

## **JOB DESCRIPTION**

**Post:** Hub Manager

**Grade:** 10

**Location:** South Hub

---

**Responsible to:** Operations Manager

---

### **JOB PURPOSE**

Manage and develop the day service for adults with disabilities.

Ensure the service and environment is safe and compliant with all relevant legislation, Company policies and other relevant guidance

Manage all resources ensuring that these are appropriately utilised to maximise efficiency and provide value for money. Highlight any areas of opportunity for income generation or cost improvement.

Monitor and improve service delivery to meet the ever changing financial, regulatory and legislative environment in which Health and Social Care operates.

---

### **Key Accountabilities**

1. Provide effective leadership that is aligned with the Company's ethos and values.
2. Effectively manage staffing resources to ensure they are adequately maintained and organised within budget to support and meet the care needs of service users.
3. Ensure all staff are supervised and fully trained to fully undertake their job roles and provided with the opportunity to reach their full potential.
4. Manage and drive the performance of the team and individuals to meet KPIs and other performance measures to ensure a quality service.
5. Promote an environment for innovation, change and development in the provision of high quality care services.
6. Develop and maintain positive working relationships with colleagues, other professionals, visitors, family members and other agencies.
7. Deliver a safe service that promotes and develops independence and inclusion.
8. Participate in the assessment of present and future developmental needs of the service.
9. Ensure that service users have appropriate care plans and that their representatives are consulted with regards to the operation of the Service and they have access to relevant policies, procedures and other documents in appropriate formats.
10. Engage in marketing and promotion of the Service to maximise occupancy.

11. Manage finances within budget and maximise profitability.
12. Maintain appropriate data recording systems and provide relevant statistical information.
13. Take responsibility for personal continuous professional development maintaining an up to date knowledge of industry developments that may affect your service provision.

### **SPECIAL CONDITIONS**

- Occasional unsociable hours such as early evenings/weekends
- Required to be on call as part of a planned rota
- Enhanced DBS check
- There is an expectation to achieve the appropriate level of qualification for the job role

### **QUALIFICATIONS AND EXPERIENCE**

See Person Specification

### **GENERAL**

The post holder will be expected to work flexibly and the exact nature of the duties described above is subject to periodic review and is liable to change. In particular the post holder will be self-motivated and will effectively prioritise activity to achieve the maximum benefit.

This job description is a representative document. Other reasonably similar duties may be allocated from time to time commensurate with the general character of the post and its grading.

All employees are responsible for the implementation of the Health & Safety Policy as far as it affects them, colleagues and others who may be affected by their work. The post holder is also expected to monitor the effectiveness of the health and safety arrangements and systems to ensure appropriate improvements are made where necessary.

The organisation has an approved equality and diversity policy in employment and copies are freely available to all employees. The post holder will be expected to comply, observe and promote the equality and diversity policies of the organisation.

Due to the nature of the post, the individual will be required to undertake any checks as required under Safeguarding and/or relevant employment legislation.

Since confidential information is involved with the duties of this post, the post holder will be required to exercise discretion at all times and to observe relevant codes of conduct, codes of practice and legislation in relation to the General Data Protection Regulations.

**Date:** December 2018

**Prepared by:**

**PERSON SPECIFICATION**

**Post:** Hub Manager

**Grade:** 10

<b>Personal Attributes Required</b>	<b>Essential (E) or Desirable (D)</b>
<p><b>Qualifications &amp; Training</b></p> <p>Diploma in Health &amp; Social Care Level 3/4 or Relevant Professional Qualification in Health or Social Care Level 5 Diploma in Leadership in Health &amp; Social Care/Registered Managers Award or equivalent.</p>	<p align="center">E  D</p>
<p><b>Experience</b></p> <p>Sufficient experience of supervising staff to adequately meet the requirements of this managerial post Experience of working in a Community Based setting with vulnerable people Experience of budget management, data collection and provision of statistics Experience of writing reports Experience of using an electronic staff/care planning system Dealing with Staffing matters including disciplinary, grievance, performance management, safeguarding cases Decision making and problem solving at a senior level Managing multi-site services Managing within a unionised environment Experience of contributing and promoting service improvement and/or business development within health and social care</p>	<p align="center">E E E E D  E E D D D  D</p>
<p><b>Skills/Knowledge/Aptitudes</b></p> <p>Knowledge of relevant legislation and compliance criteria. Ability to use initiative and plan own workload. Ability to negotiate effectively with a range of stakeholders. Ability to effect change in order to develop and enhance Service delivery. Good communication and time management skills. Good leadership skills Strong organisational skills Microsoft Office Applications</p>	<p align="center">E E E E E E E E</p>
<p><b>Special Requirements</b></p> <p>A current, clean driving license or other means of reliable transport An enhanced DBS disclosure will be necessary for this post. Ability to work flexibly to provide management cover, as required</p>	<p align="center">D E E</p>