

## Job Description & Person Specification

<b>Job Title</b>	Regional Manager – SDS and Community Services
<b>Core Purpose of Role</b>	<p>Aspire Housing &amp; Personal Development Services (Aspire) is an employee-owned organisation committed to optimising the quality of life (and life chances) for our staff, their families and people we support.</p> <p>Our staff provide care and developmental support to a large variety of individuals of all ages in their own homes or in our homeless accommodation buildings. Staff help people with a wide variety of support needs including (but not limited to); people with learning disabilities, physical and mental ill-health, addiction issues and homelessness.</p> <p>Reporting to the General Manager, you will be a member of the senior management team and lead your service areas in contributing to the overall goals of the organisation.</p> <p>The Regional Manager will have the responsibility to manage staff and non-staff budgets, taking appropriate measures to grow and develop high quality, robust, sustainable and financially viable services across a wide evolving geographical area.</p> <p>The post holder will be committed to ensuring that the best interests of supported individuals consistently remain the paramount consideration for all Aspires activities.</p> <p>Through a culture of trust, openness, support, staff development, solution orientation, continual improvement and transparency at all levels, you will lead your teams to ensure this employee-owned organisation is recognised as an exemplar in its field in what we do and how we do it.</p> <p>The post holder is expected to be a registered manager for their areas of responsibility and is required to hold SSSC Management Registration meeting all qualifications within the required timelines.</p> <p>Travel throughout the service locations is an expectation of the post holder.</p>
<b>Key Responsibilities</b>	
<b>1.</b>	To be committed to evidence-based approaches that both drive quality and pursue and secure, measurable outcomes that demonstrate Best Value whilst working towards Key Performance Indicators and assist those staff you line-manage in meeting their allocated KPIs.
<b>2.</b>	To influence overall strategic direction of Aspire’s services within HSCP’s/local authorities. Ensure all service provision meets organisational, contractual and legal expectations and Care Inspectorate standards. As the key Aspire representative within the service areas, establish effective working relationships with HSCP/local authority and other local agencies within the area in order to promote both existing and potential new joint initiatives.
<b>3.</b>	Ensure that each Aspire service is focused on effectively meeting the needs and aspirations of each supported individual, enabling them to have the fullest degree of choice in living self-directed lives where their support needs are met and their personal potential is maximised, whilst taking proper account of each Individual’s personal safety considerations.
<b>4.</b>	Ensure that services are provided timeously and with the appropriate levels of continuity and delivered in a respectful manner that reinforces the dignity of each supported individual. Ensuring that, where applicable and appropriate, that families or other relatives/informal carers or other agencies are worked with in a complementary spirit of partnership for the benefit of Supported Individuals.
<b>5.</b>	Within the context of a given contracted service, to assist individuals to become active citizens in their local communities, having the maximum opportunities, consistent with their wishes, in using mainstream community services and socially valued facilities.
<b>6.</b>	Responsible for attracting, recruiting and retaining high quality individuals who reflect the values, commitment and ethos of Aspire. Responsible for ensuring supportive induction is carried out with all new staff.
<b>7.</b>	Ensure that the culture, behaviours and values of Aspire are lived at all levels within their management control

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8.	To ensure that staff training & development needs are identified and addressed in accordance with Supported Individuals and service needs and organisational values, reflecting and influencing, where applicable, policy development. Ensure supported individuals are meaningfully involved in Staff Selection & Appraisals where possible.
9.	Responsible for effectively deploying, supervising, appraising, developing and supporting staff for whom the postholder has line-management responsibility and ensuring that, in turn, those line-managed implement those tasks with all other staff in the services.
10.	Responsible for ensuring that service staff have the necessary qualifications, skills, experience, knowledge and support to effectively deliver quality services and undertake their duties. This responsibility also applies to sessional staff and volunteers engaged by Aspire.
11.	In liaison with Aspire's Learning & Staff Development Coordinator, to have overall responsibility for ensuring that learning and development opportunities are identified, designed and provided which respond to supported individual(s), staff and team needs, as well as providing staff with the appropriate qualifications in line with internal and external expectations.
12.	To ensure that effective management and communication systems are in place, engaging with staff, supported individuals and other stakeholders to ensure that services continually evolve to meet the changing needs and wishes of individuals, optimising their life chances/experiences and take account of wider experience.
13.	Ensure that all situations involving Disciplinary or Grievance Procedures are effectively managed within Aspire's approved policies and procedures.
14.	To actively lead on identifying, developing and delivering new business opportunities and the evaluation, development and implementation of organisational policies and procedures and key strategic developments in order to support this.
15.	To work within the parameters of the financial and other resources deployed to the service, optimising efficiencies wherever possible.
16.	Ensure that effective and responsive systems and processes are in place to support the services during service hours and out of hours in accordance with organisational, contractual and legal expectations. Ensure rota systems within offices and within services fully meet the needs of services and optimising resources
17.	Ensure that all supported individuals (and their families/carers where applicable and appropriate), staff and others have the opportunity to meaningfully participate in initiatives which both evaluate the services received and, in advancing best practice, promote the continual evolution/transformation of those services in the area; ensuring that the resulting information leads to action plans, which actively promote quality initiatives with a culture of continuous improvement.
18.	Ensure that health and safety matters including accident and incident reporting, risk assessments and investigations are undertaken, recorded, reported and reviewed as necessary in line with organisational policy. Ensure that any resulting information regarding potential learning needs or policy amendments are shared with senior managers and others.
19.	Ensure that information relating to health and safety matters, is notified to the Directors as appropriate and disseminated to all relevant parties within the area and that all that health and safety matters raised locally are responded to timeously and effectively.
21.	Demonstrate personal responsibility for lifelong learning, with particular reference to skills/responsibilities required for the post within the agreed area in accordance with organisational, legal and statutory expectations.

