision and performance review.
- Be responsive to changes with individual people, and to service requirements and development

### **Time Management:**

- Fully comply with the shift timetables and arrive in good time to be ready to work at the times allocated
- Respect everyone and arrive on time to support them with their planned activities, attend meetings and other events
- With the support of team members as appropriate, prioritise and plan work activities in order to ensure that each task is carried out to an expected standard. Work in a patient and timely manner to meet peoples needs and to respond accordingly when plans change

### **Professional Development:**

- With the guidance and support of senior team members be responsible for own personal development
- Participate in all formal and informal training (induction, coaching, mentoring, seminars and away days), identified through individual annual performance review, service development, legal requirements etc
- Apply what is learned through training, including coaching / mentoring
- With the guidance and support of senior team members respond to local and national developments in the support of people with disabilities.

### **Internal/External Contacts:**

- Use a range of methods to effectively communicate with Your Choice colleagues, family members / carers etc.
- Value the contribution of parents and carers in the support of individuals
- Seek advice and support from team members and others.

## Your Choice Barnet Review - Consultation Document

- Ensure that a high level of confidentiality is maintained in all aspects of work.

**Flexibility:**

- In order to deliver the service effectively, a degree of flexibility is needed and the post-holder may be required to perform work not specifically referred to above. Such duties, however, will fall within the scope of the post, at the appropriate grade.



### Person Specification

#### Qualifications required

Type	Essential (E) / Desirable (D)
Professional qualifications /memberships	Willingness and ability to achieve Level II NVQ (E) Level II NVQ in Care or equivalent (D)
Education	Good literacy and numeracy skills (E)

#### Technical / Knowledge Requirements

Type	Essential (E) / Desirable (D)
Aptitude	Ability and willingness to carry out the requirements of the job description (E)  Demonstrate creative approaches to working with people with disabilities (E)  Ability and willingness to meet the needs of the individual service to which you have applied. (E)  Ability to work effectively as part of a team (E)
Experience	Experience of working with people with disabilities (D)
Knowledge	Basic statutory training in Health & Safety, Epilepsy, Medication, Risk Management, First Aid, Safeguarding, Moving and Handling (D)
IT Skills	Good skills in Microsoft Office (E)  Use of technology involved in mobile working (E)
Circumstances	Ability to start and finish work in any location within the Service (E)  Ability to fully participate in 24 Hour service including early mornings, late evenings, weekends, bank holidays, sleeping- in and waking night duties (E)  Ability to work short shifts (E)  Holds full UK driving licence (D)  Has use of own car for business purposes including transporting service users (D)

**Behavioural Competencies**

<b>Competency</b>	
Person Centred Approach	<p>Able to demonstrate the values and principles of choice and independence</p> <p>Able to demonstrate an understanding and apply the seven social care outcomes to their work</p>
Communication Skills	<p>Demonstrate the ability to communicate effectively at all levels and reflect this in the delivery of effective support using a variety of appropriate methods</p> <p>Can demonstrate patience, and a willingness to work in a creative and an effective manner required by people's needs</p> <p>To promote Your Choice Barnet at every level and every opportunity through professional, effective and good work practice</p>
Provision of appropriate data	<p>Ability to search a variety of information sources to meet the needs of the services and individuals to resolve queries and improve and develop services</p>
Physical Ability	<p>Physically and mentally competent to carry out all the tasks required by the job description e.g. personal care, manual handling, physical interventions etc</p>
Time Management	<p>Ability to manage own time</p> <p>Ability to manage a range of competing priorities to agreed outcomes</p>
Provide high quality services	<p>Ability to provide solutions to challenges</p> <p>Ability to monitor, review, maintain, develop and improve service</p>
Flexibility and Positive Attitude	<p>Willingness and initiative in responding to changing aspirations and needs of individuals and the service</p>

## Role Profile

Job Title	Senior Support Worker
Barnet Band and scale range	Scp 31-34
Reports to	Manager of Service
Service area	Younger Adults, Disabilities
Number of staff responsible for	No direct reports, however will offer supervision
Budget responsibility (£)	None

Purpose of Job: - To work as a part of the management team supervising and guiding staff to offer individual support to people with disabilities within the framework of the seven social care outcomes;

- improved health and emotional wellbeing,
- improved quality of life,
- making a positive contribution,
- exercising choice and control,
- maintaining personal dignity,
- economic wellbeing and freedom and
- freedom from discrimination.

## Key accountabilities

### Promoting The Rights of People with Disabilities

- To challenge inequality and a promote a positive image of people with disabilities
- To challenge outdated practices and attitudes
- To ensure that people with disabilities are fully included in service development

### Staffing Responsibilities

- To supervise staff according to the Council's Supervision Policy.
- To agree and monitor individual development goals within the supervision and appraisal framework of Performance Management.
- To act as a positive role model of good practice
- To coach and mentor staff members
- To participate in the recruitment and selection of staff

### Management of the Service

- To coordinate resources to ensure effective service delivery
- To participate in development planning for the service
- To represent the manager and the service in a variety of situations and settings
- To work proactively and professionally

- To take on delegated responsibility for managing specific areas of the service
- To participate in a rota to provide emergency out-of-hours advice and support to staff (Supported Living only)

### **Financial Responsibilities**

- To assist in robust financial and budget management

### **Supporting People to Plan and Lead Their Own Lives**

- To listen and understand what is important to, and for, the individual
- To use appropriate tools to help people plan their lives.
- To facilitate people to make use of the full range of community resources
- To work in a non-judgemental manner to support people with what is important to them.
- To help people understand and manage risks in everyday life.

### **Consistency**

- To be involved in developing and implementing policies and procedures and agreed guidelines for supporting individuals and for the service.
- To work towards measurable goals agreed within a supervision and appraisal framework of performance management.
- To develop and maintain an excellent team working environment focussed on the delivery of personalised services.

### **Time Management**

- To respect the needs of individuals and to arrive in good time to support people with their planned activities.
- To respect colleagues and others and to arrive in good time for meetings and other events.
- To prioritise tasks and ensure that each is given adequate time to achieve.
- To support individuals in an appropriate manner to give each person time to realise their personal goals.
- To ensure that staff manage their time effectively and are accountable for performance
- To participate in attendance management

### **Professional Development**

- To learn from experience and the experience of others within the team, both formally and informally.
- To attend training, and implement new learning, on a range of topics, as defined through Annual Appraisal and supervision
- To keep abreast of developments both locally and nationally relating to the support of people with disabilities

- To take a lead role in the induction and coaching of new and less experienced colleagues.

### Teamwork / Lone Working

- To work closely with, and guide, colleagues to support people in an agreed and consistent way
- To communicate information with colleagues to support service delivery, using a range of methods including; in person, by telephone and via electronic communication etc.
- To take initiative to support individuals, and staff, and to make appropriate decisions without constant management intervention.

### Working in Partnership with other Significant People

- To value the contribution of parents, carers and staff colleagues in the support of individuals
- To signpost and seek the advice and support of relevant professional colleagues
- To ensure effective communication with those people involved in the lives of individuals
- To deal professionally with members of the public

### Qualifications

Type	Level required
Professional qualifications/memberships	None
Education	NVQ 3 care or equivalent. Working knowledge of Valuing People and the Choice and Independence agenda. Working knowledge in Health & Safety, Supervision, Epilepsy, Medication, Management of Risk, Safeguarding Adults etc Excellent Literacy and Numeracy Skills Use of Assessment tools

### Desired Technical / Knowledge

Type	Description
Service/ Condition Specific Knowledge includes, but not limited to:-	Proact SCIPr(physical interventions) Knowledge of Autism, TEACCH, Triad of Impairments, Makaton Dysphagia Dementia
IT Skills	Good skills in Microsoft Office

	Use of technology involved in mobile working
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### Behavioural Competencies

Competency	Key to role
Person Centred Approach	<ul style="list-style-type: none"> <li>• Able to demonstrate values and principles of choice and independence</li> <li>• Able to demonstrate a creative approach to Person Centred Planning</li> </ul>
Communication Skills	<ul style="list-style-type: none"> <li>• Able to demonstrate the ability to communicate effectively at all levels and reflect this in the delivery of effective support using a variety of appropriate methods.</li> <li>• Able to promote positive and professional relationships and resolve conflict situations.</li> </ul>
Provision of appropriate information	Can demonstrate the ability to search a variety of information sources to meet the needs of the individual and resolve queries
Time Management	<p>Is able to demonstrate working effectively as part of a team and to work on a range of priorities to agreed outcomes.</p> <p>Is able to support others to manage their workload</p> <p>Is able to demonstrate effective management of own and others time</p>
Provide high quality services	Can demonstrate the ability to provide solutions to challenges; review, maintain and improve service delivery.
Flexibility and Positive Attitude	Can demonstrate ability and willingness to respond to changing aspirations and needs of individuals and to the changing needs of the service.

