

Job Description

Job Title: Manager (In-House Provider Services)

Manager-Fenland Supported Living, North Respite, Hunts Supported Living, South Supported Living, South Residential & Respite, Shared Lives, Cambridgeshire Outreach.

POSCODE: CCC0865

Grade: SO2

Overall purpose of the job

Provide service management for In House Provider Services including supported living, residential, respite service, Shared Lives and Cambridgeshire Outreach. Support the Registered Manager with meeting CQC (Care Quality Commission) assessment framework requirements (where applicable), service level agreements and East of England Service Outcomes and Standards of Care for Community based services ensuring that the quality of the Service meets and exceeds standards required in the regulation of activities.

Promoting good practice ensuring effective systems and processes are in place, assuring quality assurance standards and mechanisms that are in line with CCC procedures.

Develop and manage relationships with people who use services, families, partners, other professionals to ensure the quality of the service delivery is maintained and meets the support needs of those who use the service. Lead a staff team through evolving service needs to maintaining high professional standards.

Main accountabilities

1.	<p>Service Management</p> <p>Provide day to day management for In House Provider Services including supported living, residential, respite, Shared Lives and Cambridgeshire Outreach. Support the Quality Assurance & Operations Manager (Registered Manager), delivering a service that meets with CQC regulations and guidance, contracts monitoring requirements and service level agreements.</p> <p>Manage and lead the delivery of accommodation services across the designated area being the responsible person and decision maker of the service for the operational delivery of day-to-day delivery. Ensuring high performing, sustainable and cost effective service provision empowering vulnerable adults.</p> <p>Review service delivery so that services are delivered and improved in line with agreed needs, budgets, policies, legislation, key performance indicators, and service level agreements.</p> <p>Promoting good practice ensuring that systems are maintained to generate the evidence required to meet regulations and registration requirements of Care Quality Commission (CQC), and service specification standards. Provide management oversight of health and safety, medicine management, risk, safeguarding, deprivation of liberty safeguards and support arrangements including referrals into the service. Ensure risk assessments are in place and reviewed, and to promote the independence and skills of the people we support.</p> <p>Ensure effective systems and processes are in place to manage the timeliness and appropriateness of the resolution of complaints, conflicts and issues arising from customers, people who use services, and the team, including providing initial responses.</p>
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	<p>Agree quality assurance standards and mechanisms that are in line with CCC procedures, to assess the adequacy and performances of the service. deliver the quality assurance framework for the service, create, and implement and monitor action plans and report findings as required.</p> <p>Provide advice and support to co-ordinators, partners, professionals, and operational management as required.</p> <p>Where the service uses buildings provide management oversight of building, contents, and grounds that they adhere to health and safety legislation. Working in partnership with facility management and housing providers to ensure the condition and safety of buildings is maintained at a high level.</p>
2.	<p>Service Development-</p> <p>Assist in identifying opportunities to improve service delivery and efficiency and enhance value for money delivery options. Contribute ideas for service improvements and coordinate activities that promote innovation.</p> <p>Support the implementation of service improvements, monitoring, and review progress to ensure that specified improvements deliver the require outcomes within agreed timescales, budget, and quality standard.</p> <p>Seek opportunities for the promotion of the service in order to ensure utilisation meets expectations.</p> <p>Collect and maintain management information to support decision making. Assist in preparing reports and monitoring trends to support the Quality Assurance & Operations Managers plan for service needs.</p>
3.	<p>People Management</p> <p>Lead, manage, recruit, and develop staff to ensure a responsive, competent, and well-equipped workforce across the service upholding professional and CCC policies at all times.</p> <p>Manage, supervise, and evaluate staff, leading them through evolving service needs and ensuring they possess the necessary skills and competencies to deliver consistently high-quality support through facilitating access to training opportunities.</p> <p>Manage performance, sickness, and absence of staff through HR processes gaining support from the Quality Assurance & Operations Manager and HR colleagues.</p> <p>Support and promote the team’s wellbeing though sharing information and available resources.</p> <p>Provide diversity and inclusion within the service by implementing policies and ensuring the team are appropriately supervised and trained.</p> <p>Maintaining high professional standards and behaviours ensuring that expertise and guidance are readily available to colleagues. Champion a constructive working environment and encourage continuous improvement and the application of best practices throughout the service.</p>
4.	<p>Relationships and Partnership working</p> <p>Promote partnership working with local communities, to enable people that use services to lead independent lives and to have the skills, and opportunities, enjoyed by the wider community.</p>

