

Job Description & Person Specification –

Respite Services Manager



Rose Road is a Southampton-based charity that since 1952 has been supporting children and young people with complex disabilities and care needs, and their families, from across Hampshire and surrounding areas. We provide overnight short respite breaks, on-site and community-based day services, flexible outreach support and at-home care, and SEN advice services.

Role:	Services Manager – Oaks & Acorns overnight respite centre
Responsible to:	Head of Overnight Services
Hours:	Up to 37hrs per week, may include some evenings and weekends. Plus, sleep ins (residential services only) and shared on-Call each month.
Location:	Based at Rose Road
Salary:	£40,267.50 PA - plus on-Call and Sleep-in payment (where applicable)
Closing date	29th September – Interview date 2 nd October

Job Description	
Summary	To lead and manage the Overnight Respite Service within Rose Road to agreed quality standards and to support and deputise for the Head of Overnight Services as required.
Role specific tasks and responsibilities	<ul style="list-style-type: none">• Safeguarding - Complete Safeguarding training to an appropriate level (Up to Level 5 for this position); Follow all policies and procedures with regard to safeguarding and be aware of the reporting protocols for a safeguarding concern or incident; take responsibility in identifying and acting on any examples of poor safeguarding practice; be responsible for following up safeguarding concerns if they feel that they have not been dealt with effectively; use the whistle-blowing policy (where necessary) to escalate any safeguarding concern or concern related to any poor staff practice; role model good practice to other staff and visitors to the Association• Gain the support, trust and confidence of the staff team through good communication, recognising and valuing diversity and ensuring regular consultation and involvement in key decision-making areas• Minimise personal conflicts by ensuring that values, standards, behaviour and performance are understood and observed, and that problem areas are discussed and dealt with in an appropriate and timely manner

- Ensure that staffing levels and skill mixes across the service is reviewed frequently, in line with agreed levels of service and operational demands
- Support Assistant Managers in the recruitment of new staff, ensuring best practice in safer recruitment are followed
- Ensure that all activities and services are delivered in an environment that promotes safe systems of work
- Manage all resources (e.g. staffing, equipment, materials, premises, services, finance, supplies, etc) required to deliver the service
- Be responsible for ensuring all new referrals and transitions are responded to in a timely manner and that funding arrangements are secured and evidenced before service commences
- To manage and resolve finance queries and bad debt, in relation to service, as directed by the Head of Overnight Services
- To support the Head of Overnight Services in the preparation of annual budgets and monitor performance monthly, taking corrective action as appropriate
- Regularly supervise and support Assistant Managers to develop the skills and attitude required to fulfil their responsibilities as services develop and evolve
- Manage performance as directed by the Head of Overnight Services to meet KPI's within the Association's Business Plan
- To Promote the ideals of continuous improvement within the services by reviewing processes and sharing ideas and initiatives with colleagues on a regular basis
- Ensuring standards and expectations detailed within service contracts and policies are met and can be evidenced for monitoring purposes
- Support the Head of Overnight Services in developing measures to evidence the quality of the service and the difference that it has made to the children and young people who use it
- Complete and report on any immediate actions and Service Improvement Plans arising from any Inspections, complaints, incidents or investigation outcomes.
- Complete investigations as directed by the Head of Overnight Services.
- Have a knowledge and understanding of regulations (CQC/OFSTED) and Key Lines of enquiry and be able to apply these to your area of Service
- To create an environment where innovation and New ideas are actively encouraged and applied, in the pursuit of service excellence and an Outstanding Service rating

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	<ul style="list-style-type: none"> To support the Head of Overnight Services in the preparation of regulatory reports and other stakeholder information requests
DBS check needed?	This role is subject to an Enhanced Disclosure by the Disclosure & Barring Service
Required qualifications	Minimum of 2 years' experience at a supervisory Level within a relevant care Service. Minimum Level 5 qualification in leadership and Management completed.
Benefits	<p>The Rose Road Association is an equal opportunities employer. All staff undergo regular Supervisions, wellbeing check ins and an annual appraisal.</p> <p>All staff also receive the following:</p> <ul style="list-style-type: none"> 25 days annual leave per annum, rising to 28 days after five years' continuous service Contributory pension scheme Paid sickness (following 3 months' service) Comprehensive Training and Development with opportunities to progress Employee Assistance Programme

Person Specification – what we need from you	
Essential	Desirable
Education and Training	
NVQ 5 in Leadership and Management Completed	
Achievements, Experience, Skills & Abilities	
<ul style="list-style-type: none"> Minimum of two years' experience in a supervisory capacity delivering high quality services; within a health/social care setting. Experience of working in partnership with other agencies. Experience of completing Risk Assessments and managing Health & Safety issues. Experience of workforce planning, recruitment and managing staff including Induction/supervision/appraisals. Knowledge of the legislative requirements underpinning the work. Ability to lead, motivate, inspire and support staff to uphold the values of the Association Ability to plan and facilitate team meetings. Ability to handle complaints professionally and sensitively. 	<ul style="list-style-type: none"> Experience of budget management.

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| <ul style="list-style-type: none">• Ability to recognise and address poor performance• Ability to write reports such as investigations and monitoring.• Ability to prioritise and work under pressure• Good IT skills and a commitment to technology-based reporting and recording. | |
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Our Values & Expected Behaviours

Our focus is always on the children and young people we support, as well as their families, our employees and volunteers. Our Values are essential in providing a moral compass that guides actions and decisions, creating a shared culture, establishing trust, driving strategic direction, and infusing the organisation with meaning and purpose.

We are Trustworthy - We build trust with the children, young people, and families we support – as well as our partners - by being dependable, reliable, and accountable in all that we do.

We are Kind - We understand and value the unique needs of the people that we support. Providing care and support with compassion and empathy.

We are Open & Honest - We foster an honest and open-minded culture and are transparent in both our decision making and communication.

We are Forward Thinking - We are committed to providing the highest quality of care, constantly seeking new, collaborative, and creative ways to deliver our services– encouraging everyone to be ambitious and to achieve their goals.

We are Professional - Flexible and agile in our approach, we uphold the highest professional standards to meet the needs of our children, young people, and their families.

Working within our organisation's Values Framework – Expected Behaviour Level

Our five values have clear descriptions and identified behaviours that demonstrate what they look like in practice. The behaviours are split into three levels which are intended to be relevant and consistent throughout various roles within Rose Road.

Job Descriptions include the different levels of each behaviour required which should be demonstrated throughout recruitment processes and ongoing employment.

Full details can be found at www.roseroad.org.uk/valuesframework (opens a PDF)

We are Trustworthy	Behaviour Level 2
We are Kind	Behaviour Level 2
We are Open and Honest	Behaviour Level 2
We are Forward Thinking	Behaviour Level 2
We are Professional	Behaviour Level 2