

Lancashire County Council

Operational Context Form

Post title: SENIOR MANAGER					
Directorate: LCC Adult Services - Older People Services				Location:	Various
Establishment or team:		Various		Post number:	
Grade:	Grade 11	Staff responsibility:	Yes	Essential Car user:	Yes

Scope of Work – appropriate for this post:

The core value of LCC Adult Services - Older People Services is to promote Dignity In Care, independence and respect whilst providing high quality and competitive long and/or short term residential support services for older people. The organisation aims to be the first choice provider of care services in Lancashire.

The postholder will report directly to the HOS or the Business Development and Operations Manager in the absence of the HOS, and provide overall management to a number of residential services including intermediate care, long term care for older people and people living with dementia and/or day time support services and/or interim domiciliary service in several geographical areas .

We pride ourselves in providing high quality, safe, effective, compassionate, competitive and person-centred services for older people by championing the ***My Home Life*** philosophy. This is about celebrating good quality of life for older people by creating a positive, empowering and a relationship focussed atmosphere.

All fully trained staff help to deliver the following specialist services:

- Person centred approaches and promoting well-being of older people
- Best practice in dementia specialism
- A reabbling ethos to maximise older people's independence
- Creating a community including links with the wider community and local neighbourhoods
- End of life care to ensure older people have a 'good' death

Accountabilities/Responsibilities – appropriate for this post:

1. To manage the operational provision of a geographical area of a variety of services including residential homes including long stay residential, long term dementia residential, intermediate/community bed facilities/day time services/enhanced day time services/interim domiciliary services.
2. To translate Care Quality Commission standards, to set, achieve and monitor a high standard of service delivery across all areas of a variety of complex services.

3. To develop core and related business as dictated by local demand working closely with health and other organisations. To support and work with failing external providers in nursing, residential and domiciliary settings as part of supporting LCC in its responsibilities under The Care Act.
4. To ensure maximum occupancy or use of services and achieve maximum income with minimum cost, review services in priorities and resources in order to achieve.
5. To produce and regularly review individual business plans for areas of responsibility through project management, developing and managing service level agreements, supporting new services.
6. To foster an attitude of customer care throughout the area of responsibility.
7. To utilise information management systems which monitor expenditure and costing, to interpret complex information and support teams in order to deliver continues efficiency and optimal performance.
8. Training, coaching and development of staff teams.
9. To ensure that the policies and procedures of Lancashire County Council are effectively implemented.
10. To manage personnel issues including supporting the management team in all aspects of people management.
11. To monitor and investigate complaints and/or undertake disciplinary investigations.
12. To implement and monitor LCC's policies/procedures in relation to Health & Safety.
13. To work on an "on-call" rota providing out of hours support to in-house services and occasionally to external providers at extreme risk

This list is not regarded as exclusive or exhaustive – there may be other duties and requirements at the same responsibility level associated with the post.

Prepared by:	Liz Wilde	Date:	June 2016
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The above form sets out the area of work in which duties will generally be focused, and gives an example of the type of duties that the postholder could be asked to carry out. **PLEASE NOTE** that this is for guidance only. Postholders are expected to be flexible and to operate in different areas of work/carry out different duties as required.

Equal opportunities

We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.

Health and safety

All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must co-operate with us to apply our general statement of health and safety policy.

Safeguarding Commitment

We are committed to protecting and promoting the welfare of children, young people and vulnerable adults.

Customer Focus

We put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services at all times.

Skills Pledge

We are committed to developing the skills of our workforce. All employees will be supported to work towards a level 2 qualification in literacy and /or numeracy if they do not have one already.

Lancashire County Council

Person specification		
Post title: SENIOR MANAGER	Grade: Grade 11	
Directorate: LCC Adult Services - Older People Services	Post number:	
Establishment or team:		
Requirements	Essential (E) or Desirable (D)	To be identified by: application form (AF), interview (I), test (T), or other (give details)
Qualifications		
CSS, CQSW, DipSW, HNC/D in Caring Services or care related qualification at a similar level. Candidates following a course of study leading to the above will be eligible.	E	AF
CMS or equivalent management qualification. Candidates following a course of study leading to the above will be eligible.	D	AF
Experience		
A minimum of two years managerial experience in a care setting	E	AF, I
Management of residential, day care and home care services	E	AF, I
Experience of managing budgets	D	AF, I
Experience of training delivery	D	AF, I
Management and professional development of staff	D	AF, I
Knowledge and skills		
Written and oral communication skills	E	AF, I
Drive and determination	E	AF, I
Ability to manage large scale change	E	AF, I
Knowledge of best value legislation and practice	E	AF, I
Ability to set and monitor standards	E	AF, I
Knowledge of best value legislation and practice	E	AF, I
Ability to motivate staff	E	AF, I
Leadership skills	E	AF, I
Marketing ability	E	AF, I
Negotiating skills	E	AF, I
Other (including special requirements)		
1. Commitment to the Employee/Management Competencies	E	I
2. Commitment to equality and diversity	E	I
3. Commitment to health and safety	E	I
4. Commitment to attendance at work	E	I
5. Have a full and valid car driving licence and be able to drive	E	I
6. This post is subject to a satisfactory enhanced level Criminal Records Bureau disclosure.	E	I

Date: June 2016

Note: We will always consider your references before confirming a job offer in writing.