**All candidates will be subject to an enhanced CRB check**

### Role Profile

Job Title	Manager – CommunitySpace
Barnet Band and scale range	
Reports to	Service Manager, In-House Services
Service area	Adult Social Services
Number of staff responsible for	30fte (may be more individual staff members to include part time)
Budget responsibility (£)	Approx £1m

**CommunitySpace** is an innovative and forward-thinking service offering person-centred day opportunities and community participation to people with learning disabilities. It offers support to people who have used traditional day centres and to those who have been used to a community-based service. The service aims to support people to lead fulfilled lives as a valued member of their local community.

Purpose of Job: -

To inspire, lead and motivate and manage staff to support people with learning disabilities and those around them to build lives filled with opportunities and value-based activities in their local community.

### Key accountabilities :

#### **Promoting the Rights of People with Disabilities**

*People with disabilities have the right to develop fulfilling lives in the community and to share them with the people they choose.*

- Challenge inequality and promote a positive image of people with disabilities
- Challenge outdated practices and attitudes
- Ensure that people with disabilities are fully included in their local communities

#### **Effective Leadership and Management**

*A leader will inspire people to create a way for everyone to contribute to making something extraordinary happen.*

- Offer leadership to the team and reflect good practice
- Influence the direction, culture and way of working
- Supervise and develop staff
- Manage the recruitment and selection of positive staff, in conjunction with people who use the service
- Manage staff performance in line with the range of HR policies.
- Develop and manage complex Community-based Day/ Employment Support Services
- Manage resources in a way that is creative and offers value for money
- Represent Barnet in a variety of situations and settings
- Work proactively and professionally

- Delegate responsibility for managing specific areas of the service, as appropriate.

### **Financial and Resource Responsibilities**

- To be the budget holder, responsible and accountable for the service
- Ensure robust budget management to keep the service within prescribed financial limits.
- Explore opportunities for alternative funding streams
- Take responsibility for the imprest account
- Provide timely budget monitoring reports to senior management
- Ensure transparency in all financial transactions.
- Take overall responsibility for The Space building

### **Risk Management**

*Risk-taking can be a very positive experience for anyone and a part of everyday life. People with learning disabilities need support to take risks and try new things. It is important to support the team to help people think about the risks they want to take.*

- Ensure that all risks are fully assessed, managed and documented.

### **Supporting People to Plan and Lead Their Own Lives**

*Life is not a rehearsal! This role involves encouraging your staff to understand that, and help the people they support to make the most of every day to maximise their chances for independence.*

- Develop and manage staff to be flexible and respond to individuals' changing needs and aspirations, which may include providing a service in evenings and at weekends.

### **Consistency**

*The best things happen when people communicate and share their experience.*

- Develop, implement and manage local policies and procedures and to be involved in the development of the wider In-House Service.
- Work towards measurable goals agreed within supervision and appraisal
- Develop and maintain an excellent person-focussed team,
- Be an active member of the management team for the In-House Service.
- Ensure clear communication within the team to provide the highest level of service

### **Time Management**

*Time matters – we must make every minute count!*

- Respect others and arrive in good time for meetings and other events.
- Prioritise tasks and ensure that each is given adequate time.
- Support individuals and the team and give each person time to realise their goals.
- Prioritise and manage own time and that of others effectively.
- Work flexibly according to the needs of the service

### **Professional Development**

*We need you to be the best you can be.....learn from everyone!*

- Learn from experience and the experience of others within the team
- Attend training, and implement new learning on a range of topics
- Keep abreast of developments both locally and nationally relating to the support of people with disabilities and the management of staff.

### **Working in Partnership with other Significant People**

*Together Everyone Achieves More*

- Value the contribution of parents, carers and colleagues in the support of individuals and wider service delivery
- Signpost and seek the advice and support of relevant professional colleagues
- Listen to all stakeholders
- Network with other agencies and providers
- Use your networks to support people with disabilities to find employment
- Actively explore, generate and built partnerships with a range of community organisations

### **Qualifications**

Type	Level required
Education	Extensive knowledge of “Valuing People Now” and the Personalisation, Choice and Independence agenda. Working knowledge of the management of Health & Safety, Supervision, Epilepsy, Medication, Safeguarding Adults etc Excellent Literacy and Numeracy Skills
Experience	At least two years experience in a senior role within disability services  Extensive experience working with people with learning disabilities and their carers.

### **Desired Technical / Knowledge**

Type	Description
Service/ Condition Specific Knowledge includes, but not limited to:-	Mental Capacity Act, Benefits, Legislation relating to People with Disabilities, Individualised Budgets, Direct Payments, RAS Knowledge of Employment Issues relating to people with disabilities Makaton Proact SCIPr(physical interventions)

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IT Skills	Excellent skills in Microsoft Office SAP R3 Finance and HR systems Use of technology involved in mobile working
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**All candidates will be subject to an enhanced CRB check**

## Role Profile

<b>Job Title</b>	Service Development Manager – Barnet Independent Living Service
<b>Barnet Band and scale range</b>	45-48
<b>Reports to</b>	Service Manager – Physical & Sensory impairment
<b>Service area</b>	Adult Social Services
<b>Number of staff responsible for</b>	15 fte (may be more individual staff members to include part time)
<b>Budget responsibility (£)</b>	£600,000

**Purpose of Job:** - To manage the service and lead its development, working within the framework of the seven social care outcomes, to achieve a Centre for Independent Living in Barnet. To maximise the use of available resources and implement the vision of choice and independence for people with disabilities.

## Key accountabilities

### Promoting the Rights of People with Disabilities

- To challenge inequality and promote a positive image of people with disabilities.
- To challenge outdated practices and attitudes in line with Barnet's Disability equality scheme and Equalities policy.
- To ensure that all aspects of service delivery and development are defined and implemented in partnership with people with disabilities.

### Managing Staff

- To supervise and appraise staff according to the Council's staff development policies.
- To act as a positive role model of good practice.
- To coach and mentor staff members.
- To manage the recruitment and selection of staff.
- To manage staff performance in line with the range of HR policies.

### Management of the Service

- To manage and develop a community-based rehabilitation, enablement and vocational training service that promotes choice and control for service users to live independently.
- To manage resources to ensure effective service delivery.
- To manage development planning for the service.

- To represent Barnet in a variety of situations and settings.
- To work proactively and professionally.
- To delegate responsibility for managing specific areas of the service, as appropriate.
- To manage the physical environment and act as Premises Controller.

### **Financial and Budget Responsibilities**

- To be the budget holder, responsible and accountable for the service.
- To ensure robust budget management to keep the service within prescribed financial limits.
- To explore opportunities for alternative funding streams.
- To take responsibility for the imprest account.
- To provide timely budget monitoring reports to senior management.
- To ensure transparency in all financial transactions.

### **Leadership and Innovation**

- To influence and motivate staff to provide excellent service, that promotes best practice in all areas.
- To steer the establishment of a Barnet centre for independent living , managed by and for disabled people.

### **Risk Management**

- To ensure that all risks are fully assessed and managed.

### **Supporting People to Plan and Lead Their Own Lives**

- To develop and manage the service to respond to individuals' changing needs and aspirations that promote independent living.

### **Consistency**

- To develop and implement local policies and procedures, and promote the principles and objectives of Barnet's Physical & Sensory Impairment commissioning strategy.
- To work towards measurable goals agreed within a supervision and appraisal framework of performance management.
- To develop and maintain an excellent team focussed on the delivery of personalised services.
- To be an active member of the Adult social services management team.
- To ensure service compliance with external regulatory bodies and national guidance.
- To manage the development of the service plan to meet the objectives of the Corporate Priorities.

### **Time Management**

- To respect others and to arrive in good time for meetings and other events.
- To prioritise tasks and ensure that each is given adequate time to achieve.
- To support individuals and the team in an appropriate manner to give each person time to realise their goals.
- To manage one's own time and that of others effectively.

### **Professional Development**

- To learn from experience and the experience of others within the team, both formally and informally.
- To attend training, and implement new learning, on a range of topics, as defined through Annual Appraisal and supervision.
- To keep abreast of developments both locally and nationally relating to the support of people with disabilities and the management of staff.
- To actively participate in the Younger Adults Social Services Division.

### **Working in Partnership with other Significant People**

- To value the contribution of family carers, health and social care colleagues in the support of individuals and wider service delivery.
- To signpost and seek the advice and support of relevant professional colleagues.
- To promote effective communication with all stakeholders.
- To network with other agencies and providers.
- To develop networks to support people with disabilities to find employment.
- To deal professionally with members of the public.

