

Job Title: Local Business Manager

Grade: Grade D

Reports to: Deputy Manager

Role Responsibilities: Head of Reablement

ECL's vision is to transform lives, empowering independence through care excellence for all.

This role requires the ability to deliver or co-ordinate a person centred service. The role supports vulnerable adults living in the community to achieve their desired outcomes, including maximising their health, wellbeing and independence, enhancing their quality of life and taking a greater part in their local community.

To deliver these outcomes, the role of Support Lead is key in enabling a motivated and empowered workforce to perform duties and tasks which will facilitate the customer to re-learn their independent skills, enabling them to live at home in a safe and fulfilling way.

The role will require management and leadership skills to ensure the delivery of high standards of care and support, operating within agreed budgets to achieve business objectives. You will be responsible for giving direction to employees, with the ability to influence and problem solve, demonstrating flexibility, adaptability, and a positive 'can do' attitude. You must be able to manage a high level of resource planning to allocate a customer base which changes daily, and often at last minute, to deliver community based services across the whole of West Sussex, having a good understanding of geographical areas, and resources available, to provide an efficient and cost effective service for both the customer and the business. This is a pivotal role to ensure a safe and effective service is delivered, with a strong focus on choice and control for customers.

You will need to process new customer referrals, ensuring they are appropriate for the service, as well as ensuring the service has the capacity to provide the level of service required, whilst ensuring contract and company targets are met. It is vital you have the ability to network, and forge strong and productive partnerships across the organisation, as well as with other professional bodies to deliver a safe and responsive service.

Job purpose

An expectation of the role is that you will work collaboratively with your colleagues to ensure you have the knowledge and capability to provide a safe, caring and effective service across the whole of West Sussex, whilst being accountable and responsible for a specific part of the county.

To manage a team of staff that support people to live independently in their own environment to regain the skills to get back to their base line, or as near to this as possible, working towards

particular goals as identified in their individual assessment. These goals may involve working both in customers' homes or local community.

You should be friendly, approachable, supportive and adaptable to change, with the ability to support the implementation of the developing transformation within Community Support Services.

Ensure that contract requirements are being met, including taking the appropriate amount of new referrals per week, providing feedback on customers to OTs via Mosaic as well as verbally, ensuring customer are working towards goals and advising OTs in a timely manner of when customers need to be reviewed.

Key Accountabilities

- Work flexibly and collaboratively across all teams within West Sussex to provide a safe and effective service.
- Deliver cost effective services maximising income opportunities (e.g. Transfer of Care – TOC), whilst demonstrating effective controls over costs. Ensure appropriate scheduling of work to staff to ensure work is geographically realistic, whilst keeping mileage and travel costs to a minimum whilst still providing a safe and effective service.
- Understand the relationship between WSCC and ECL in delivering best in class services to our customers and ensuring value to ECL through contract arrangements.
- 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 assessment and mitigation of risk, including Health and Safety and Business Continuity.
- Management and supervision of frontline staff (CCA's)
- The Support Lead is responsible for the administration and co-ordination of care services and serves as the first port of call for carers, service users, local authorities, other professional bodies and trusts.
- Understanding that Social Care operates outside of standard working hours, and support leads are required to work flexibly to provide an ON-Call service at evenings and weekends, on a rota basis, in order to meet the needs of the business, as well as staff and customers. You are required to travel over the whole county during the day to day course of your role, as well as being able to travel to our Head Office in Essex when required

