

Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Day Centre and Transport Manager	Grade: PO6
Section: Adult Operations	Department: Adult Social Services Department
Responsible to following manager: Head of In-House Service Provision	Responsible for the following staff: Day Care Centre and Transport Assistant Manager (Sheen) Day Care Centre and Transport Assistant Manager (Woodville) Day Care Centre and Transport Assistant Manager (Access Project) Transport Administrator
Post Number/s:	Last review date: September 2019

Working for the Richmond/Wandsworth Shared Staffing Arrangement

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Councils. The overall purpose of the Shared Staffing Arrangement is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

The Shared Staffing Arrangement aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

Job Purpose

The Day Centre and Transport Manager is responsible for the efficient operation of:

- The Woodville Centre
- The Sheen Lane Centre
- The Access Project
- Transport Services related to the above day care centres.

The Day Care Centre and Transport Manager will oversee the innovative development and operation of an efficient, effective service for Older people with a diagnosis of Dementia at Woodville, Frail Older People with Physical disabilities at Sheen, and for Adults who have a physical disability and/or sensory loss at the Access Project as well as managing Transport Services. They will ensure that Day Centre and Transport Assistant Managers at the individual centres create an environment in which an individual's rights, dignity, autonomy, choice and self-esteem are respected.

They will promote the Day Centre services, their relevance, benefits and achievements within the wider health and social care agenda and work proactively with Voluntary Sector and Community partners to provide an inclusive and holistic service to Older People, Adults who have a physical disability and/or sensory loss and their carers.

They will oversee Day Centre and Transport Assistant Managers ensuring that the planning, delivery and review of service users' desired outcomes are met, involving carers and other professionals (e.g. Therapist, Nurses, Care Managers, Employment Consultants).

In addition, the Day Centre and Transport Manager is responsible for transport services as required for adults with individual needs and disabilities to Day Centres; Respite Care; Pre-care visits and supervise the resources (staff and vehicles) in the London Borough of Richmond upon Thames.

Specific Duties and Responsibilities

The Day Centre and Transport Manager is responsible for the efficient operation of:

- The Woodville Centre
- The Sheen Lane Centre
- The Access Project
- Transport Services related to the above day care centres.

The Day Care Centre and Transport Manager will oversee the innovative development and operation of an efficient, effective service for Older people with a diagnosis of Dementia at Woodville, Frail Older People with Physical disabilities at Sheen, and for Adults who have a physical disability and/or sensory loss at the Access Project as well as managing Transport Services. They will ensure that Day Centre and Transport Assistant Managers at the individual centres create an environment in which an individual's rights, dignity, autonomy, choice and self-esteem are respected.

They will promote the Day Centre services, their relevance, benefits and achievements within the wider health and social care agenda and work proactively with Voluntary Sector and Community partners to provide an inclusive and holistic service to Older People, Adults who have a physical disability and/or sensory loss and their carers.

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carers and other professionals (e.g. Therapist, Nurses, Care Managers, Employment Consultants).

In addition, the Day Centre and Transport Manager is responsible for transport services as required for adults with individual needs and disabilities to Day Centres; Respite Care; Pre-care visits and supervise the resources (staff and vehicles) in the London Borough of Richmond upon Thames.

Specific Duties and Responsibilities

1. Ensure effective operational management of the three Day Centres:
 - The Woodville Centre
 - Sheen Lane
 - The Access Project

Including overseeing that Day Centre and Transport Assistant Managers deploy resources efficiently to meet customer's needs.

2. Ensure the efficient operational management of the Transport Services meaning that transport services are available for adults with individual needs and disabilities to Day Centre; Respite Care; Manage ad-hoc transport requests from within and outside the organisation and supervise the resources (staff and vehicles) in the London Borough of Richmond upon Thames.
3. Establish productive contacts and relationships with all stakeholders for the benefit of the service and those people who use it.
4. Champion the rights of older people and Adults who have a diagnosis of dementia, physical disability and/or sensory loss providing opportunities for empowerment through genuine, person led service delivery.
5. To provide operational and motivational leadership of staff, including a visible presence to the workforce and promoting a good working environment with the primary aim of delivering high quality services.
6. Leading or managing projects relating to service development and change ensuring that they are planned effectively to achieve outcomes and deadlines.
7. Ensure that the Day Centres and transport services are delivering a person-centred service that meets the outcomes identified in individual service user plans.
8. Be responsible for the management of the Day Centres and transport services budgets, liaising with DASS finance to regularly monitor expenditure and alerting the line manager to potential cost pressures.