### **Qualifications**

Type	Level required
Professional qualifications/memberships	None
Education	NVQ 4 Care/ Registered Manager's Award, or equivalent . Extensive knowledge of NSF for Long Term Conditions, Improving Life Chances of Disabled people and the Choice and Independence agenda. Working knowledge in the management of Health & Safety, Supervision, Epilepsy, Medication, Safeguarding Adults etc Excellent Literacy and Numeracy Skills

### **Knowledge /Skills**

Type	Description
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Service/ Condition Specific Knowledge includes, but not limited to:-	DDA ,Mental Capacity Act, Benefits, Legislation relating to People with Disabilities, Individualised Budgets, Direct Payments, RAS Knowledge of Employment Issues relating to people with disabilities BSL Moving and handling
IT Skills	Excellent skills in Microsoft Office SAP R3 Finance and HR systems Use of technology involved in mobile working

### Competencies

Competency	Key to role
Person Centred Approach	<ul style="list-style-type: none"> <li>• Able to demonstrate values and principles of choice and independence</li> <li>• Able to demonstrate a creative approach to Person Centred Planning</li> </ul>
Communication Skills	<ul style="list-style-type: none"> <li>• Able to demonstrate the ability to communicate effectively at all levels and reflect this in the delivery of effective support using a variety of appropriate methods.</li> <li>• Able to promote positive professional relationships and resolve conflict and complex situations.</li> </ul>
Provision of appropriate information	<ul style="list-style-type: none"> <li>• Can demonstrate an understanding of the importance of cascading relevant information</li> <li>• Can demonstrate the ability to search a variety of information sources to meet the needs of the individual and resolve queries</li> </ul>
Manage competing priorities	<ul style="list-style-type: none"> <li>• Is able to demonstrate working effectively on a range of competing priorities to agreed outcomes.</li> <li>• Is able to demonstrate effective management of time</li> </ul>
Provide high quality services	<ul style="list-style-type: none"> <li>• Can demonstrate the ability to meet and exceed regulatory standards of service provision</li> <li>• Can demonstrate the ability to provide solutions to challenges</li> </ul>

Flexibility and Positive Attitude	Can demonstrate ability and willingness to respond to changing aspirations and needs of individuals and to the changing needs of the marketplace
Change Management	Can demonstrate the ability to provide leadership and support to people who are going through a period of change
Project Management	Can demonstrate the knowledge and commitment to drive a project to completion using the appropriate project management tools.
Teamwork	Can demonstrate ability to manage a diverse team dispersed throughout the borough
Leadership & negotiation	Able to demonstrate strong interpersonal skills to challenge, support, influence and engage others at all levels
Political awareness	Ability to work effectively in a political environment and establish positive relationships with councillors, senior managers, staff, external partners and interest groups in a way that establishes confidence, credibility and trust.

**All candidates will be subject to an enhanced CRB check**

## Role Profile

Job Title	Deputy Manager – Registered Residential Services
Barnet Band and scale range	Scp 31-34
Reports to	Manager of Service
Service area	Younger Adults, Disabilities
Number of staff responsible for	No direct reports, however will have supervision responsibility.
Budget responsibility (£)	None

### Purpose of Job: -

- To participate in the management of the service and its development, working within the framework of the seven social care outcomes.
- To support the manager to maximise the use of available resources and implement the Vision of Choice and Independence for people with disabilities
- To Deputise for the Manager, in their absence

## Key accountabilities

### Promoting the Rights of People with Disabilities

- To challenge inequality and a promote a positive image of people with disabilities
- To challenge outdated practices and attitudes
- To ensure that people with disabilities are fully included in service development

### Managing Staff Staffing Responsibilities

- To supervise staff according to the Council's Supervision Policy and participate in the appraisal framework of staff development
- To act as a role model of good practice
- To induct, coach and mentor staff members
- To participate in the recruitment and selection of staff
- To assist with the management of staff performance in line with the range of HR policies.

### Management of the Service

- To support the management of resources to ensure effective service delivery
- To assist with the development of the service
- To deputise for manager and represent the service in a variety of situations and settings
- To work proactively and professionally
- To take on delegated responsibility for managing specific areas of the service
- To assist with the management the physical environment
- To participate in a rota to provide emergency out-of-hours advice and support to staff

### **Financial and Delegated Budget Responsibilities**

- To assist the manager with robust financial and budget management and to keep the service within prescribed financial limits
- With the manager, to explore opportunities for alternative funding streams
- To ensure transparency in all financial transactions

### **Leadership and Innovation**

- To be an excellent role model in influencing staff to provide excellent service

### **Risk Management**

- To ensure that risks are identified, assessed and managed

### **Supporting People to Plan and Lead Their Own Lives**

- To participate in the development and management of the service to ensure it responds to individuals' changing needs and aspirations
- To be an excellent role model listening, understanding and working in a non-judgemental manner to support people with what is important to, and for them.
- To support people to make use of the full range of community resources
- To support staff to help people to identify, understand and manage risks in everyday life.

### **Consistency**

- To assist with the development and implementation of local policies, procedures and guidelines for supporting individuals and for the Service; and to participate in the development of the wider In-House Service as appropriate
- To work towards measurable goals agreed within the supervision and appraisal framework of performance management.
- To assist the development of excellent team working, focussed on the delivery of personalised services
- To be an active member of the senior team for the service
- To support service compliance with external regulatory bodies. E.g. CSCI, NAS Accreditation etc.
- To participate in the development of the service plan to meet the objectives of the Corporate Priorities

### **Teamwork / Lone Working**

- To work closely with, and guide colleagues to support people in an agreed and consistent way

- To communicate with colleagues to support service delivery, using a range of methods including in person, by telephone and via electronic communication etc.
- To take initiative to support individuals, and staff, and to make appropriate decisions.

### **Time Management**

- To respect others and arrive in good time for meetings, to support people with their planned activities, and other events
- To prioritise tasks and ensure that each is given adequate time to be achieved
- To support individuals, and the team, in an appropriate manner to give each person time to realise their goals
- To manage own time and that of others effectively.
- To assist with the management of attendance

### **Professional Development**

- To learn from experience and the experience of others within the team, both formally and informally.
- To attend training, and implement new learning, on a range of topics, as defined through Annual Appraisal and supervision
- To keep abreast of developments both locally and nationally relating to the support of people with disabilities and the management of staff
- To take a lead role in the induction and coaching of new and less experienced colleagues
- To actively participate in the Younger Adults Social Services Division as appropriate

### **Working in Partnership with other Significant People**

- To value the contribution of parents, carers and colleagues in the support of individuals and wider service delivery
- To signpost and seek the advice and support of relevant professional colleagues
- To promote effective communication with the people involved in the lives of individuals and with other stakeholders
- To network with other agencies and providers as appropriate

### **Qualifications**

Type	Level required
Professional qualifications/memberships	none
Education	NVQ 4 Care/ Registered Manager's Award, or equivalent (or working towards it) Extensive knowledge of Valuing People Now and the Choice and Independence

	<p>agenda. Working knowledge in the management of Health &amp; Safety, Supervision, Epilepsy, Medication, Safeguarding Adults etc Excellent Literacy and Numeracy Skills</p>
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### Desired Technical / Knowledge

Type	Description
Service/ Condition Specific Knowledge includes, but not limited to:-	<p>Mental Capacity Act, Benefits, Legislation relating to People with Disabilities, Individualised Budgets, Direct Payments, RAS etc Proact SCIPr (physical interventions) Knowledge of Autism, Makaton Dysphagia Dementia</p>
IT Skills	<p>Good skills in Microsoft Office SAP R3 Finance and HR systems Use of technology involved in mobile working</p>

### Behavioural Competencies

Competency	Key to role
Person Centred Approach	<ul style="list-style-type: none"> <li>• Able to demonstrate values and principles of choice and independence</li> <li>• Able to demonstrate a creative approach to Person Centred Planning</li> </ul>
Communication Skills	<ul style="list-style-type: none"> <li>• Able to demonstrate the ability to communicate effectively at all levels and reflect this in the delivery of effective support using a variety of appropriate methods.</li> <li>• Able to promote positive professional relationships and resolve conflict and complex situations</li> </ul>
Provision of appropriate information	<ul style="list-style-type: none"> <li>• Can demonstrate an understanding of the importance of sharing relevant information</li> <li>• Can demonstrate the ability to search a variety of information sources to meet the needs of the individual and resolve queries</li> </ul>
Manage competing priorities	<ul style="list-style-type: none"> <li>• Is able to demonstrate effective lone</li> </ul>

