

Age UK Sunderland

## **Job Description**

Post: **Service Manager**  
Location: **Doxford Park**  
Responsible to: **Senior Operations Manager**

### **Job Purpose**

To provide direct management to Age UK Sunderland's Essence Service and staff team; ensuring the exemplar provision of practical, social and emotional specialised support to individuals who are living with a mild to moderate diagnosis of dementia and their Carers.

### **Job Description**

To provide operational management of The Essence Service to ensure the provision of innovative interventions and continuous practical, social and emotional support to those living with a mild to moderate diagnosis of dementia and their Carers.

To manage and oversee the delivery of other services or developments as required by Age UK Sunderland.

To ensure clear and effective referral pathways are maintained with the Sunderland Memory Protection Unit and other key partner statutory/voluntary organisations in the City including the liaison with social work teams.

The Essence Manager will oversee the wider Information and Advice team, ensuring high-quality, accredited advice and support is given to older residents of the community. The role requires a methodical and organized leader with an eye for detail, a passion for making a positive difference, and previous experience in information and advice provision. The manager will also be responsible for developing specialist knowledge in various subjects and ensuring the service meets service and quality standard outcomes and reporting requirements.

To lead, motivate, supervise and manage a staff team including direct line management and appraisals.

To effectively recruit, train, support and develop volunteers involved in the delivery of the Services.

To ensure the implementation of a person-centred approach for people living with mild to moderate dementia diagnosis and their carer; to create a supportive environment to retain confidence, personal interests, wellbeing and independence.

To ensure the continuous monitoring of assessment tools and support plans for the Essence Service to ensure robust operational processes and systems are sustained and implemented.

To ensure the Essence transitional pathway is adhered to and higher support services are sought for the person with dementia and their carers where appropriate.

To ensure the implementation of a varied programme of activities that are responsive to the needs of the client groups.

To monitor the adherence to service KPIs and Risk Register including all risk management needs.

To provide high level written and verbal service reports/summaries as required. This will include operational reports, evaluations and the contribution to strategic leadership reports on developing and maintaining the Essence and other services of responsibility in Sunderland.

To ensure a robust referrals pathways to VCS and statutory support across the City.

To keep an accurate training matrix ensuring the provision of appropriate training and support to staff and volunteers.

To support in all HR related activities including staff disciplinarys.

To oversee the input of data onto the client information management systems to update client details, and periodically produce detailed accurate reports ensuring client details are correct in line with GDPR requirements.

To ensure the Doxford Park Essence Building is kept to an excellent standard and a dementia friendly environment is maintained at all times.

Be aware of Health and Safety issues involved in the management of a building and the delivery of this service.

To actively promote, develop and market the Essence service liaising with partner agencies appropriately as an Age UK Sunderland representative.

To ensure effective communication and joint working with the wider Age UK Sunderland teams.

To support the successful contract management of the Essence Service

To abide by and implement all policies and procedures of Age UK Sunderland, including being aware of and responsible corporately and as an individual for Health and Safety policy.

To act as a responsible person within Age UK Sunderland's safeguarding policy and procedure.

To abide by all equality and diversity practice in the provision of the Essence Service.

To support in the sustainment and attainment of all Age UK Sunderland quality marks and accreditations

To undertake all reasonable tasks, in keeping with the level of responsibility of the post, as requested by the Chief Executive Officer.

**This post is subject to a Disclosure & Barring Service (DBS) Enhanced check.**

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## Person Specification

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### Essential Criteria:

A minimum of three years operational management experience of leading and managing a diverse staff team

Extensive experience of HR related tasks including appraisals and performance management including good knowledge and experience of disciplinary processes.

Good track record of contract management and commissioning procedures.

Vast experience required on contract monitoring including the adherence of KPIs and targets to achieve outcome focussed results.

Experience of supporting people with dementia, their carers and older people with low level mental health issues.

Experience of implementing the provision of services to vulnerable people and the identification of gaps in service provision.

Proven track record of managing the logistics of a multi operational and multi partner service.

Exemplary partnership/multiagency working experience and skills.

Extensive experience of client assessments, evaluation processes and working within a person-centred approach.

Ability to manage a busy workload and prioritise appropriately.

Previous experience of working with vulnerable people.

A good track record of developing and maintaining successful services.

Possess excellent communication skills to deal with highly sensitive and emotional issues on a frequent and unpredictable basis.

Excellent report writing and analytical skills required via the aggregation of data to produce complex reports.

Excellent communicator and influencer with the ability to tailor communications to different audiences.

Have a good understanding of volunteering and demonstrate evidence of the ability to recruit, train and retain volunteers.

Commitment to working in the voluntary sector.

Be innovative and take on new challenges.

Be a dynamic self-starter.

Demonstrate a flair for organising.

Ability to respond effectively to unplanned/ emergency situations including crisis management.

A flexible approach to work.

Maintain confidentiality at all times.

Educated to Degree level (although consideration may be given to candidates who are able to demonstrate a track record of operational managerial achievement and experience).

Sound understanding of GDPR principles and safeguarding processes for vulnerable adults

Have excellent IT skills, with ability to produce reports, databases and other key IT project management tools.

Possess a full, clean driving licence and have access to a car for work.

Desirable:

Management qualification of level 4 or above.