	<p>Work in partnership and co-ordinate with people who use services, families/carers, partners, other professionals and Shared Lives carers, to ensure quality and cost effective services are delivered</p> <p>Facilitate effective, and collaborative relationships with people who use services, families/carers, partners, other professionals.</p>
5.	<p>Financial and Resource Management</p> <p>Monitor expenditure and control resources, including staffing, equipment and where appropriate office and building space understand the impact on costs and resources. Identifying opportunities for efficiencies and ensuring activities align with budgetary guidelines and organisational priorities.</p> <p>Maintain tracking systems and processes to provide real time information on staffing and service capacity/utilisation reporting performance to the Quality Assurance & Operations Manager.</p>
6.	<p>Health Safety and Risk Management</p> <p>Ensure the team and its activities are in full compliance with both CCC and legislative Health and Safety policies and guidance. Oversee risk assessment, mitigation, and monitoring across all service areas.</p> <p>Ensure the health and safety of the team and people who use services is compliant with regulations and to have systems monitoring this regularly.</p> <p>Ensure that the building, contents, and grounds are maintained in good condition so that the County Council's assets are protected. Maintain management oversight of all maintenance reports to ensure these are dealt with in a timely way to ensure that the health & safety of the team, people who use services, and visitors are protected.</p>
7.	Demonstrate an awareness and understanding of equality, diversity and inclusion.
8.	Ability to contribute to our organisational commitment to becoming a Net Zero organisation by 2030.

Safeguarding commitment

We are committed to safeguarding and promoting the welfare of children and young people/adults at risk. We require you to understand and demonstrate this commitment.

Person Specification

Qualifications, knowledge, skills and experience

Minimum level of qualifications required for this job.

Qualifications Required	Subject	Essential/ Desirable
Level 4	Leadership and Management in Adult Care or equivalent	E
Level 5	Leadership and Management in Adult Care or equivalent	D

Minimum levels of knowledge, skills and experience required for this job.

Identify	Describe	Essential/ Desirable
Knowledge and Experience		
Knowledge & working experience of relevant legislation, policies, and guidance	Mental Capacity Act, Care Act 2014, CQC framework of standards, Safeguarding & deprivation of Liberty safeguards.	E
Managing complex case arrangements	Knowledge and experience of handling case arrangements for vulnerable adults including accounting for the risk to and safety of people who use services and others.	E
Completing appropriate documents in relation to social Care	Care & support plans, risk assessments, behaviour plans, health action plans.	E
Risk	Understanding risk and knowing when to escalate to obtain resolution	E
Customer relationships	Practical experience of working with customers and users at operation level within a variety of client/user/customer groups. Able to offer sound professional and managerial advice	E E
Partnership Working	Experience of successful partnership working and collaboration	E
Managing and leading a staff team	Experience of managing a staff team, following HR processes for performance and absence management	E
Quality Assurance	Knowledge and experience of using quality assurance processes to identify and plan improvements in service delivery.	E
Commercial Awareness	Understanding how decisions and actions impact costs, resources, and value for money.	E
Skills		
Management	Ability to plan, prioritise and manage the team using workload planning and management information systems to monitor workload and performance.	E

	Ability to prioritise and make cost effective use of available resources taking responsibility for results.	E
Leadership	Provide leadership and oversight for all aspects of the service delivery . Including making timely, evidence based decisions that balance quality, safety, and resources, inspiring and motivating teams, influencing others to adopt best practice, and driving continuous improvement.	E
Effective Communication	Effective communication skills including strong people skills in groups, teams and one to one situations. Strong and effective written communication skills	E E
Decision Making	Ability to prioritise issues and cases. Ability to challenge others in a constructive manner and to make informed decisions that if challenged can be substantiated	E E
Collaboration	Ability to collaborate with other agencies and through multi-functional teams	E
IT proficiency	Microsoft Office (Word, Excel, PowerPoint, Publisher) AI applications	E
Equality, Diversity, and Inclusion (applies to all roles.	Ability to demonstrate awareness and understanding of equality, diversity, and inclusion and how this applies to this role.	
Net Zero	Ability to contribute towards our commitment of becoming a net zero organisation.	
Safeguarding	Demonstrate an understanding of the safe working practices that apply to this role. Ability to work in a way that promotes the safety and well-being of children and young people/adults at risk.	

Disclosure level

What disclosure level is required for this post?	None	Standard
	Enhanced	✓ Enhanced with barred list checks

Work type

What work type does this role fit into? (tick one box that reflects the main work type, the default work type is hybrid)	Fixed	Hybrid ✓	Field	Remote	Mobile
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