	<p>working, and as part of a team, on a range of competing priorities to agreed outcomes</p> <ul style="list-style-type: none"> <li>• Is able to demonstrate effective management of time</li> </ul>
Provide high quality services	<ul style="list-style-type: none"> <li>• Can demonstrate the ability to meet local and regulatory standards of service provision</li> <li>• Can demonstrate the ability to provide solutions to challenges</li> <li>• Can demonstrate the ability to review, maintain and improve service delivery</li> </ul>
Flexibility and Positive Attitude	<ul style="list-style-type: none"> <li>• Can demonstrate ability and willingness to respond to changing aspirations and needs of individuals and to the changing needs of the Service</li> </ul>
Change Management	<ul style="list-style-type: none"> <li>• Can demonstrate the knowledge, commitment and ability to provide leadership and support to all people who are going through a period of change</li> </ul>
Teamwork	<ul style="list-style-type: none"> <li>• Can demonstrate an understanding and ability to manage a diverse team</li> </ul>
Leadership & negotiation	<ul style="list-style-type: none"> <li>• Can demonstrate strong interpersonal skills to challenge, support, influence and engage others at all levels</li> </ul>

**All candidates will be subject to an enhanced CRB check**

## Role Profile

Job Title	Assistant Manager – Supported Living Service
Barnet Band and scale range	Scp 32-35
Reports to	Manager of Service
Service area	Younger Adults, Disabilities
Number of staff responsible for	No direct reports, however will have supervision responsibility.
Budget responsibility (£)	None

### Purpose of Job: -

- To assist the management of the service and its development, working within the framework of the seven social care outcomes.
- To assist the manager to maximise the use of available resources and implement the Vision of Choice and Independence for people with disabilities by undertaking and being responsible for delegated areas of the Service and by working closely with the manager and the senior team.

## Key accountabilities

### Promoting the Rights of People with Disabilities

- To challenge inequality and a promote a positive image of people with disabilities
- To challenge outdated practices and attitudes
- To ensure that people with disabilities are fully included in service development

### Managing Staff Staffing Responsibilities

- To assist the manager to supervise and appraise staff according to the Council's Supervision Policy and appraisal framework and other staff development policies.
- To act as a positive role model of good practice
- To coach and mentor staff members
- To assist with the recruitment and selection of staff
- To assist with the management of staff performance in line with the range of HR policies.

### Management of the Service

- To assist with the management of resources to ensure effective service delivery
- To assist with the development of the service
- To assist with the development of new business
- To represent the manager as appropriate
- To represent Barnet and the Service in a variety of situations and settings
- To work proactively and professionally
- To take on delegated responsibility for managing specific areas of the service

- To assist with the management the physical environment
- To participate in a rota to provide emergency out-of-hours advice and support to staff

### **Financial and Delegated Budget Responsibilities**

- To assist in robust financial and budget management to keep the service within prescribed financial limits
- To explore opportunities for alternative funding streams
- To ensure transparency in all financial transactions

### **Leadership and Innovation**

- To be an excellent role model in influencing staff to provide excellent service

### **Risk Management**

- To ensure that risks are identified, assessed and managed

### **Supporting People to Plan and Lead Their Own Lives**

- To participate in the development and management of the service to ensure it responds to individuals' changing needs and aspirations
- To be an excellent role model by listening, understanding and working in a non-judgemental manner to support people with what is important to, and for, the individual
- To be an excellent role model by facilitating the use of a range of tools to support people, in their own homes, to plan their lives
- To support people to make use of the full range of community resources
- To support staff to help people to identify, understand and manage risks in everyday life.

### **Consistency**

- To assist with the development and implementation of local policies, procedures and guidelines for supporting individuals and for the Service; and to participate in the development of the wider In-House Service as appropriate
- To work towards measurable goals agreed within a supervision and appraisal framework of performance management.
- To assist the development of an excellent team working environment focussed on the delivery of personalised services
- To be an active member of the management team for the service
- To assist with service compliance with external regulatory bodies. E.g. CSCI, NAS Accreditation etc.
- To participate with the development of the service plan to meet the objectives of the Corporate Priorities

### **Teamwork / Lone Working**

- To work closely with and guide colleagues to support people in an agreed and consistent way
- To communicate i with colleagues to support service delivery, using a range of methods including in person, by telephone and electronic communication etc.
- To take initiative to support individuals, and staff, and to make appropriate decisions.

### **Time Management**

- To respect others and arrive in good time for meetings, to support people with their planned activities, and other events
- To prioritise tasks and ensure that each is given adequate time to achieve them
- To ensure that staff manage their time effectively and are accountable for performance
- To support individuals and the team in an appropriate manner to give each person time to realise their goals
- To manage own time and that of others effectively.
- To assist with the management of attendance

### **Professional Development**

- To learn from experience and the experience of others within the team, both formally and informally.
- To attend training, and implement new learning, on a range of topics, as defined through Annual Appraisal and supervision
- To keep abreast of developments both locally and nationally relating to the support of people with disabilities and the management of staff
- To take a lead role in the induction and coaching of new and less experienced colleagues
- To actively participate in the Younger Adults Social Services Division as appropriate

### **Working in Partnership with other Significant People**

- To value the contribution of parents, carers and colleagues in the support of individuals and wider service delivery
- To signpost and seek the advice and support of relevant professional colleagues
- To promote effective communication the people involved in the lives of individuals and with other stakeholders
- To network with other agencies and providers as appropriate

### **Qualifications**

Type	Level required
Professional qualifications/memberships	none
Education	NVQ 4 Care/ Registered Manager's Award, or equivalent (or working towards

	<p>it)                  Extensive knowledge of Valuing People Now and the Choice and Independence agenda.                  Working knowledge in the management of Health &amp; Safety, Supervision, Epilepsy, Medication, Safeguarding Adults etc                  Excellent Literacy and Numeracy Skills                  Use of Assessment tools</p>
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### Desired Technical / Knowledge

Type	Description
Service/ Condition Specific Knowledge includes, but not limited to:-	Mental Capacity Act, Benefits, Legislation relating to People with Disabilities, Individualised Budgets, Direct Payments, RAS etc Proact SCIPr (physical interventions) Knowledge of Autism, Makaton Dysphagia Dementia
IT Skills	Good skills in Microsoft Office SAP R3 Finance and HR systems Use of technology involved in mobile working

### Behavioural Competencies

Competency	Key to role
Person Centred Approach	<ul style="list-style-type: none"> <li>• Able to demonstrate values and principles of choice and independence</li> <li>• Able to demonstrate a creative approach to Person Centred Planning</li> </ul>
Communication Skills	<ul style="list-style-type: none"> <li>• Able to demonstrate the ability to communicate effectively at all levels and reflect this in the delivery of effective support using a variety of appropriate methods.</li> <li>• Able to promote positive professional relationships and resolve conflict and complex situations</li> </ul>
Provision of appropriate information	<ul style="list-style-type: none"> <li>• Can demonstrate an understanding of the importance of sharing relevant information</li> <li>• Can demonstrate the ability to</li> </ul>

	search a variety of information sources to meet the needs of the individual and resolve queries
Manage competing priorities	<ul style="list-style-type: none"> <li>• Is able to demonstrate effective lone working, and as part of a team, on a range of competing priorities to agreed outcomes</li> <li>• Is able to demonstrate effective management of time</li> </ul>
Provide high quality services	<ul style="list-style-type: none"> <li>• Can demonstrate the ability to meet local and regulatory standards of service provision</li> <li>• Can demonstrate the ability to provide solutions to challenges</li> <li>• Can demonstrate the ability to review, maintain and improve service delivery</li> </ul>
Flexibility and Positive Attitude	<ul style="list-style-type: none"> <li>• Can demonstrate ability and willingness to respond to changing aspirations and needs of individuals and to the changing needs of the Service</li> </ul>
Change Management	<ul style="list-style-type: none"> <li>• Can demonstrate the knowledge, commitment and ability to provide leadership and support to all people who are going through a period of change</li> </ul>
Teamwork	<ul style="list-style-type: none"> <li>• Can demonstrate an understanding and ability to manage a diverse team</li> </ul>
Leadership & negotiation	<ul style="list-style-type: none"> <li>• Can demonstrate strong interpersonal skills to challenge, support, influence and engage others at all levels</li> </ul>

**All candidates will be subject to an enhanced CRB check**

## Role Profile

Job Title	Manager – Supported Living Service
Barnet Band and scale range	Scp
Reports to	Service Manager, In-House Services
Service area	Younger Adults, Disabilities
Number of staff responsible for	30fte (may be more individual staff members to include part time)
Budget responsibility (£)	£1,000,000

Purpose of Job: - To manage the service and lead its development, working within the framework of the seven social care outcomes., To maximise the use of available resources and implement the vision of choice and independence for people with disabilities.

## Key accountabilities

### Promoting the Rights of People with Disabilities

- To challenge inequality and a promote a positive image of people with disabilities
- To challenge outdated practices and attitudes
- To ensure that people with disabilities are fully included in service development

### Managing Staff

- To supervise and appraise staff according to the Council's staff development policies.
- To act as a positive role model of good practice
- To coach and mentor staff members
- To manage the recruitment and selection of staff
- To manage staff performance in line with the range of HR policies.

