

**Job Title:** Day Opportunities Lead Manager

**Grade:** Band E

**Reports to:** Day Opportunities Regional Manager

**Role Responsibilities:** Line Management and Delegated Budget

### The Role

ECL's vision is to transform lives, empowering independence through care excellence for all. This role requires strong people and commercial skills and the ability to deliver a customer centric service. To deliver this the role of Day Opportunities Regional Manager is key managing 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 to customers and clients, operating the services within agreed budgets to achieve business objectives. You will be responsible for giving direction to employees, daily coordination, and development of the services through influencing key stakeholders, with a strong focus on achieving outcomes for customers.

You will have the ability to influence, problem solve and make decisions, demonstrating flexibility, adaptability and a positive 'can do' attitude. The ability to network and forge strong and productive partnerships across the organisation and with external partners is vital as well as supporting the Day Opportunities Regional Manager.

### Job purpose

To oversee and develop community-based day service provisions for adults with a learning disability and/or autism and/or Older People. Analysing the customer outcomes and ensuring that the offer supports people towards their end goal. You will be accountable for the planning and delivery of services to an agreed budget.

You will have the knowledge and capability to work across all service areas, whilst being responsible and accountable for specific services as directed, carrying out the role in various settings as appropriate, including our building based services and the local community.

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

It is essential that you support the team to deliver person centred support to our customers, ensuring that all the skills and training staff have are used positively to ensure high customer satisfaction. This includes carrying out on-the-job observations, supervisions, appraisals 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. Progressing internal and external audits and inspections.

### **Key Accountabilities**

- Work flexibly and collaboratively across multiple sites 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 are in place to mitigate 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 making senior management are aware and updated on progress.

### **Duties and Responsibilities**

- Provide out of hours on-call support on a rota basis.
- To deliver effective services within a delegated budgetary target, maximising income opportunities whilst demonstrating effective controls over costs.
- To deliver the implementation of service changes and improvements as required and support the promotion of a culture where customer outcomes and wellbeing are at the centre of all that we do.
- 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 achieve set targets to increase private income in line with service budgets.
- To manage appropriate staff to customer ratios through effective management of annual leave and sickness absence ensuring safe service in line with staffing establishment
- If there is no delegation ability, ensure that you lead on team huddles and the development of delivery plans for all customers. To produce weekly planners and check staff ratios 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 complete weekly reconciliations of banking
- To be responsible for monthly customer feedback gathering and reporting this to senior management.
- 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 organise individually and jointly with other services events to promote ECL's services to the wider community with the aim of increasing awareness.
- To proactively develop and maintain a comprehensive, up to date knowledge of local community resources, assets, and services available, including but not limited to the voluntary sector. This requires networking and developing strong relationships with external parties.
- To oversee the maintenance and improvement of the building, furniture, and equipment, the acquisition and issue of materials and equipment, and the control of stock, with support from ECL Facilities Management and Procurement Teams.

### **Resources and Financial Management**

- To manage and work to a delegated budget in accordance with ECL financial regulations. This includes responsibility for Budget Holder Reports, month end processes, Amenity Funds, p-cards and Banking associated with this delegated budget.
- To comply with all resource and finance governance processes, cost controls and income maximisation in an ever-changing environment, fluctuating demands and priorities.

### **Management of Staff**

- To 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 manage all operational issues escalated by day opportunities manager, or any other staff, taking all appropriate actions, in line with company policies and procedures.
- To act as a mentor for members of staff and supporting personal development and progression, as appropriate.
- To undertake formal staff processes and procedures (including disciplinary, sickness and grievance) as appropriate, with support from relevant corporate teams.
- To ensure all operational processes and procedures are followed by all staff and any changes introduced are implemented in liaison with approval from the Day Ops Regional Manager ad or Business Manager

- To support the Day Op Regional Manager to develop a high performing, flexible and focussed workforce, ensuring training needs are met and a strong collaborative culture is embedded.
- To actively promote health & safety for all within the workplace, and lead by example.

## **Customer Experience**

- To understand the needs of customers to be able to develop service offers that benefit ECL's customers to achieve outcomes as well as being attractive and cost effective to commissioners.
- To attend monthly case conference meetings with input as appropriate to support the outcomes of all customers.
- To ensure customer support planning and reviews are accurately and regularly completed to drive focused outcomes in all activities that the customer undertakes.
- To actively promote ECL within the local community to increase customer numbers, maintaining professional and effective relationships with customers, partners, and other professionals.
- To process and escalate, when necessary; Customer Comments, Complaints and Compliments and ensure all are recorded on the appropriate systems.
- To identify risks and concerns with a customer and to manage effectively using the correct processes available to achieve the best outcome for the customer, and support teams to recognise these risks and take action.

## **Quality Assurance and Compliance**

- To ensure that the Care Act 2014 is implemented in all aspects of the services.
- To identifying and assessing mental capacity when supporting customers, and ensuring legal processes are followed in respect of Court of Protection and Deprivation of Liberty Safeguards.
- To be responsible for departmental quality assurance programmes and undertake audits when directed, sharing results, and implementing action plans to improve the service.
- To ensure all work undertaken with people, carers and others is recorded accurately and in a timely manner, using information technology systems to carry out duties in the most efficient and effective way.
- To oversee and be responsible for regular review of customers risk assessments, support plans, Mental Capacity Act Initial Assessments (MCA1s) and guidelines to ensure they are fully up to date, compliant with internal and external regulatory requirements, within the agreed timescales and outcomes and that all information is stored in accordance with company policy and GDPR.
- To maintain, and if appropriate enhance, quality assurance systems including the achievement of service standard targets, governance, and business continuity.

- To deliver good quality within the Quality Governance Assurance Assessment (QGAA) audit preparation and action plan completion.
- In line with regulations/statutory requirements and ECL best practice, ensure all monthly, quarterly, and annual checklists, e.g., employee risk assessments, fire risk assessments, COSHH, building/site specific risk assessments, stress survey, hazard reporting, Business Continuity Plan, incident reporting and investigation, action plans, are completed.
- To support Quality Assurance measures by carrying out investigations and safeguarding enquiries as directed by the Day Ops Regional Manager, the Safeguarding Lead, and other appropriate persons.
- To have an understanding of the commissioned contracts that we operate, including KPI's and other performance measures.

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.

### Key Skills and Competence

- Educated to or willing to work towards QCF Diploma or NVQ Level 5 in relevant area
- Business & Financial Knowledge
- Proven knowledge and experience for the customer base (LD/PMLD/Complex care and older people as directed by the service)
- Managerial experience within the social care sector
- Demonstrable skills in supervising and monitoring employee performance
- Demonstrable leadership skills with the ability to inspire
- Strong planning and organisational skills and the ability to work under pressure.
- Ability to organise and set priorities, meeting multiple deadlines, and demonstrating effective time management
- Leadership skills, coaching, and mentoring
- Experience of managing and understanding budgets
- Experience in or ability to learn and use IT systems
- Professional standard of verbal and written communication
- Experience of working in a fast-paced, dynamic environment
- Proven experience of building relationships with both internal and external stakeholders

### 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