



HEALTH & WELLBEING SERVICE MANAGER

OVERVIEW

We are seeking a Health & Wellbeing Service Manager to oversee the day to day operational running of our Health & Wellbeing Service that supports our 3 services (Residential Children's Homes; Supported Housing and Community Service). This is a full-time position with an annual wage from £32,000 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.

The Service Manager is responsible for the overarching health and wellbeing service delivered within FEVACA. They are responsible for supervising, supporting, and managing the other staff within their department and within the wider organisation. They report directly to the owners and Directors.

Within FEVACA, the service manager is a professional with significant experience in their field and holds a qualification and registration in social work, social care management, teaching or nursing. The role requires a positive value base, a good understanding of social work and health perspectives and an ability to manage staff, environment and clients with complex and challenging behaviours.

The Service Manager will supervise the staff within their line management, including completion of appraisals and ensure the cohesive consistency amongst the team. Most importantly they are responsible for ensuring the clients' needs are met, the environment is positive and the statutory or contractual obligations of FEVACA are met. FEVACA is not a health provision and so the role of the service manager is to ensure that we work in partnership with statutory agencies and are able to interpret, deliver and implement the health care plans as directed by others; this may also include supporting clients across our service to recognise support strategies which may enhance their wellbeing and improve their happiness.

The Service Manager will review and ensure good standards of practice in recording and monitoring, liaison with other agencies, and contact with the local community. They are responsible for developing and maintaining a positive and 'warm' culture throughout the team and the service.

Essential

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



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- 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

Desirable

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

Benefits

- 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

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 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.
- 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 OFSTED, 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.