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22.	Responsibility for ensuring that all Aspire people and non-people resources are managed optimally and effectively. Ensuring all financial policies and procedures are adhered to, timeously implementing corrective action if required.
23.	Ensure that tasks are carried out with appropriate records and databases maintained in accordance with internal and external expectations. e.g. quality audits , financial systems, staff deployment, Support and Development Agreements, Better Futures and Tagtronics systems, support provision, confidential files, records of support hours, referral databases, etc.
24.	Produce reports for both internal and external use, such as the HSCP/local authority, Care Inspectorate, as required, and both lead and participate in organisational-wide initiatives including policy development.
25.	Respond to verbal and written complaints utilising Aspire complaints process, ensuring full audit trail used to capture complaints and Aspire responses. Assess complaints for patterns (staff, people supported/family/LA/HSCP) and use as learning opportunities to improve the quality of care and support provided.

### Aspire Core Values

Demonstrate a commitment to Aspire Core Values	Each person has the right to receive respect for, and consideration of, their own individual qualities and diverse backgrounds – social, cultural, ethnic and religious.
	As an employee owned company, we want to enhance and optimise the life opportunities and development not only of those we support, but also our staff and their families. For Aspire to be seen as an exemplar for social care staff and those we support.
	Each individual shares the same universal needs for somewhere to live, to have meaningful relationships and purposeful activities.
	We are committed to working in partnership alongside individuals, assisting them to maintain any existing positive and supportive relationships with family and friends and increase opportunities for establishing new ones.
	Each individual has the right to lead a full, socially valued and inter-dependent life within his or her community. This includes the right to employment opportunities.
	We believe in encouraging individuals to gain confidence, self-respect and practical skills in maintaining a healthy and safe lifestyle to enable them to take as much control over their lives as possible, including real decision-making powers in shaping the services provided in respect of them.
	We recognise the importance of providing compassionate, flexible support services which evolve in accordance with the changing needs and aspirations of individuals.

### Core Competencies of the Role

<p><b>Outcome Focussed</b></p> <p><i>Maximises personal contribution to the outcomes of the people we support. Identifies growth/development opportunities which are robust, sustainable and financially viable</i></p>	<p><b>Building Relationships</b></p> <p><i>Works and acts effectively to build great relationships, reflecting positively on Aspire and for the services and individuals we support</i></p>
<p><b>Communication</b></p> <p><i>Maximises opportunities for effective and accurate communication and demonstrates excellence in communication. Creates an open, honest, supportive culture where all voices are heard and valued</i></p>	<p><b>Personal Integrity</b></p> <p><i>Matches words with actions to build trust and respect.</i></p>



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This job description is not exhaustive and I understand that from time to time I may be required to undertake additional duties as reasonably requested by my manager. I understand and agree to work to the terms as indicated on this job description

Name (Print)..... Signature..... Date.....

Please return a signed copy of this job description to the HR section for your personal file.

### Person Specification

Qualities	
<b>Essential</b>	A sound value base in respect of the rights of vulnerable people to live ordinary lives
	A commitment to individuals being at the centre of decision-making as far as possible.
	Treat individuals and staff with dignity and respect.
	To be creative and positively focused on solutions rather than problems
	To be highly flexible, providing the service that the individual wants and needs and provided at the times and places required.
	Commitment to working with individuals and as part of a team.
	Recognition of what local communities have to offer.
	Willingness to develop self and others.
	A common sense, down to earth approach.

Education / Qualifications	
<b>Essential</b>	This post will be registered with the SSSC and the post holder should have an appropriate health and social care qualification.
<b>Desirable</b>	Management qualifications, SVQ, MBA

Experience / Skills / Knowledge	
<b>Essential</b>	Excellent Communication Skills (Written and Oral)
	Active Listening Skills
	Excellent interpersonal skills and an ability to interact with a wide range of individuals and groups.
	Excellent problem solving skills
	An approachable and friendly manner
	To be able to support people in leading ordinary lives
	Ability to follow agreed action plans.
	Ability to use your personal skills to help the individuals you support develop.
	An understanding of the need to follow Health and Safety Guidelines.
	Experience or willing to carry out personal care
	Intermediate Level Computer Skills
	Previous Experience of leading and managing a team within a health or social care setting
	Excellent resource utilisation skills (people and monies)

Other Essential Requirements	A full driving licence and access to a vehicle insured for business use.
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