### Management of the Service

- To manage resources to ensure effective service delivery
- To manage development planning for the service
- To represent Barnet in a variety of situations and settings
- To work proactively and professionally
- To delegate responsibility for managing specific areas of the service, as appropriate.
- To manage the communal environment and act as Premises Controller
- To seek opportunities to develop the service and diversify how it is provided
- To participate in a rota to provide emergency out-of-hours advice and support to staff

## Financial and Budget Responsibilities

- To be the budget holder, responsible and accountable for the service
- To ensure robust budget management to keep the service within prescribed financial limits.
- To explore opportunities for alternative funding streams
- To take responsibility for the imprest account
- To provide timely budget monitoring reports to senior management
- To ensure transparency in all financial transactions.

### **Leadership and Innovation**

- To influence staff to provide excellent service

### **Risk Management**

- To ensure that all risks are fully assessed and managed

### **Supporting People to Plan and Lead Their Own Lives**

- To develop and manage the service to respond to individuals' changing needs and aspirations
- To manage service delivery in individual's own homes

### **Consistency**

- To develop and implement local policies and procedures and to be involved in the development of the wider In-House Service.
- To work towards measurable goals agreed within a supervision and appraisal framework of performance management.
- To develop and maintain an excellent team focussed on the delivery of personalised services.
- To be an active member of the management team for the In-House Service.
- To ensure service compliance with external regulatory bodies. E.g. CSCI, NAS Accreditation etc.
- To manage the development of the service plan to meet the objectives of the Corporate Priorities

### **Time Management**

- To respect others and to arrive in good time for meetings and other events.
- To prioritise tasks and ensure that each is given adequate time to achieve.
- To support individuals and the team in an appropriate manner to give each person time to realise their goals.
- To manage one's own time and that of others effectively.

### **Professional Development**

- To learn from experience and the experience of others within the team, both formally and informally.

- To attend training, and implement new learning, on a range of topics, as defined through Annual Appraisal and supervision
- To keep abreast of developments both locally and nationally relating to the support of people with disabilities and the management of staff.
- To actively participate in the Younger Adults Social Services Division

**Working in Partnership with other Significant People**

- To value the contribution of parents, carers and colleagues in the support of individuals and wider service delivery
- To signpost and seek the advice and support of relevant professional colleagues
- To promote effective communication with all stakeholders
- To network with other agencies and providers

**Qualifications**

Type	Level required
Professional qualifications/memberships	For registered services need to be accepted by CSCI as a 'fit' person.
Education	NVQ 4 Care/ Registered Manager's Award, or equivalent. Extensive knowledge of "Valuing People Now" and the Choice and Independence agenda. Working knowledge in the management of Health & Safety, Supervision, Epilepsy, Medication, Safeguarding Adults etc Excellent Literacy and Numeracy Skills

**Desired Technical / Knowledge**

Type	Description
Service/ Condition Specific Knowledge includes, but not limited to:-	Mental Capacity Act, Benefits, Legislation relating to People with Disabilities, Individualised Budgets, Direct Payments, RAS Knowledge of Autism Makaton Proact SCIPr(physical interventions)
IT Skills	Excellent skills in Microsoft Office SAP R3 Finance and HR systems Use of technology involved in mobile working

## Behavioural Competencies

<b>Competency</b>	<b>Key to role</b>
Person Centred Approach	<ul style="list-style-type: none"> <li>• Able to demonstrate values and principles of choice and independence</li> <li>• Able to demonstrate a creative approach to Person Centred Planning</li> </ul>
Communication Skills	<ul style="list-style-type: none"> <li>• Able to demonstrate the ability to communicate effectively at all levels and reflect this in the delivery of effective support using a variety of appropriate methods.</li> <li>• Able to promote positive professional relationships and resolve conflict and complex situations.</li> </ul>
Provision of appropriate information	<ul style="list-style-type: none"> <li>• Can demonstrate an understanding of the importance of cascading relevant information</li> <li>• Can demonstrate the ability to search a variety of information sources to meet the needs of the individual and resolve queries</li> </ul>
Manage competing priorities	<ul style="list-style-type: none"> <li>• Is able to demonstrate working effectively on a range of competing priorities to agreed outcomes.</li> <li>• Is able to demonstrate effective management of time</li> </ul>
Provide high quality services	<ul style="list-style-type: none"> <li>• Can demonstrate the ability to meet and exceed regulatory standards of service provision</li> <li>• Can demonstrate the ability to provide solutions to challenges</li> </ul>
Flexibility and Positive Attitude	Can demonstrate ability and willingness to respond to changing aspirations and needs of individuals and to the changing needs of the marketplace
Change Management	Can demonstrate the ability to provide leadership and support to people who are going through a period of change
Project Management	Can demonstrate the knowledge and commitment to drive a project to completion using the appropriate project management tools.
Teamwork	Can demonstrate ability to manage a diverse team across a range of settings,

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	delivering excellent support to people in their own homes.
Leadership & negotiation	Able to demonstrate strong interpersonal skills to challenge, support, influence and engage others at all levels
Political awareness	Ability to work effectively in a political environment and establish positive relationships with councillors, senior managers, staff, external partners and interest groups in a way that establishes confidence, credibility and trust.

**All candidates will be subject to an enhanced CRB check**

## Role Profile

Job Title	<b>Assistant Independent Living Facilitator –Barnet Independent Living Service</b>
Barnet Band and scale range	18-21
Reports to	Team Leader
Service area	Adult Social Services
Number of staff responsible for	None
Budget responsibility (£)	None

**Purpose of Job:** - To offer assistance in the individual support to people with disabilities within the framework of the seven social care outcomes;

- improved health and emotional wellbeing,
- improved quality of life,
- making a positive contribution,
- exercising choice and control,
- maintaining personal dignity,
- economic wellbeing and freedom and
- freedom from discrimination.

## Key accountabilities

### Promoting The Rights of People with Disabilities

- To challenge inequality and promote a positive image of people with disabilities.
- To challenge outdated practices and attitudes in line with Barnet's Disability equality scheme and Equalities policy.
- To ensure that people with disabilities are fully included in the development of service.

### Supporting People to Plan and Lead Their Own Lives

- To listen and understand what is important to, and for, the individual.
- To assist people to make use of community resources.
- To work in a non-judgemental manner to support people with what is important to them.
- To help people understand and manage risks in everyday life.
- To supervise students and individuals undertaking work experience placements within service area.

### Consistency

- To follow policies and procedures and agreed guidelines for supporting individuals and for the service.

- To work towards measurable goals agreed within a supervision and appraisal framework of performance management.
- To play an active role in excellent team work, focussed on the delivery of personalised services.

### **Time Management**

- To respect the needs of individuals and to arrive in good time to support people with their planned activities.
- To respect colleagues and others and to arrive in good time for meetings and other events.
- With the support of colleagues, to prioritise tasks and ensure that each is given adequate time to achieve.
- To support individuals in an appropriate manner to give each person time to realise their personal goals.

### **Professional Development**

- To learn from experience and the experience of others within the team, both formally and informally.
- To attend training, and implement new learning on a range of topics, as defined through Annual Appraisal and supervision.
- To be aware of developments relating to the support of people with disabilities.

### **Teamwork / Lone Working**

- To work closely with colleagues to support people in an agreed and consistent way.
- To communicate information with colleagues, to support service delivery, using a range of methods including; in person, by telephone and via electronic communication etc.
- To take initiative, when required, to support people on an individual basis and to make appropriate decisions without constant management intervention.

### **Working in Partnership with other Significant People**

- To value the contribution of family carers in the support of individuals.
- To seek the advice and support of senior colleagues.
- To deal professionally with members of the public.

### **Qualifications**

Type	Level required
Professional qualifications/memberships	None
Education	Basic knowledge of Improving Life chances of Disabled people, Choice and Independence agenda.

