

Job Title: Day Opportunities Regional Manager

Grade: Band F

Reports to: Head of Day Opportunities

Role Responsibilities: 4 FTE and Delegated Budget

The Role

ECL's vision is to transform lives, empowering independence through care excellence for all. This role requires strong commercial awareness and the ability to deliver a customer centric service.

ECL's Day Opportunities provides support to people with Learning Disabilities and Older People within building-based support or the wider community to enhance independence and to support many customers with daily living needs.

The role sits within ECL's Day Ops department and is designed to support the Head of Service to maintain and improve the service, combining both service delivery at an operational level. A strong commercial acumen is required to support the delivery of ECL's business strategy, enabling existing services to reach their full potential as well as developing new services to be scoped, explored, and implemented.

The postholder will be responsible for ensuring the efficient running of day-to-day activities, ensuring all operational aspects to support both customers and staff are delivered to the highest standard.

To deliver the company objectives and KPI's. In particular the role will support on project management, performance management, KPIs, business improvements and financial management.

To provide data, knowledge of the service and business insights to forge the development of strong partnerships and collaborative working practices, as well as encouraging innovative ways of working and service improvements to gain efficiencies.

To provide strong and visionary leadership to employees. To ensure the delivery of a quality service to the customer and stakeholders by managing expectations effectively. The role is to support service development in the context of a changing adult social care market in particular the integration of health and social care and the focus on choice and control for customers and their families.

The post holder will need to take commercial decisions to maximise the quality of service delivery to Day Opportunities customers within clearly defined budgetary and strategic parameters.

The post holder will be expected to work with their colleagues to identify ways of implementing a continuous improvement cycle and sharing best practice across the whole company.

The post holder will also be expected to be an exemplar role model for colleagues in terms of the values of ECL (as outlined below) and exhibiting commercial behaviours.

Job purpose

To support the Head of Service to deliver to an agreed budget in line with the organisation's business needs.

To champion improvements within the service for both maximum quality and efficiency.

To lead the transformational changes within the service, to respond to the changing adult social care landscape.

To manage a diverse team, sometimes remotely.

Key Accountabilities

- Work flexibly and collaboratively across teams, and in support of the key functional outcomes, regardless of where you sit within the organisation.
- Think creatively, challenging the norms, and constructively challenging those around you (including those more senior) to ensure continuous improvement, commercial astuteness, and inspire the same in colleagues.
- Ensure understanding and the proper assessments are in place to mitigate risks including Information Governance, Safeguarding, Health and Safety and Business Continuity.
- Responsible for recognising a disclosure of a concern from an individual that requires a safeguarding intervention to be made and to take appropriate action. Ensuring that full investigation and policies are followed to a satisfactory conclusion and informing senior managers and giving regular updates.

Duties and Responsibilities

- Provide out of hours on-call support on a rota basis.
- To provide effective leadership of day-to-day operations, as a key member of the Inclusive Employment and Day Opportunities management team including maximisation of performance, quality, growth and efficiency.
- To deputise for the Head of Service during their absence or as requested.
- To ensure day opportunities managers and lead managers are ensuring appropriate staff to customer ratio through effective management of annual leave and sickness absence and working in line with staffing establishments.
- Ensure that a robust process and practises are in place to ensure that the induction and training of all new starters is in place. Ensuring all the new starters are competent and

that the day opportunities regional manager leads on a welcome introduction before hand over to local management.