9. Continuously monitoring and evaluating the service establishing programs of activity that:
 - Improve the quality of the service as measured by customer survey's
 - Identify and reduce costs in the day centres
 - Use staff more efficiently e.g. deploy staff to work across the 3-day centre when client numbers fluctuate.
 - Efficient use of Transport, effective route planning, promotion of service users own transport to access the service etc.

10. Undertake all duties and interaction with employees, partner providers and customers fairly, without unlawful discrimination and with due regard to the Council's Diversity and Equality in Employment and service delivery policies.

These are the key responsibilities as currently defined. Although there is an attempt to list them in priority order, priorities are subject to change and posts holders should not place permanent emphasis on the location of the task within this job description.

Management Responsibilities:

11. Responsible for the overall management of day centre and transport staff including recruitment, selection, induction, supervision, appraisal and development of staff in line with current procedures, codes of practice and available resources. Specific line management of:
 - 3 x Day Care Centre and Transport Assistant Managers
 - 1 x Transport Administrator

12. Monitoring the services against agreed quality standards ensuring the provision of high-quality services to stakeholders. Ensuring regular health and safety assessments are undertaken and that the results are appropriately responded to.
13. To be the central expert point of information for health and social care professionals regarding day centre and transport options available to older people in the borough.
14. To represent the council as necessary on day centre and transport issues and wider issues pertaining to the client group regarding service development with partners, including evening meetings if required.
15. To prepare and present written reports as required, including reports to senior managers.
16. To ensure that complaints are responded to within the Customer Complement and Complaint Procedure.

17. To ensure personnel matters are dealt with in accordance with Council procedures including absence management, capability, grievances and conduct.

18. Use efficient budget management controls to ensure the services comes in on budget and contribute to any savings and efficiency work required.

In the performance of all duties, and in particular in the support and management of staff, to implement all Council policies and procedures necessary to meet customer care needs and to reflect the Council's vision and values.

Generic Duties and Responsibilities

- To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
- To adhere to security controls and requirements as mandated by the SSA's policies, procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
- To understand both Councils' duties and responsibilities for safeguarding children, young people and adults as they apply to the role within the council.
- The Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.

Additional Information

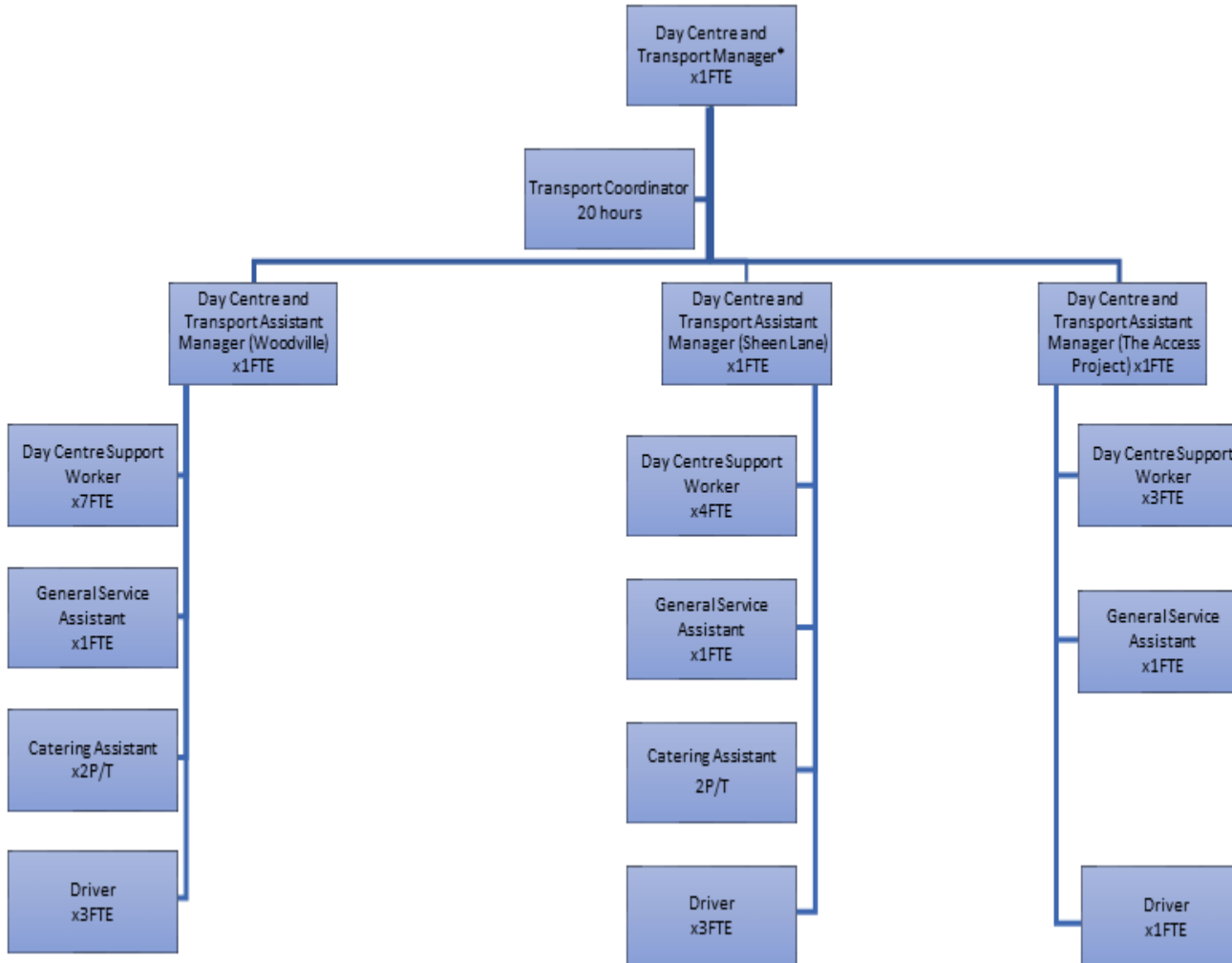
- The post holder may be required to participate in any Borough responses in the event of an emergency, for example by opening and managing a day centre out of hours as a rest centre and coordinating transport services if required to do so.
- Future service development may lead to extended opening hours; therefore the post holder may be required to work outside of normal office hours.
- The post holder should be prepared to carry out the duties of any of the staff within their line management structure including driving and escorting duties when required.

