

JOB SPECIFICATION - CENTRE MANAGER



JOB DESCRIPTION:

1. Being responsible for the daily maintenance and running of the day centre and its equipment, including completing regular health and safety checks and ensuring that Solutions remains compliant with industry standards.
2. Overseeing and signing off the monthly schedule with the assistance of the Deputy Manager and/or Senior Management Team (SMT).
3. Sending monthly reports and daily updates to head office regarding assignments, cancellations and any concerns or successes.
4. Line-managing all members of the SMT in your branch (i.e. North or West): being their first port of call and supporting them to complete their assigned tasks.
5. Attending and conducting supervisions as directed by Solutions Social Care (SSC).
6. Ensuring that all staff are acting in accordance with SSC's policies and code of conduct.
7. To be able to have honest and difficult conversation with staff members who are not performing or conducting themselves in accordance with SSC's policies, standards and code of conduct.
8. Ensuring that staff send documents to the right people at the right time e.g. Incident Reports to head office, PBS plans to PBS Lead, etc.
9. Reporting any concerns to head office.
10. Attend weekly and/or monthly Senior Leadership Team (SLT) Meetings
11. Chair SMT meetings.
12. Having the on-call phone regularly as part of the on-call rota. This will include weekends.
13. Completing weekly, six-monthly and annual reports for individual clients which will go to external agencies such as social services.
14. Helping to induct new workers and clients to the service; helping with visits from potential clients.
15. Attending meetings with clients, parents, professionals e.g. regarding transitions, and multi-agency and network meetings.
16. Supporting SSC regarding implementing person-centred practices.



17. Updating risk assessments, lesson plans, schemes of work, and one-page profiles in line with the guidance of National Skills Alliance, Social Care Commitment and Continuing Professional Development (CPD).
18. Liaising with parents, clients and professionals regarding support.
19. Undertaking training and demonstration sessions as requested by SSC.
20. Must work at least one Saturday per month, or more if the business requires.

ESSENTIAL CRITERIA:

1. Previous experience of working as a senior either at a day service or in a community outreach or residential setting.
2. An understanding of supporting clients with autism, learning disabilities and complex needs.
3. A commitment to SSC's values, vision and strategies.
4. Excellent communication skills (written and oral).
5. Excellent time-keeping and organisational skills.
6. Good computer literacy including familiarity with various office packages such as Word, PowerPoint and Excel. This also includes our Customer Relationship Management (CRM) portal.
7. An understanding of Find My Shift or an ability to grasp it quickly.
8. An ability to work with a small group of up to eight clients with various needs.
9. Good leadership skills.
10. Good punctuality, reliability and professionalism.
11. An ability to work well under pressure and use own initiative.
12. An ability to multi-task when required.
13. A commitment to supporting Solutions with assessments, accreditations and quality assurance practices.
14. An ability to hold confidential information and not share it with other staff.
15. A commitment to undertaking and implementing training.
16. A willingness to work across both West and North London if required.



17. A recognition of the rights and responsibilities of people with various disabilities and a commitment to the SSC's Equal Opportunities Policy & Social Care Commitment.

18. A recognition of the importance of good health and safety practices and an ability to develop standards and supervise others in this area.

19. A commitment to promoting the goals of clients, their independence, new experiences and positive risk-taking.

20. A willingness to attend supervision and staff meetings as and when requested.

21. An acceptance that you may work with individuals that are prone to display behaviours that challenge, sometimes without visible warning, and this may result in you being hit, bitten or spat at. An understanding that SSC does not accept liability for any assault or injury sustained in this way.

DESIRABLE CRITERIA:

Essential	Desirable
Experience of supporting adults / children with autism, complex behaviour and behaviours that challenge, learning disabilities and severe learning disabilities.	At least 3 years' experience. Ability to demonstrate through examples in interview.
Strong knowledge and experience of the social care sector.	A relevant teaching qualification e.g. City & Guilds 7307, Post – Compulsory Teaching Certificate (PCET) post 16, Certificate of Education (Cert Ed) Degree in Education, in special needs or autism. If none of the above, then two years' previous experience and a relevant degree e.g. psychology, social work, social science, sports science, music therapy, art therapy, physiotherapy.
A commitment to ensure continuous development of the service in line with the National Minimum Care Standards, CQC, Skills for Care Social Commitment, Dept. of Health Valuing People and other relevant legislation.	Experience of supporting a company in this way. Ability to demonstrate through examples in interview.
A commitment to SSC's values, vision, strategies and policies.	Ability to demonstrate knowledge of these areas in interview. Ability to demonstrate familiarity with SSC's pledges and accreditations in interview.
An understanding of SSC's pledge to the Social Care Commitment, CPD membership, and Autism Accreditation.	To have looked at Social Care Commitment, CPD accreditation and Autism Accreditation information.



The ability to communicate effectively (both verbally and in written form), using various mediums such as Slack, emails and phone calls, with a wide range of figures in a friendly and professional manner.	Experience of this, ability to demonstrate in interview. References supporting this skill.
A commitment to person-centred planning and an ability to support service users with their individual needs, support plans.	Ability to demonstrate experience and/or understanding in interview.
A willingness to develop own skills and knowledge through further training within the service.	Previous training and ability to produce certificates if asked.