	<p>Basic knowledge in Health &amp; Safety, Epilepsy, Medication, Safeguarding Adults etc.</p> <p>Basic Literacy and Numeracy Skills</p>
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### Desired Technical / Knowledge

Type	Description
Service/ Condition Specific Knowledge includes, but not limited to:-	<p>Moving and Handling</p> <p>Basic knowledge of key signs of BSL</p> <p>Understanding of impact on person of MS, Parkinsons , Motor Neurone Disease , Stroke, Epilepsy, Cerebral Palsy, Acquired Brain Injury, Dysphagia, Dementia, Arthritis, Hearing loss.</p>
IT Skills	Basic IT Skills
Special Job requirements	<p>Ability to lift within manual handling guidelines</p> <p>Able to undertake intimate and personal care tasks when required</p>

### Behavioural Competencies

Competency	Key to role
Person Centred Approach	Able to demonstrate values and principles of dignity, choice and independence.
Communication Skills	Demonstrate the ability to communicate effectively, using a variety of methods.
Manage competing priorities	<p>Is able to demonstrate working effectively as part of a team, on a range of priorities to agreed outcomes.</p> <p>Is able to demonstrate effective management of own time</p>
Provide high quality services	Can demonstrate the ability to provide good quality support.
Flexibility and Positive Attitude	Can demonstrate the ability and willingness to respond to changing aspirations and needs of individuals and

	to the changing needs of the service.
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**All candidates will be subject to an enhanced CRB check**

## Role Profile

Job Title	<b>Independent Living Facilitators – Barnet Independent Living Service</b>
Barnet Band and scale range	25-28
Reports to	Service Development Manager
Service area	Adult Social services
Number of staff responsible for	None
Budget responsibility (£)	None

Purpose of Job: - To offer individual support to people with disabilities within the framework of the seven social care outcomes;

- improved health and emotional wellbeing,
- improved quality of life,
- making a positive contribution,
- exercising choice and control,
- maintaining personal dignity,
- economic wellbeing and freedom and
- freedom from discrimination.

## Key accountabilities

### Promoting The Rights of People with Disabilities

- To challenge inequality and promote a positive image of people with disabilities.
- To challenge outdated practices and attitudes in line with Barnet's Disability equality scheme and Equalities policy.
- To ensure that people with disabilities are fully included in the development of service.

### Supporting People to Plan Their Own Lives

- To use appropriate tools to help people determine plans for their lives.
- To make use of community resources to help and inform people to make decisions.
- To work in a non-judgemental manner to support people with what is important to them.
- To help people understand and manage risks in everyday life.

### Consistency

- To follow policies and procedures and agreed guidelines for supporting individuals and for the service.

- To work towards measurable goals agreed within a supervision and appraisal framework of performance management.
- To develop and maintain an excellent team working environment focussed on the delivery of personalised services.

### **Time Management**

- To respect the needs of individuals and to arrive in good time to support people with their planned activities.
- To respect colleagues and others and to arrive in good time for meetings and other events.
- To prioritise tasks and ensure that each is given adequate time to be achieved.
- To support individuals in a patient manner to give each person time to realise their personal goals.

### **Professional Development**

- To learn from experience and the experience of others within the team, both formally and informally.
- To attend formal training on a range of topics as defined through Annual Appraisal.
- To keep abreast of developments both locally and nationally relating to the support of people with disabilities.
- To participate in the induction and coaching of new and less experienced staff.

### **Teamwork / Lone Working**

- To work closely with colleagues to support people in a predictable and consistent way.
- To communicate information with colleagues to support service delivery, using a range of methods including; in person, by telephone and via electronic communication etc.
- To take initiative, when required, to support people on an individual basis and to make appropriate decisions without constant management intervention.

### **Working in Partnership with other Significant People**

- To value the contribution of family carers in the support of individuals.
- To seek the advice and support of relevant professional colleagues.

### **Qualifications**

<b>Type</b>	<b>Level</b>
Professional qualifications/memberships	None
Education	NVQ2 or equivalent General knowledge of NSF – Long term

	<p>conditions, and Barnet “Valuing People Now” and the Choice &amp; Independence agenda.</p> <p>Basic statutory training in Health &amp; Safety, Epilepsy, Medication , Risk Management, Safeguarding Adults etc</p> <p>Good literacy and numeracy skills</p>
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### Technical / Knowledge Requirements

Type	Description
Service/ Condition Specific Knowledge includes, but not limited to:-	<p>Moving and Handling</p> <p>BSL</p> <p>Basic knowledge of MS, Parkinsons , Motor Neurone Disease , Stroke, Epilepsy, Cerebral Palsy, Acquired Brain Injury,</p> <p>Dysphagia, Dementia, Arthritis, Hearing loss.</p>
IT Skills	<p>Good skills in Microsoft Office</p> <p>Use of technology involved in mobile working</p>
Special Job requirements	<p>Current and clean driving licence</p> <p>Ability to lift within manual handling guidelines</p> <p>Able to undertake intimate and personal care tasks when required</p>

### Behavioural Competencies

Competency	Key to role
Person Centred Approach	Able to demonstrate values and principles of choice and independence
Communication Skills	Demonstrate the ability to communicate effectively at all levels and reflect this in the delivery of effective support using a variety of appropriate methods.
Provision of appropriate data	Can demonstrate the ability to search a variety of information sources to meet the needs of the customer and resolve the queries
Time Management	<p>Is able to demonstrate the ability to manage time</p> <p>Is able to have a flexible approach to working hours</p> <p>Is able to demonstrate working effectively as part of a team and to work</p>

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	on a range of competing priorities to agreed outcomes
Provide high quality services	Can demonstrate the ability to provide solutions to challenges; review, maintain and improve service delivery.
Flexibility and Positive Attitude	Can demonstrate ability and willingness to respond to changing aspirations and needs of individuals and the service.

**All candidates will be subject to an enhanced CRB check**

## Role Profile

<b>Job Title</b>	<b>Team Leader –Barnet Independent Living Service</b>
<b>Barnet Band and scale range</b>	<b>34-37</b>
<b>Reports to</b>	<b>Manager of Service</b>
<b>Service area</b>	<b>Adult Social services</b>
<b>Number of staff responsible for</b>	<b>Responsible for supervision of performance of 3fte (may be more individual staff members to include part time) and any voluntary or student staff as required</b>
<b>Budget responsibility (£)</b>	<b>None</b>

**Purpose of Job:** - To work as a part of the management team supervising and guiding staff to offer individual support to people with disabilities within the framework of the seven social care outcomes;

- improved health and emotional wellbeing,
- improved quality of life,
- making a positive contribution,
- exercising choice and control,
- maintaining personal dignity,
- economic wellbeing and freedom and
- freedom from discrimination.

## Key accountabilities

### Promoting the Rights of People with Disabilities

- To challenge inequality and promote a positive image of people with disabilities.
- To challenge outdated practices and attitudes in line with Barnet's Disability equality scheme and Equalities policy.
- To ensure that all aspects of service delivery and development are defined and implemented in partnership with people with disabilities.

### Staffing Responsibilities

- To supervise staff according to the Council's Supervision Policy.
- To agree and monitor individual staff development goals within the supervision and appraisal framework of Performance Management.
- To act as a positive role model of good practice.
- To coach and mentor staff members and volunteers.
- To participate in the recruitment and selection of staff.
- To supervise students and individuals undertaking work experience placements within service area.

### **Management of the Service**

- To coordinate resources to ensure effective service delivery.
- To participate in development planning for the service.
- To represent the manager and the service in a variety of situations and settings.
- To work proactively and professionally.
- To take on delegated responsibility for managing specific areas of the service.

### **Financial Responsibilities**

- To assist in robust financial and budget management.

### **Supporting People to Plan and Lead Their Own Lives**

- To listen and understand what is important to, and for, the individual.
- To use appropriate tools to help people plan their lives.
- To facilitate people to make use of the full range of community resources
- To work in a non-judgemental manner to support people with what is important to them.
- To help people understand and manage risks in everyday life.

### **Consistency**

- To be involved in developing and implementing policies and procedures and agreed guidelines for supporting individuals and for the service.
- To work towards measurable personal development goals agreed within a supervision and appraisal framework of performance management.
- To develop and maintain an excellent team-working environment focussed on the delivery of personalised services.

### **Time Management**

- To respect the needs of individuals and to arrive in good time to support people with planned activities.
- To respect colleagues and others and to arrive in good time for meetings and other events.
- To prioritise tasks and ensure that each is given adequate time to achieve.
- To support individuals in an appropriate manner to give each person time to realise their personal goals.
- To ensure that staff manage their time effectively and are accountable for performance.
- To participate in attendance management.

### **Professional Development**

- To learn from experience and the experience of others within the team, both formally and informally.

- To attend training, and implement new learning, on a range of topics, as defined through Annual Appraisal and supervision.
- To keep abreast of developments both locally and nationally relating to the support of people with disabilities.
- To take a lead role in the induction and coaching of new and less experienced colleagues.

### Teamwork / Lone Working

- To work closely with, and guide, colleagues to support people in an agreed and consistent way.
- To communicate information with colleagues to support service delivery, using a range of methods including; in person, by telephone and via electronic communication etc.
- To take initiative to support individuals, and staff, and to make appropriate decisions without constant senior management intervention.

### Working in Partnership with other Significant People

- To value the contribution of family carers, health and social care colleagues in the support of individuals.
- To ensure effective communication with those people involved in the lives of individuals.
- To signpost and seek the advice and support of relevant professional colleagues.
- To deal professionally with members of the public.

