



## FSH OPERATIONAL MANAGER

### **OVERVIEW**

We are seeking an Operational Manager to oversee the day to day operational running of our Supported Housing Service for 16+ young people. This is a full-time position with an annual wage between £38,000 and £40,000 depending on experience and qualifications.

FEVACA is a family run Social Care organisation providing support and accommodation to young people across Suffolk, Cambridgeshire, Essex and Buckinghamshire. Despite growth on 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. You will be working for an incredible organisation who have massively grown over the last years, joining an outstanding company that provides a high quality service which works with some of the most challenging, hard to engage and disruptive young people who display complex behaviour.

As the Operational Manager you will be responsible for leading, inspiring your team and putting the tools in place to ensure the services are safe, caring, effective and well-led. You will report to the company directors and be supervising senior managers, responsible for the management of our frontline staff and using a unique, person-centred model to support young people enabling them to lead enjoyable, fulfilling lives.

You will be ensuring compliance with relevant regulation and legislation, being part of the operational management and senior management team that drives a proactive, responsive and truly exceptional service to children and adults of all ages and lead and inspire a performance related and person centred focussed culture. Responsibilities cover people management, legislation, compliance and finance. You'll be managing your own team with the support of senior managers, working closely with the operational managers of the other services.

### **Essential**

- Degree in Social Sciences and registration with appropriate body
- Evidence of continuous and relevant professional development
- Working and Management experience in area relevant to children residential social care
- Good understanding of the following legislative frameworks: Health and Safety, Safeguarding, Human Resources and Data Protection
- Experience leading and supervising managers.
- Experience managing budgets
- Full UK Driving License and access to a car (Driving to various projects across counties will be a requirement)
- Ability to represent the organisation to external bodies and members of the community.
- Ability to travel as required by the post and willingness to work flexibly
- Ability to manage self, workload, self-motivate and deliver to tight deadlines
- Willingness to complete direct work and shifts including sleep in's, weekends and bank holidays, when necessary.
- Flexible in time and areas of work, when necessary
- Positive, non-Judgemental value base and ability to demonstrate a commitment to equal opportunities and anti-discriminatory practice



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### **Desirable**

- Advanced Diploma or at least 3 years' experience at senior management level
- Experience working with OFSTED, its requirements and recommendations, related with residential social care

### **Benefits**

- Pension scheme, with an employer top-up
- Free DBS
- Perkbox – offering discounts in several retails 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)
- 28 days of annual leave per year
- 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

### **JOB DESCRIPTION**

#### **GENERAL**

- Produce work on time and to a consistently high standard
- Adhere to FEVACA policies and procedures, in particular the framework for the safeguarding of children and vulnerable adults
- Maintain membership and accreditation with appropriate professional bodies
- Attend any meetings requested of you
- Attend regular supervision and appraisal meetings with your manager
- Undertake any training as agreed with your manager
- The post holder is expected to carry out other duties that may be reasonably requested of them

#### **PROMOTING DEVELOPMENT OF 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
- Ensure the development and implementation of support plans, ensuring their suitability and success are reviewed. This includes chairing internal EHC plan reviews to ensure high quality.

#### **MANAGING AND DEVELOPING STAFF**

- Manage, support and motivate the service senior managers, conducting supervision and appraisals and ensuring provision for staff development
- Recruitment and management of staff within service lines
- Ensure managers monitor, measure and report on all operational issues within agreed formats and timescales, including opportunities and development plans
- Ensure that managers are fully informed of operational objectives and achievements
- Ensure that managers are aware of their part in the organisation's accountability to its stakeholders and that those relationships are effectively maintained.
- Develop and maintain good working relationships with staff
- Ensure all new staffs are supported fully and complete their induction packs.
- Raise any concerns about staff to the Directors
- Contribute to and implement the internal training package.
- Develop the staff ability to learn theoretical perspectives, implement these in practice and enhance their reflective skills.
- Ensure all meetings are implemented regarding your department, as per the meeting protocol of FEVACA.

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- Manage any staff concerns, encourage whistleblowing and where necessary complete investigations, staff disciplinary and complaint processes.
- Contribute to the on-call rota.

### **INTERAGENCY WORKING**

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

### **ENSURING THE EFFECTIVE IMPLEMENTATION OF ALL POLICIES, PROCEDURES AND QUALITY ASSURANCE SYSTEMS**

- Ensure the implementation of systems for effective and consistent performance management in all projects and managers
- Ensure activities comply with requirements for quality assurance, health and safety, legal stipulations, environmental policies and general duty of care.
- Maintain and develop a positive organisational culture that ensures safeguarding vulnerable children and adults.
- Ensure that the organisation's values and internal policies are relevant, fair and consistently applied and that all staff are adequately supported by their line manager.
- Ensure the effective implementation of all policies, procedures and quality assurance systems.

### **DEPUTISING FOR THE DIRECTORS**

- Deputise for the Directors and maintain lawful and ethical standards.
- Ensure the good reputation of the company is monitored and maintained among all stakeholder groups.
- Play an active part in the development and support of the sector.
- Develop and build upon strong and effective relationships with commissioners and stakeholders.
- Act as a spokesperson for the organisation and undertake other duties as required by the Directors

### **CONTRIBUTING TO FEVACA'S STRATEGIC DEVELOPMENT**

- Contribute to the evaluation of the organisation
- Foster good communications and maintain an environment that attracts, retains and motivates good quality staff



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- Assist the Senior Management Team in maintaining the company's profile with all key partners both locally and UK wide.
- Ensure appropriate and professional representation to partners and wider professional networks.
- Maintain positive relations with all external bodies.

### **FAMILY AND THE COMMUNITY**

- Use the residential community as a means of support and social leaning for the client and team.
- Introduce and involve yourself and your team in the local community and represent FEVACA and our ethos positively.
- Develop and maintain good working relationships with family members and carers

### **MEETING GOOD PRACTICE STANDARDS**

- Adhere to the company code of conduct
- Attend all training as allocated by FEVACA.
- Bring to supervision areas of interest which you wish to develop.
- Agree to engage in reflective supervision and reflective practice groups in the organisation.
- Ensure appropriate cover of rota throughout the service.

### **REPORTING**

- Ensure the Directors receive complete monthly statistical data
- Ensure the packages of care commissioned are delivered to clients
- 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



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