

Home Support Service Manager

Age UK Herefordshire & Worcestershire are an independent, local charity and brand partner of Age UK, working in the two counties and striving to make Herefordshire and Worcestershire a great place to grow older.

Are you **passionate** about **helping to improve the quality of life for older people** and would like to help us to **promote choice, opportunity and independence** in your new role?

Location: Malvern Gate, Worcester. (May need to travel across Herefordshire and Worcestershire.)

Responsible to: Head of Services

Salary: £25,772.00

Hours: 37

Plus, additional benefits of 5.6 weeks holiday (pro rata), pension and optional healthcare scheme

Main Purpose of the Job:

The Home Support Services Manager will lead a team of staff and volunteers to develop and deliver Age UK Herefordshire & Worcestershire's Home Support services including Help at Home, Independence at Home, Rapid Hospital Discharge, respite breaks for carers', home from hospital and Footcare, managing contract compliance ensuring performance targets are achieved across a portfolio of services.

The purpose of the Home Support Service is to provide person-centred, practical active support to older people to improve their health and wellbeing to enable them to live independently for as long as possible within their community, support the preventative agenda in health/social care and to reduce demand in primary care and other statutory services.

Responsibilities and Duties:

1. Manage and develop a portfolio of integrated services including delivery of statutory authority contracts and income generating services to improve the lives of older people and reduce non-elective hospital admissions, supporting older people to live independently and with dignity.
2. Lead, manage, develop, motivate and inspire staff and volunteer teams working within the services to develop a person-centred approach.
3. Work with colleagues across the services management team and support the Senior Leadership team in the development and implementation of plans to deliver strategic and operational excellence.

4. Manage team performance including conducting team meetings, undertaking recruitment, appraisals, performance reviews, one to ones, managing sickness, absence and annual leave in accordance with organisational policies identifying individual development opportunities and training needs.
5. Proactively promote and market services to raise AUKHW's profile and ensure performance targets are achieved and exceeded to optimise service delivery.
6. Develop and maintain effective working relationships with key stakeholders of the organisation including commissioners, other Age UKs, local third sector and statutory organisations.
7. Proactively manage service contracts within remit ensuring service KPI's are achieved, timely reporting, monitoring and early identification of service issues, risks and mitigation.
8. Ensure appropriate and accurate record keeping and data management for effective reporting internally and externally.
9. Contribute to the budget-setting process, managing budgets and reporting appropriately ensuring compliance with AUKHW financial policies and procedures.
10. Contribute towards the preparation of tenders, funding and service development bids that relate to services portfolio.
11. Ensure compliance with appropriate regulatory and contractual requirements including implementation of health and safety policies and procedures for all services including appropriate risk management.
12. Ensure that all personal data is processed in accordance with the GDPR policy and procedure.
13. Oversee the day-to-day operational management of the service portfolio delivering high quality support services, to older people and their carers across Herefordshire & Worcestershire within best practice and quality frameworks.
14. Identify service improvements from customer feedback and other relevant evidence and recommend these through the management structure.
15. Develop and maintain strong relations with suppliers, contractors, outside agencies, third sector and corporate partners including funders.
16. Develop and empower all team members to perform to high standards and innovate.
17. Adhere to all AUKHW policies with particular reference to staffing, health & safety, safeguarding, confidentiality and equality.
18. Undertake appropriate training and personal development as required for the role.

19. Supports Head of Services and undertake delegated management duties as appropriate.
20. Represent the organisation both internally and externally, and set high standards of personal integrity and professionalism, leading by example.
21. Review and revise services team processes and procedures including appropriate assessment framework, setting performance targets including support plan reviews, quality, service monitoring.
22. Undertake such other duties as may be reasonably required, consistent with the nature and grade of the post

The person specification provides a list of essential and desirable criteria (skills and competencies) that a candidate should have in order to perform the job. Please demonstrate how you meet all of the essential criteria provided on the Person Specification and, where appropriate, the desirable criteria, when completing your application form.

When short-listing applicants for interview, the panel will consider the requirements on the person specification.

You are, therefore, advised to ensure that your application form responds to these requirements. All criteria will be assessed initially through your application form where appropriate.

Please note due to the volume of applications we may not be able to respond personally to all applicants.

How to apply: Visit our [website](https://www.ageukhw.org.uk) to download an application form and send to jobs@ageukhw.org.uk Alternatively you can phone 0800 008 6077 or email jobs@ageukhw.org.uk for more information

Closing date: Midnight of 30th September 2020.

Interview date: TBC.

Other Information:

- Age UK Herefordshire & Worcestershire is a Brand partner of Age UK nationally.
- Age UK Herefordshire & Worcestershire is a member of, and works within, the philosophy and principles of the Age England Association.
- Age UK Herefordshire & Worcestershire is committed to equal opportunities, principles and practice.
- All staff, in their roles and working collaboratively, will be expected to pursue the aims and objectives of Age UK Herefordshire & Worcestershire set out in the overall strategic plan of the Organisation.
- All staff must work within the policies and guidelines adopted by the Organisation
- All staff will participate in the supervision and appraisal systems adopted by the Organisation.