

Job Title: Day Opportunities Manager

Grade: Band D

Reports to: Day Ops Lead Manager

Role Responsibilities: Line Management Responsibilities; No budget responsibilities

The Role

The vision of ECL 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 the community to enhance independence and to support many customers with daily living needs.

The role of Day Opportunities Manager is key in enabling a motivated and empowered workforce to deliver the emerging strategies in work, wellbeing, and community services. The role will require management and leadership skills and experience to ensure the delivery of high standards of care and support. The Team Manager will be responsible for giving direction to their team, daily coordination, and development of the services through influencing key stakeholders, with a strong focus on choice and control for customers. You will have the ability to influence, problem solve and make decisions, demonstrating flexibility, adaptability and a positive 'can do' attitude.

Job purpose

To support ECL'S vision, to oversee the day opportunities service within a specified service design model LD, PMLD, Older people or Inclusive employment, promoting a flexible service driven by customer needs.

It is essential that you lead the team to deliver person centered support to our customers, ensuring that all the skills and training staff have, are used positively. To support our customers and that customer satisfaction is high. This includes carrying out on-the-job observations, supervisions, performance review meetings and coaching of staff.

Direct line management of staff, pro-actively monitoring and improving performance, as well as identifying any areas of operational non-compliance, implementing continuous improvements, and sharing best practice.

You should be approachable, supportive, and adaptable to change, with the ability to support the implementation of the developing transformation within Day Opportunities. Working to high standards and ensuring the services are performing at a high quality, taking an active role in representing the service.

Responsibility for ECL actively completing any actions raised by internal (GQAA) and external audits and inspections and supporting the Management within these processes.

You will be able to create and develop new and exciting activities and pathways for ECL's customers, working with your team, our customers, and other stakeholders to create a stimulating environment with driven outcomes.

Key Accountabilities

- Work flexibly and collaboratively across services as part of cross functional teams, and in support of 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 robust assessment in place for the mitigation of risk, 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, including the escalation of this to senior managers.

Resources and Financial Management

- To support and assist the Day Ops Lead Manager with aspects of the service budget as required, supporting month end processes. Whilst working to achieve the service budget in accordance with ECL financial regulations.

Duties and Responsibilities

- To manage day-to-day operational, quality, performance, and line management of the Support Workers and functions within Day Opportunities ensuring that this service runs effectively, efficiently, safely and in line with company quality, KPI and budget objectives.
- To manage appropriate staff to customer ratio through effective management of annual leave and sickness absence.
- To achieve set targets to increase private income within the service.
- To understand drivers of poor and strong operational performance, actively identify opportunities for improvement, implementing those which are within the supervisory remit and escalating those which are not.
- To promote and ensure accurate data entry by staff using the appropriate system to facilitate accurate, complete, and timely management information and reporting.
- To be aware of and act within the relevant Health and Safety regulations & policy requirements, ensuring that all staff within area of responsibility understand and comply with H&S practices.

- To meet with staff regularly, on an individual basis, to perform staff supervisions (1-1s), discuss and manage performance, conduct and sickness absence (where required) and to discuss and pro-actively identify training needs.
- To deal with operational issues escalated by staff, customers or parent/carer/representative and taking corrective actions as appropriate or escalating where necessary.
- To ensure all staff have timely access to their performance objectives and mid / end of year PMRs.
- 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 lead team huddles and the development of daily plans for all customers.
- To produce weekly planners / staff rotas (4 weeks in advance) for adequate service cover.
- To prepare and create 12-week timetables and programmes for customers.
- To conduct quarterly customer focused planning sessions with team members.
- To ensure that ECL customers receive a fully inclusive person-centred service that is flexible and responsive and maximises the individuals' independence, health and wellbeing with measurable outcomes and timescales.
- To ensure customer reviews are accurately and regularly completed to drive outcome focused thinking in all activities that the customer undertakes.
- To complete weekly reconciliation of banking.
- To be responsible for monthly customer feedback gathering and reporting to senior management.
- 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

- Knowledge and experience of working with vulnerable people and customers with a variety of needs.
- Excellent knowledge of Learning Disabilities and or Older People Services
- Experience of managing and motivating an effective team.
- Good understanding of health and safety procedures and experience of manual handling.
- Good understanding in the importance of procedures.
- Ability to effectively plan daily workload (of self and others) to achieve maximum team efficiency.
- Experience of local budget delivery and financial report (month end process)
- Ability to organise and set priorities, meeting multiple deadlines.
- Supportive of change, always showing flexibility.
- Ability to empathise and be understanding.
- Excellent written and verbal communication skills.
- Pro-active, can-do attitude, self-motivated and able to work under pressure.
- English and Maths at GCSE grade A-C or equivalent by experience.
- Computer literate.

Values and Behaviours

Ability to work in support of ECL's Values as shown below:

- Caring
- Excellence
- Integrity
- Teamwork

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