### Qualifications

Type	Level required
Professional qualifications/memberships	None
Education	<ul style="list-style-type: none"> <li>• NVQ 3 care or equivalent.</li> <li>• Working knowledge of NSF –Long term conditions, Improving Life Chances of Disabled People and the Choice and Independence agenda.</li> <li>• Working knowledge in Health &amp; Safety, Supervision, Epilepsy, Medication, Management of Risk, Safeguarding Adults etc</li> <li>• Excellent Literacy and Numeracy Skills</li> <li>• Use of Assessment tools</li> <li>• Disability Discrimination Act</li> </ul>

### Knowledge

Type	Description
Service/ Condition Specific Knowledge	<ul style="list-style-type: none"> <li>• Moving and Handling</li> </ul>

includes, but not limited to:	<ul style="list-style-type: none"> <li>• BSL</li> <li>• Knowledge of MS , Parkinson's , Motor Neurone Disease , Stroke, Cerebral Palsy, Acquired Brain Injury, Dysphagia, Dementia</li> </ul>
IT Skills	<ul style="list-style-type: none"> <li>• Good skills in Microsoft Office.</li> <li>• Use of technology involved in mobile working.</li> </ul>

### Behavioural Competencies

Competency	Key to role
Person Centred Approach	<ul style="list-style-type: none"> <li>• Demonstrate values and principles of choice and independence</li> <li>• Demonstrate a creative approach to Person Centred Planning</li> </ul>
Communication Skills	<ul style="list-style-type: none"> <li>• Demonstrate the ability to communicate effectively at all levels and reflect this in the delivery of effective support using a variety of appropriate methods.</li> <li>• Promote positive and professional relationships, both within the service and externally, and resolve conflict situations.</li> </ul>
Provision of appropriate information	Demonstrate the ability to search a variety of information sources to meet the needs of the individual and resolve queries
Time Management	<ul style="list-style-type: none"> <li>• Demonstrate the ability to work effectively as part of a team and to work on a range of competing priorities to agreed outcomes.</li> <li>• Able to support others to manage their workload</li> <li>• Able to demonstrate effective management of own and others time</li> </ul>
Provide high quality services	Demonstrate the ability to provide solutions to challenges; review, maintain and improve service delivery.
Flexibility and Positive Attitude	Demonstrate the ability and willingness to respond to changing aspirations and needs of individuals and to the changing needs of the service.

**All candidates will be subject to an enhanced CRB check**



This job is exempt from the Rehabilitation of Offenders Act 1974 and an enhanced CRB disclosure will be required

Job Title	Service Manager Community Services
Grade	50-53 <i>indicative TBC</i>
Reports to	Director of Operations
Service area	Community Services
Number of staff responsible for	8 Community Services Coordinator Reports
Budget responsibility (£)	TBC

**Purpose of Job: -**

To provide the operational lead and hold responsibility for the Community Services of Your Choice, which provides community-based support to adults with disabilities. This includes, but is not limited to the supervision and management of the Coordinators of each constituent teams, setting and managing budgets and to provide high-performing services shaped by the customers of Your Choice. The post holder will be a part of YCB Management Team.

**Key accountabilities**

**Promoting the Rights of People with Disabilities**

- Challenge inequality and a promote a positive image of people with disabilities
- Ensure that people with disabilities and their carers are fully listened to and their feedback included in the development of their service

**Budget Responsibilities**

- Take responsibility for the planning and management of delegated budgets, including providing monitoring reports to the Executive and Board, and taking recovery actions where required
- Be the budget holder, responsible and accountable directly for parts of the service
- Ensure robust budget management to keep the service within prescribed financial limits.
- Explore opportunities for alternative funding streams
- Ensure transparency in all financial transactions.
- Ensure that service delivery is as commissioned

- Ensure service delivery is monitored, recorded and reported accordingly

### **Performance Management**

- Set and monitor team and individual performance objectives and targets by aligning these to the Corporate and Business Plans within Your Choice and The Barnet group.
- Support the development and monitoring of service plans and ensuring their successful implementation and completion.
- Manage individual performance of Community Service Coordinators in line with the range of HR policies, ensuring that policies and procedures are documented and maintained, and that staff receive all appropriate supervision, appraisal and support so to provide a first class service that is compliant with all policies, best practice and statutory requirements.
- Coach and mentor staff members
- Manage the recruitment and selection of senior staff

### **Working in Partnership with other Significant People**

- Seek the views of stakeholders in excellent service delivery
- Lead the organisation in engagement with customers
- Signpost and seek the advice and support of relevant professional colleagues
- Network across the Barnet Group, in local forums and other external situations
- Represent Your Choice in a variety of situations and settings

### **Leadership and Innovation**

- Influence staff to provide excellent service
- Act as a positive role model of good practice to managers and staff within the settings
- Challenge outdated practices and attitudes and support managers to effect a change
- Create a service to maximise the use of resources to ensure effective service delivery.
- Support colleagues in developing the organisation and winning new business
- Motivate and lead colleagues to ensure a flexible service offer
- Contribute to and develop the culture of the organisation

### **Risk Management**

- Ensure that all risks are fully assessed, documented and managed
- Ensure managers keep a register of all risks and their plans to manage them

## **Supporting People to Plan and Lead Their Own Lives**

- Develop and manage the overall service to respond to the challenge of meeting individuals' changing needs and aspirations

### **Consistency**

- Oversee the development and implementation of policies and procedures and the development Community Services Division
- Work towards measurable goals agreed within a supervision and appraisal framework of performance management.
- Develop and maintain an excellent team of Community Service Coordinators focussed on the delivery of flexible personalised services.
- Be an active member of the Your Choice Management Team.
- Ensure service compliance with external regulatory bodies. E.g. CQC
- Manage the development of the service plan to meet the objectives of the corporate priorities
- Research, interpret and implement the implications of new legislation, changes to CQC requirements, best practice and policy changes, and disseminate to staff and front line supervisors as appropriate.

### **Time Management**

- Respect others and arrive in good time for meetings and other events.
- Support individuals and teams in an appropriate manner to give each person time to realise their goals.
- Manage own time, and competing priorities, and that of others effectively.

### **Professional Development**

- Learn from experience and the experience of others within the team, both formally and informally.
- Attend and deliver training, and implement new learning, on a range of topics, as defined through Annual Appraisal and supervision
- Keep abreast of developments both locally and nationally relating to the support of people with disabilities and the management of staff.

### **Flexibility**

- Work with the degree of flexibility required to perform work not specifically referred to, although falling within the scope of the post at the appropriate grade.
- Adopt a flexible approach to working time, to include evening and weekend meetings and activity.
- Manage and participate in a rota to provide out-of-hours support and advice to staff

### **Health and Safety**

- Ensure safe and efficient delivery of service by achieving high standards of compliance with health and safety and management of risk.

- Ensure that buildings within the service are maintained and managed.

**Commitment to Equality**

- Deliver the organisation's commitment to equality of opportunity both in the provision of services and as an employer. Promote equality in the work place and in the services delivered.



This job is exempt from the Rehabilitation of Offenders Act 1974 and an enhanced CRB disclosure will be required

**Qualifications required**

Type	Level required
Professional qualifications/memberships	none
Education	Working knowledge and understanding of legislation and good practice in the sphere of social care services and the Personalisation agenda relating to the support of people with disabilities.

**Desired Technical / Knowledge**

Type	Description
Specific Knowledge includes, but not limited to:-	Mental Capacity Act, Benefits, Legislation relating to People with Disabilities, Individualised Budgets, Direct Payments, Knowledge of Autism, TEACCH, Dysphagia Dementia, Sensory Impairment, MS and other degenerative neurological conditions
IT Skills	Good IT skills, including Microsoft Office and the Use of technology involved in mobile working. Use of Finance and HR systems

## Behavioural Competences

Competency	Level
Staff management	<p>Ability to lead staff through effective appraisal, coaching and performance management.</p> <p>Ability to motivate staff, set priorities and targets, direct and plan work to provide a service which meets service standards/deadlines</p>
Teamwork	Communicate and influence, working effectively in providing leadership to a team and as part of a senior management team
Change management	Able to foster a supportive and transparent culture through times of change or uncertainty.
Problem Solving	Able to make sound and timely decisions based on an analysis of the relevant information and deliver innovative and creative solutions to problems
Influencing & negotiation	Strong interpersonal skills and able to challenge, support, influence and engage senior management, executive, Board and peers.
Project management	Effective user of project management techniques.
Leadership	<p>Able to provide leadership to staff in a complex environment.</p> <p>Able to make independent decisions that have a significant impact on daily operations and strategic direction of their team.</p> <p>Able to inspire and encourage buy-in to all aspects of the business</p>
Management & Performance	<p>Ability to initiate and implement service improvements</p> <p>Able to demonstrate an understanding of how the organisation works, both formally and informally</p> <p>Ability to maintain and develop performance indicators for the service and use them proactively to improve performance</p> <p>Able to deliver the organisation's commitment to equality of opportunity both in the provision of services and as an employer</p>
Communication skills	<p>Able to communicate effectively with colleagues and stakeholders at all levels</p> <p>Able to promote positive professional relationships and resolve conflict and complex situations</p> <p>Able to demonstrate excellent communication verbally, non-verbally and in writing</p> <p>Able to prepare and give presentations to large groups of people</p>
Person Centred Approach	Able to demonstrate values and principles of choice and

	independence Able to demonstrate a creative approach to Person Centred Planning
Provide high quality services	Able to demonstrate the ability to meet and exceed regulatory standards of service provision
Flexibility and Positive Attitude	Can demonstrate ability and willingness to respond to changing aspirations and needs of individuals and to the changing needs of the marketplace



