



Personal Independence Coordinator Service Manager

Job Description

Title:	Service Manager – Personal Independence Coordinators and Reablement Link Workers
Responsible to:	Programmes Director
Responsible for:	23 staff including 4-5 direct reports
Salary:	£35,000
Hours:	35 hours per week
Contract:	9 months maternity cover (option of extension to 12 months)

Purpose:

You will be responsible for the operational and strategic management of Age UK Croydon's Personal Independence Coordinator Programme (PIC) and Reablement Link Worker Service, ensuring the delivery of the project on time and within budget, in accordance with the programme plan and programme governance arrangements.

This is an exciting opportunity to lead pioneering programmes which are at the heart of the New Model of Care, driving preventative, holistic, people-centred care. The programme is funded by the One Croydon Alliance, a partnership between Croydon Council, Croydon CCG, SLAM, GP Collaborative and Age UK Croydon. It will continue to be in the spotlight and therefore it is vital that this programme is delivered to the highest quality and is able to demonstrate its impact on the people of Croydon.

Main Duties:

Managing the programmes successfully

- To ensure the efficient running of the PIC programme and Reablement Link Worker Service, providing a high quality, accessible service
- To work closely with the Programmes Director to contribute to PIC and Reablement Link work's strategic and operational planning and

management.

- To manage team of 23 staff, with 4 direct reports from Team Leaders.
- To work closely with commissioners to ensure thorough and efficient management of the PIC and Reablement Link Service contracts.
- Develop and build upon systems and processes within the PIC Service and Reablement Link Service ensuring quality and efficiencies in the Service.
- Contribute to policy revision as appropriate, ensure that organisational policies and procedures are implemented and followed
- To ensure PIC Service huddle attendance remains above 98%
- To identify, raise and mitigate risks within the services.
- To ensure the PICs and Reablement Link Service teams uphold Age UK Croydon policies and procedures
- To attend regular supervision meetings with the line manager and staff/team meetings
- To work across both AUKC sites and services as required to ensure the efficient delivery of AUKC services
- To address customer and professional's enquiries and/or complaints in regards to the PIC and Reablement Link Services.

Monitoring and Evaluating

- To compile monthly monitoring reports for funders and internally, reporting on quality and performance KPIs and outcomes and impact
- To support the CEO and Programmes Director to develop an impact framework for the projects, to ensure impact is measured effectively.
- To ensure that the PIC and Reablement Link Service database captures data effectively for monitoring reports.
- Monitor implementation of complexity rating tool within the PIC and Reablement Link Service Services to manage caseloads.
- To monitor PIC and Reablement Link Service Service caseloads identifying and mitigating any concerns/issues.
- To be the budget holder for the Programme, keeping the project to budget and providing financial reports

- To liaise with the funders to develop appropriate monitoring and evaluation tools including development of KPI's and outcomes for both services.
- To ensure that accurate statistics and reports are available as and when required for the Board, organisation and funders
- Finding ways to ensure the project innovates and improves as a direct result of engagement with Croydon residents

Managing people effectively

- To oversee completion of PIC, PIC Support Worker and PIC Team Leaders inductions and training.
- To manage on-going recruitment and induction of the PIC and Reablement Link Service Staff.
- To provide effective line management of 4 Team Leaders, setting their objectives in line with the organisation's strategy as part of regular supervision meetings
- To support and supervise 4 Team Leaders in the management of the PICs and Reablement Link Service teams of 23 staff
- To hold case management sessions with the Team Leaders
- To support the team in achieving its targets, including chairing Team Leader meetings, PIC Operational Meetings and working with the Team Leaders to share duties effectively
- Provide guidance on complex cases, attending visits where necessary.
- To approve and monitor all expense claims for the PIC and Reablement Link Service Service.
- To conduct HR meetings with Staff when appropriate
- To oversee management of PIC and Reablement Link Service volunteers
- To conduct annual appraisals of 4 Team Leaders and ensure completion of appraisals in the PIC and Reablement Link Services.

Building networks and relationships

- To develop strong relationships with the One Croydon Alliance, to ensure alignment with the wider programme and to maintain our strong reputation

- To represent Age UK Croydon at various external meetings to network, share, learn and present the project – this includes with Age UK national and the One Croydon Alliance partners.
- To deputise for the Programmes Director at One Croydon Alliance meetings when required.
- To liaise with the statutory, health and voluntary sector to raise awareness of the service and issues related to our client group
- To support other staff in the communication and marketing of the programme
- To work with the Management Team attending management meetings and contributing fully to cross-organisational strands of work.
- To support design and implementation of Age UK Croydon's befriending service, ensuring seamless working with the PIC Service.

Delivering a quality service

- To maintain an up to date knowledge of issues related to older people and best practice in the Information Governance and Safeguarding Adults at Risk field by attending training, conferences/workshops and thorough reading
- To ensure the PICs team maintains quality standards in line with appropriate national standards and funder requirements
- To develop and maintain protocols and procedures to ensure best practice in the field
- To develop a training programme for the PICs team to maintain quality standards