LANCASHIRE COUNTY COUNCIL

PRE-EMPLOYMENT RISK IDENTIFICATION FORM (R.I.F.)

(NB Completion of this form does not fulfill the requirement to undertake a general risk assessment under the management Health and Safety at Work Regulations 1999)

A Pre-employment Risk Identification Form must be completed by the Head of Service/ Headteacher/Line Manager. If any assistance is required in completing this form, please contact the Health and Safety Team.

CONFIDENTIAL

Team/Establishment	LCC Adult Services - Older People Services
Post title	Senior Manager
Description of main activities the employee will be required to undertake (or attach role profile)	
Form completed by: (print name)	

A. The post to which this form refers will or may involve one or more of the following activities. (Please indicate YES or NO)

Managers should note that if any of the following 10 activities are involved, there is an automatic requirement for a pre-employment assessment by Occupational Health and, possibly, for subsequent Health Surveillance.

		YES	NO
1	Work at heights (e.g. over 2m from tall step/extension ladders; scaffold towers, roofwork etc).	☐	☒
2	Work in excessively noisy environments above statutory control limits (Highly unlikely to include examples associated with any office environments. Examples might include use of woodworking machinery, road drilling, masonry cutting etc).	☐	☒
3	Work in unusual environmental conditions (e.g. where access or egress or free flow of air may be restricted or where there may be a build up of gases, vapours or fumes or the use of breathing apparatus is required).	☐	☒
4	Use of hand operated tools and equipment known to be associated with hand arm vibration syndrome (e.g. percussive metalworking tool; rotary handheld tool [not floor polishers]; grinders; percussive hammers and drills etc).	☐	☒
5	Driving a heavy goods vehicle, coach, bus or minibus belonging to Lancashire County Council, transporting others in their own vehicle, or regularly transporting more than three other people as part of normal duties.	☐	☒
6	Some contact with hazardous substances (e.g. chemicals with an orange warning label indicating: very toxic; toxic; harmful; corrosive; sensitising by inhalation/skin contact; carcinogenic; mutagenic; toxic for reproduction; professional bio/pesticides; organophosphates; gluteraldehyde; latex gloves).	☐	☒
7	Prolonged or frequent exposure to machine generated wood dust, or other heavy or excessive concentrations of mineral dust.	☐	☒
8	Work with lead or lead-based products (e.g. some paints).	☐	☒
9	Food handling/preparation (of raw or uncooked food only).	☐	☒
10	Occupational fieldwork or work in extreme conditions (e.g. involving excessive heat or cold or frequent walking for long distances over rough terrain in all weather conditions, forestry/countryside work).	☐	☒

B. The post to which this form refers will or may involve one or more of the following activities. (Please indicate YES or NO)

This section is for the information of applicants and does not facilitate a referral to Occupational Health.

		YES	NO
11	Face to face contact with the public/service users (<i>e.g. at sensitive front line posts re abuse, aggression, assault</i>).	☒	☐
12	Working in isolation/lone working.	☒	☐
13	Work with electrical wiring (<i>e.g. colour blindness</i>).	☐	☒
14	Work where there may be an increased risk of needlestick injuries or blood borne infections HIV; Hepatitis B; Hepatitis C: (<i>e.g. site supervisors; site work, grounds or buildings maintenance, gardeners; some carers</i>).	☐	☒
15	Work that may bring the employee into contact with rats, rat contaminated ground or other animals or livestock (<i>e.g. risk of weils disease, other animal borne diseases, zoonoses</i>).	☐	☒
16	Manual handling (<i>other than routine office/administrative lifting and carrying e.g. assisting / moving service users with mobility problems, portering type activities</i>).	☐	☒
17	Working with vulnerable service users (<i>e.g. children with disabilities; the elderly; children/adults with learning difficulties; alcohol/drug abusers</i>).	☒	☐
18	Work involving repetitive movements or forced posture (<i>e.g. twisting, screwing, movements of the hands wrists, arms and/or shoulders awkward body and limb posture or excessive force, bending, kneeling</i>).	☐	☒
19	Work as a regular display screen user (<i>where more than 1/3 of a person's time is spent using DSE continuously over any 1 month period</i>).	☒	☐

Any other occupational hazards/comments that you consider to be relevant to the post which are not included above:

Head of Service/Headteacher/Line Manager (please print)		Liz Wilde	
Telephone Number:	07887 831031	Date:	June 2016

V1.2

22/09/2010