This job is exempt from the Rehabilitation of Offenders Act 1974 and an enhanced CRB disclosure will be required

Job Title	Community Services Coordinator
Grade	39-42 – indicative TBC
Reports to	Service Manager – Community Services
Service area	Community Services
Number of staff responsible for	Responsible for Supervision and Performance of Local team of up to 12 staff
Budget responsibility (£)	TBC

### Purpose of Job

As a part of the Community Services Management Team, to help inspire, lead and motivate staff to support people with disabilities, and those around them, to build lives filled with opportunities and value-based activities to develop their choice and independence within their local community.

### Key accountabilities

#### Promoting the Rights of People with Disabilities

*Everyone has the right to develop fulfilling lives in the community and to share them with the people they choose – some people need others to support them to achieve this.*

- Challenge inequality and promote a positive image of people with disabilities
- Challenge outdated practices and attitudes
- Ensure that people with disabilities are fully included in the development of their service
- Work in a non-judgemental manner to ensure people's choices are not restricted

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- Confidently apply Safeguarding procedures to support service users, to include investigations where appropriate
- Work proactively with people rather than reactively

### Staffing Responsibilities

- Supervise and support staff in their day-to-day activities, to work within agreed policies and procedures
- Carry out Annual Appraisals with staff to manage their development and goals
- Be a positive role model of good practice
- Coach and mentor staff members
- Participate in the recruitment, selection and induction of staff
- Actively manage and record performance, including attendance
- Investigate areas of poor performance or conduct, as directed by the Service Manager
- Carry out occupational Risk Assessments for staff in their day-to-day work activities

### Management of the Service

- Work with the Service Manager to plan the development of service delivery
- Represent the Service Manager and the Organisation when required
- Take on delegated responsibility for leading specific areas of the service
- Deal with complaints and representations to ensure a positive experience for customers
- Participate in a rota to provide emergency out-of-hours advice and support to staff

### Financial Responsibilities

- Work within robust financial and budget management
- Coordinate resources, including staff deployment, to ensure effective service delivery
- Explore opportunities for alternative funding streams
- Ensure transparency in all financial transactions
- Following training, make use of the organisation's finance software to support smooth service delivery, through the approval of invoices etc.
- Participate in monitoring and recording of service delivery for reporting purposes

### Supporting People to Plan and Lead Their Own Lives

*Life is not a rehearsal! This role involves encouraging people to understand that, and help those they support to make the most of every day to maximise their independence.*

- Coordinate and support the development, implementation and monitoring of person-centred support plans.
- Work flexibly to ensure your team are able to meet the needs and aspirations of individuals, including rehabilitation and enablement, **at times and places to suit them.**
- Ensure staff support people to make full use of community resources
- Support people to understand and manage risks in everyday life and ensure these risks are fully assessed, documented and managed.
- Support people with disabilities to find employment

## **Consistency**

*The best things happen when people communicate and share their experience.*

- Be involved in developing, implementing and reviewing policies and procedures and agreed guidelines for supporting individuals and for the service.
- Work towards measurable goals agreed within supervision and appraisal
- To develop and foster an excellent team-working environment focussed on the delivery of personalised outcomes.
- Be an active member of the Community Services Management Team
- Take an active part in the planning for Business Continuity and managing any situation as it arises.

## **Leadership**

*Leadership is the capacity to turn a vision into reality*

Take responsibility for own actions and support staff to do the same  
Influence and inspire others to strive for excellence and be the best they can  
Be a role model of excellent practice

## **Time Management**

*Time matters – we must make every minute count!*

- Respect the needs of individuals and arrive in good time to support people with their planned activities.
- Respect colleagues and others and to arrive in good time for meetings and other events.
- Prioritise tasks and ensure that each is given adequate time.
- Ensure that staff manage their time effectively and are accountable for performance
- Ensure attendance management procedures are followed and documented
- Support the provision of the service to meet the needs of individuals, including in evenings, at weekends and bank holidays.

## **Professional Development**

- Learn from experience and the experience of others within the team, both formally and informally.
- Attend training, and implement new learning, on a range of topics, as defined through annual appraisal and supervision
- Keep abreast of developments both locally and nationally relating to the support of people with disabilities
- Take a lead role in the induction and coaching of new and less experienced colleagues.

## **Teamwork / Lone Working**

- Develop best practice in team working
- Work closely with, and guide, colleagues to support people in an agreed and consistent way
- Support staff to complete and follow risk assessments with regard to lone working
- Communicate appropriately with colleagues to support service delivery, using a range of methods including: in person, in writing, by telephone and via electronic communication.

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- Take initiative to support individuals, and staff, and to make appropriate decisions without constant management intervention.

### **Working in Partnership with other Significant People**

- Value the contribution of parents, carers and staff colleagues in the support of individuals
- Signpost and seek the advice and support of relevant professional colleagues
- Ensure effective communication with those people, organisations and community groups involved in the lives of individuals
- Deal professionally with members of the public
- Develop networks to support people with disabilities to find employment
- Maintain good links with professional colleagues, parent and carers to share good practice, knowledge and expertise



### Person Specification

This job is exempt from the Rehabilitation of Offenders Act 1974 and an enhanced CRB disclosure will be required

#### Qualifications

Type	Level required
Professional qualifications/memberships	None
Education / Professional Knowledge and Experience	Supervisory/ Management Experience NVQ 3 care or equivalent. Working knowledge of Valuing People, NSF for Long Term Conditions, Improving Life Chances of Disabled People and the Choice & Independence agenda. Working knowledge in Health & Safety, Supervision, Epilepsy, Medication, Management of Risk, Safeguarding Adults etc Excellent Literacy and Numeracy Skills (Minimum GCSE Grade C or equivalent in English Language and Mathematics) Use of Assessment tools Working Knowledge of the Data Protection Act and its consequences Business Continuity Planning

#### Desired Technical / Knowledge

Type	Description
Service/ Condition Specific Knowledge includes, but not limited to:-	Proact SCIPr(physical interventions) Knowledge of Autism, TEACCH, Triad of Impairments, Makaton and other communication systems Dysphagia Dementia Wheelchair management Epilepsy Disability Discrimination Act Mental Capacity Act/ DOLS Benefits legislation relating to people with disabilities Personal Budgets and Direct Payments British Sign Language Awareness of Deaf Culture Knowledge of the needs and issues affecting blind & partially sighted people and /or deaf & hard-of-hearing people.
IT Skills	Good skills in IT, including Microsoft Office, Iris

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	Exchequer and other relevant software Use of technology involved in mobile working
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### Behavioural Competencies

Competency	Key to role
Person Centred Approach	<ul style="list-style-type: none"> <li>• Able to demonstrate values and principles of choice and independence</li> <li>• Able to demonstrate a creative approach to Person Centred Planning</li> </ul>
Communication Skills	<ul style="list-style-type: none"> <li>• Able to demonstrate the ability to communicate effectively at all levels.</li> <li>• Able to promote positive and professional relationships and resolve conflict situations.</li> <li>• Able to communicate effectively in a variety of media such as written, verbal, non-verbal, electronic to varying audiences.</li> </ul>
Provision of appropriate information	Can demonstrate the ability to search a variety of information sources to meet the needs of the individual and resolve queries
Time Management	<p>Is able to demonstrate working effectively as part of a team and to work on a range of priorities to agreed outcomes.</p> <p>Is able to support others to manage their workload</p> <p>Is able to demonstrate effective management of own and others time</p>
Provide high quality services	Can demonstrate the ability to provide solutions to challenges; review, maintain and improve service delivery.
Flexibility and Positive Attitude	Can demonstrate ability and willingness to respond to changing aspirations and needs of individuals and to the changing needs of the service.
Teamwork	Can demonstrate ability to manage a diverse team dispersed over several locations
Change management	Able to demonstrate the ability to provide leadership and support to people going through a period of change.