



## COMMUNITY SERVICE MANAGER

### **OVERVIEW**

FEVACA are a family run Social Care organisation providing support and accommodation to young people across Suffolk, Cambridgeshire, Essex and Buckinghamshire. Despite growth over the recent years due to demand from councils, FEVACA hold the family run aspect close and ensure all our accommodation is a safe and comfortable home for the young people and staff alike. This is a full-time position with an annual wage up to £26,000.

Do you want to be part of developing our community service? Do you want to take the next step in your career? Do you want to join a service that provides excellent care and empowers clients' decision-making and engagement? If the answer is yes, then be in touch today... We are looking for a passionate, ambitious, and motivated leader and manager.

Our Community Service is proud of the quality of care that we provide, our team is compassionate, respectful, and very committed. We are looking for a community service manager to join our team who also shares our values and has a passion for providing the best care to our clients and their families.

As a community service manager, you will be responsible for the operational management of the service and leading a team. You will line manager a small team of frontline workers whereas the key is to inspire your team to work in a positive way, overseeing caseloads and providing regular supervision. You will ensure care is delivered in a person-centered framework involving clients, families, and any other professionals and agencies. You will participate in the on-call rota and be the designated safeguarding lead for the service. You will engage in auditing and monitoring of the service and practices and be the liaising officer to partner agencies and CQC.

To apply for this role you will need Previous experience as a manager or team leader and experience in overseeing staff, NVQ Level 5 or willing to complete the qualification, significant experience of working with vulnerable children and adults and have an in-depth understanding of their needs and requirements, good knowledge of CQC legislation, framework, and Care Act.

All applicants must be able to commit to 40 hours per week, 9am to 5pm Monday to Friday, however this is flexible and different shifts might be rotated to consider for training and specific client requirements. Overtime opportunities are available however these are to be agreed between the employee and the business.

### **Essential**

- Registration with appropriate body
- Positive and non Judgemental value base
- Ability to demonstrate a commitment to equal opportunities and anti discriminatory practice



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- A good working knowledge of the relevant legislation to your role including safeguarding and health and safety legislation
- Ability to represent the organisation to external bodies and members of the community.
- Ability to oversee the management service.
- Willingness to complete direct work and shifts including sleep in's, weekends and bank holidays, when necessary.
- Experience of working with vulnerable clients
- Experience of managing staff
- Experience of managing budgets
- Good standard of written and verbal English, including report writing and assessment skills.
- A knowledge of the regulatory framework for the field
- A minimum of an NVQ5 or equivalent in a relevant qualification, or willing to complete the qualification.

### **Desirable**

- Management Qualification
- Full UK driving licence and use of a vehicle for business purpose.

### What can we offer you?

- Pension scheme, with an employer top-up
- Free DBS
- Perkbox – offering discounts in several retail shops, cinema tickets, parking, insurances, etc
- Flexible working agreements available
- Access to our employee assistance programme (free confidential advice, for work, counselling, financial wellbeing, childcare support, family issues, legal information, medical information)
- Full and comprehensive training programme
- Access to company vehicles
- Christmas party and other fun staff social events
- Free parking
- Mileage and expenses paid
- Family friendly environment
- Financial support to access further education relevant to the role



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### Safer Recruitment Policy

FEVACA recruitment policies are in line with legislation and guidance related to the safeguarding and protection of children and vulnerable adults; including Safer Recruitment guidance 2007 and the Keeping children safe in education 2014.

Please note that all candidates must:

- Complete a good standard of application form
- Meet expectations in interview
- Complete an enhanced DBS check, which will be renewed every 2 years
- Provide evidence of their right to work in the UK
- Provide satisfactory references for 5 years or more (including most recent employer)



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### **JOB DESCRIPTION**

#### **CLIENTS**

- Promote the development of the clients
- Protect clients from threats to their health, welfare and normal development, both from inside and outside the home.
- Ensure that key stages in the stay of clients such as admission and discharge are properly managed and reflect decisions recorded in care plans.
- Ensure that clients facing crises and stresses are offered appropriate additional support.
- Ensure that young people are responsible for their own lives, involving them in planning their lives supporting them and helping them towards taking greater control and responsibility
- Participate, develop and implement support plans, ensuring their suitability and success are reviewed.
- Write or delegate the duty of monthly reports and needs assessments as well as any other appropriate document (such as risk assessments) as required.
- Develop and maintain good working relationships clients

#### **STAFF**

- Develop and maintain good working relationships with staff
- Ensure all new staffs are supported fully and complete their induction packs.
- Ensure you are providing both informal and formal support to the staff working with you
- Offer formal supervision monthly to the staff in your line management; ensure supervision is delivered throughout the supervision structure of your department and that this is of good quality.
- Raise any concerns about staff to the Directors
- Contribute to and implement the internal training package.
- Develop the staff ability to learn theoretical perspectives and enhance their reflective skills.
- Ensure all meetings are implemented regarding your department, as per the meeting protocol of FEVACA.

#### **INTERAGENCY WORKING**

- Create, develop and ensure positive and constructive communication occurs between FEVACA and other professionals in the field: Social Work Teams, Police, Housing, Voluntary Sector, Connexions etc.
- Develop local knowledge of your field and build networks.

#### **FAMILY AND THE COMMUNITY**

- Use the residential community as a means of support and social leaning for the client and team.



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- Introduce and involve yourself in the local community and represent FEVACA and our ethos positively.
- Develop and maintain good working relationships with family members and carers

### GOVERNMENT ORGANISATIONS.

- Ensure the reporting to organisations such as, CQC and local authorities is accurate and timely: This includes the facilitation of inspections and supporting staff to manage these visits.

### MEETING GOOD PRACTICE STANDARDS

- Adhere to the HCPC, QTS or nursing standards of conduct, as appropriate.
- Adhere to the GSCC code of Practice
- Ensure you manage your CPD to meet the registration requirements of role.
- Attend all training as allocated by FEVACA.
- Bring to supervision areas of interest which you wish to develop.
- Agree to engage in reflective supervision, including work with the CFSWP to develop reflective practice groups in the organisation.
- Ensure that practice is anti-discriminatory and ensure specific needs are met where appropriate such as dietary requirements, religious observance and culturally significant activities.

### REPORTING

- Ensure the Directors receive complete monthly statistical data regarding the outcomes for clients
- Ensure the packages of care commissioned are delivered to clients and raise any issue in delivering this to the Directors immediately.
- Ensure the working environment is kept to a high standard and maintains a positive and warm feel, including health and safety checks.
- Ensure information is passed to the administrative team as required
- Ensure you meet with your team regularly and communicate with your line managers regarding any issues as soon as practically possible.

### LEGISLATION AND POLICY

- Ensure compliance with all appropriate legislation to the field of care in which you are working; to include wider legislation which is relevant for example Health & Safety, Equal Opportunities and Data Protection etc
- Adhere to all FEVACA policies including Safeguarding , Performance Management and Health and Safety.