- To cover all vacancies when possible on an 'act up' basis paying an honorarium to recognise additional duties
- To be responsible for leading and implementing changes to services/processes/procedures alongside the Improvement and Change Manager.
- To lead a high performing, flexible and focussed workforce, ensuring training needs are met and a strong collaborative culture is embedded.
- To provide cover during absences of Day Ops Managers and Lead Managers across all of Day Opportunities.
- To build and maintain relationships with external companies to ensure that each service has a wide asset base within the community and that they are financially viable as well as enhancing the customer experience and outcomes.
- To attend monthly meetings to deliver a highlight report evidencing assurance that a high level of service is being provided, to share any concerns/barriers and to share successes.
- To be responsible for recruiting staff including Support Workers and Managers
- Ensure appropriate performance management of the team via inductions, regular 1:1 meetings (supervisions), direct observations, and performance management reviews as outlined in ECL policies and guidelines.
- To be responsible for Safeguard investigations and appeals informing senior managers throughout the process.
- To be responsible for Performance Management; grievance and disciplinary processes and procedures and appeal processes, with support from HR.
- To attend service team meetings (at least once every 6 months).
- To undertake a monthly audit of all processes including Supervisions, Direct Observations, Meeting Minutes, Customer Meetings and Files.
- To undertake budget setting review with support from Finance and approval from Head of Service.
- To have overall responsibility for Quality Governance Assurance Assessment (QGAA) audit preparation and action plan completion across the services in your remit.

- To hold regular team meetings with staff to review team performance and cascade company information and produce updates. Ensuring these are recorded and documented and cascaded with agreed actions are undertaken promptly.
- To attend MDT meetings with input as appropriate to support the outcomes of all customers.
- To monitor KPI performance – and proactively create and lead on action plans to address any deviation or areas of concern.
- To actively review all reports with day opportunities managers and lead managers so that data collected is used effectively and this issue include activity reports produced by the Resource Planners and work with Managers to create plans to address any issues.
- To prepare data so that intelligence and business insights can be utilised effectively and included in weekly and monthly reporting.
- To deal with operational issues escalated by Managers; taking appropriate corrective actions, as required and in line with company policies and procedures.
- To support the delivery of the onboarding process
- To achieve set targets to increase private payers into the service.
- To support the implementation of evolving service design, when appropriate, to achieve transformation and high-quality provision.
- To ensure that all employees have the opportunity of career progression, and that key training is identified and provided, to build and maintain a high performing, flexible workforce; promoting and embedding cultural change when required to achieve the delivery of the service model.
- To manage financial information to identify efficiencies to agreed savings targets, supporting business growth and ensuring due process and governance is followed.
- To have the ability to undertake ad hoc projects, investigations, providing analysis and recommendations, and deliver outcomes including written reports to senior managers.
- To represent services to stakeholders, partner organisations, Essex citizens and customers; maintaining and developing robust relationships with other providers, in order to take advantage of opportunities in partnership with other leading organisations that will benefit the residents of Essex.
- To work closely with partner organisations to ensure that the service is enabled to meet its KPI targets. Ensuring that the service achieves its objectives and meets the wider strategic direction in line with ECC Increasing Independence and Day Opportunities to Jobs strategies and the integration of health and social care.

- To adhere to all ECL policies, procedures, processes, and guidelines at all times.

This job description is only an outline of the tasks, responsibilities and outcomes required of the role. The jobholder will carry out any other duties as may be reasonably required by their line manager.

Person Specification

Key Skills and Competence

- Appropriate knowledge of applicable legislation including the Care Act 2014, relevant best practice, and guidance, and understanding of the consequences of failing to take action on set requirements.
- knowledge and demonstratable experience of working across services that support people with a LD/PMLD & complex care needs and older people.
- Financial and business knowledge and experience
- Ability to work across teams and locations ensuring set targets are achieved.
- Educated to minimum Level 5 in Health & Social Care or equivalent.
- Proven people management experience
- Evidence of continued personal development
- To lead with confidence, drive and enthusiasm, showing strong communications skills
- Demonstrable management skills with the ability to inspire and motivate teams.
- Proven experience of stakeholder relationship management
- Ability to plan resources and organisational skills and the ability to work under pressure alone and as part of a team.

Our Values



Caring

Supporting others with care, compassion, and positive engagement.



Excellence

Working efficiently and innovatively to achieve excellence.



Teamwork

Working together to achieve our common goals.



Integrity

Being open and having the courage to do what is right