Role Specific Accountabilities

- Supervising frontline staff, ensuring effective, response and safe services for our customers and staff. This includes ensuring appropriate staff to customer ratio through effective annual leave and sickness management. Delegate and assist with the smooth running of the staff team with day to day duties. Carry out regular direct observations with frontline staff to ensure they are competent and compliant with working practices. Ensure staff are compliant with their mandatory training, and support staff with extra training when required.
- To work with the senior management team to ensure that the support and personal development needs of all members of the team are identified and addressed through inductions, regular 1:1 meetings, community based observations and periodic appraisal in line with the organisations guidelines
- Support the Senior Management in the implementation of any service changes and improvements as required and support the promotion of a culture where customer outcomes and wellbeing is at the centre of all that we do.
- Building and maintaining strong links with colleagues and other professionals, e.g. OTs, GPs, District Nurses, Community Psychiatric Nurses, and Social Workers etc.
- 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. Ensure that customers are treated with dignity and respect and have choice and control over their goals and how they work towards achieving them.
- Oversee and be responsible for customers risk assessments, ensuring any updates are then reflected in the paperwork as well as on the customer record system (CACI), auditing of customer paperwork, including MAR charts. Quality checking daily feedback on all customer calls and ensuring this is given to the OTs in a timely manner.
- Complete or oversee team members in completing all ECL Health and Safety policies and procedures – in line with regulations/statutory requirements and ECL best practice. Including: employee risk assessments, stress survey, hazard reporting, incident reporting and investigation, action plans and any other appropriate administration in line with ECL policies and procedures. Ensure staff complete all relevant training to their role and refresh as required. Maintain appropriate training records. Actively promoting sensible health and safety and lead by example. Be proactive in preserving the environment to meet regulations and ECL best practice.
- To adhere to all ECL policies, procedures, processes and guidelines at all times, including but not limited to confidentiality, code of conduct, professional boundaries, Safeguarding Adults and Children, medication, mental capacity act, CQC Regulated Activities and take an active role in representing the service and ECL for internal and external audits and inspections.

- Be proactive in alerting line manager immediately of any potential incidents, or already reported incidents. This includes any safeguarding concerns to ensure the wellbeing of customers and staff. Complete any necessary investigations surrounding incidents or safeguarding concerns, including completing all relevant paperwork and reporting to all relevant professional bodies and senior management. Conduct enquiry surrounding incidents, such as accusations from customers or other staff members, completing a thorough investigation, in line with the ECL disciplinary and code of conduct procedure. Process all customer complaints and compliments in line with company procedure, conducting investigations where appropriate, recording and reporting on our internal system and to CQC where necessary. Using compliments and complaints as a learning tool to improve future practice.
- Prepare content and relevant information for team meetings. Officiate a monthly team meeting with all frontline staff to ensure they are up to date with latest guidelines and developments within ECL. Ensure regular attendance of all staff members as required by their contracts and engage with staff to promote good working practices.
- To have a clear understanding of professional boundaries and safe working practices and to demonstrate these in the performance of the role.
- Maintain professional and effective relationships with customers, family members and professional bodies to promote ECL within the community.
- Attend Job Fairs and other recruitment events to promote ECL in the community and assist in the recruitment of new staff. Conduct interviews for new members of staff and provide appropriate induction training and support.
- To ensure customers that are referred to CRS, from either Social Workers or Occupational Therapists, are appropriate for the service and that referrals include all relevant information about the customer. You will also need to check capacity to either accept or decline the referrals and remain within targets required as contracted by West Sussex.
- Undertake additional responsibilities as reasonably required.

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 & Qualifications

- Achieved or currently working towards NVQ Level III/Diploma 5
- Be caring and compassionate with customers, including those with sensory impairments and learning disabilities
- Ability to empathise and be understanding.
- Evidence of continued professional development.
- Ability to organise and set priorities, meeting multiple deadlines and evaluate assignments across service areas
- Managerial / supervisory skills in supervising and monitoring employee performance.
- Capable of providing training, induction and guidance
- Ability to cope under pressure displaying calm and patience.
- Good listening and communication skills, both written and verbal are essential, with experience in building positive working relationships with colleagues and customers.
- Previous experience and a demonstrable commitment to supporting vulnerable people, is desirable but not mandatory.
- Can demonstrate an awareness of the purpose of the CRS service and how it impacts on the customer, health authority, and commissioning.
- Ability to work on own initiative and within professional boundaries
- Can demonstrate a willingness to work flexibly within a changing work environment.
- Hold a full, clean valid driving licence.

Our Values



Supporting others with care, compassion, and positive engagement.



Working efficiently and innovatively to achieve excellence.



Working together to achieve our common goals.



Being open and having the courage to do what is right