Specific details above are given to provide additional clarity on the responsibilities of this particular job but does not count towards the evaluation. In addition, key objectives, performance indicators and targets for the next 12 months are regularly set as part of the appraisal process.



The Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.

Team structure



Person Specification

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Our Values and Behaviours

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular:

Being open. This means we share our views openly, honestly and in a thoughtful way. We encourage new ideas and ways of doing things. We appreciate and listen to feedback from each other.

Being supportive. This means we drive the success of the organisation by making sure that our colleagues are successful. We encourage others and take account of the challenges they face. We help each other to do our jobs.

Being positive. Being positive and helpful means, we keep our goals in mind and look for ways to achieve them. We listen constructively and help others see opportunities and the way forward. We have a 'can do' attitude and are continuously looking for ways to help each other improve.

Person Specification Requirements	Assessed by A & I / T / C (see below for explanation)
Knowledge	

1. Knowledge of Health & Safety, legislation and guidelines relating to this area of work.	A & I
2. Knowledge of the skills required for Budget Management.	A & I
3. An understanding and knowledge of providing transport to vulnerable adults.	A & I
4. An understanding of managing and developing services for vulnerable adults who have physical disabilities and/ or sensory loss.	A & I
5. An understanding of managing and developing services for Older People.	A & I
6. Knowledge of IT programmes and systems.	I
Experience	
7. Experience of monitoring and managing a budget in a way that makes best use of limited resources.	A & I
8. Experience of working within legislation, guidance and issues relating to all services and translating these into local practice.	A & I
9. Experience of identifying needs for support and achieving required outcomes.	A & I
10. Experience of developing motivating and leading a team to provide effective services to vulnerable people.	A & I
11. Experience of developing, implementing and evaluating service improvements.	A & I
12. Experience of designing and amending services to meet different needs of diverse communities.	I
13. Experience of liaising with stakeholders for the benefit of the service.	A & I
14. Experience of producing reports to provide information to management to enable decision making.	A & I
15. Experience of working with other agencies to provide an inclusive and holistic service.	A & I
Skills	
16. Skills in facilitating groups.	A & I
17. Skills in organisation and working on own initiative.	A & I
18. Skills in motivating and supporting a team.	A & I
Qualifications	
19. A recognised management qualification (e.g. ILM Level 5)/ Relevant Management Qualification in Health & Social Care.	A & C
20. A clean Category D1 driving licence or a Driver Certificate of Professional Competence (CPC) Card or willing to take the CPC Driver test.	A & C

A – Application form

I – Interview

T – Test

C - Certificate