

Job Description

Respite Shift Manager

- General:** Rose Road is a Southampton-based charity supporting children and young people with complex disabilities and care needs, and their families, from across Hampshire and surrounding areas, providing respite accommodation, on-site and community-based outreach and day services, and telephone SEN advice services. The post holder will be expected to operate in line with our workplace values which are detailed in this document.
- Responsible to:** Registered Managers/Head of Care
- Hours:** Full time, 37 hours per week worked across shifts including evenings and weekends and sleep ins.
- Salary:** £29,466.16 - £31,623.27 + Sleep Ins paid at £65
- Conditions & Benefits** The Rose Road Association is an equal opportunities employer. All staff undergo regular Supervision and an annual appraisal. Normal Association conditions of service apply:
- 25 days annual leave per annum, rising to 28 days after five years continuous service.
 - Contributory pension scheme
 - Paid sickness (following 3 months service)
 - Training and Development
 - Employee Benefit Programme
 - Closure over Christmas holidays
- DBS Check:** This post is subject to an Enhanced Disclosure by the Disclosure & Barring Service
- Qualifications:** Must already have NVQ Level 3 Health and Social Care or equivalent.

Roles & Responsibilities:

- To work as part of the service management team in delivering high standards of care and support to service users and providing support and leadership to staff on shift.
- To take responsibility for the management of the service and staff on shift. By leading and managing shifts daily.
- Making day to day decisions and carrying out tasks as required.
- Delivering high volumes of medication to service users, including the management of medication rooms, following auditing procedures and keeping accurate records.
- Assisting the Registered Manager in recruiting, training, inducting, supporting and mentoring staff.
- Supporting the Registered Manager in the achievement of financial objectives.
- To work daily as part of the shift to provide personal support and assistance to service users.
- To assist the registered manager in monitoring work schedules daily to meet the needs of the service.
- Where necessary to take on the role of liaising with transport services and schools maintaining and ordering equipment and anything else deemed appropriate by the Registered Manager.

Job breadth and communication:

- Supporting the process in relation to monthly visits and announced inspections, liaising where required with CQC, OFSTED and other key agencies.
- Support the Registered Manager to foster positive links with the Safeguarding Team within the local Social Services Team and to ensure that procedures are followed.
- Sharing relevant information with staff and service users that has been cascaded by the service manager and feeding upwards issues, comments, and ideas.
- Co-ordination of volunteers as required.

- Keeping information about the service up to date and available for internal and external stakeholders.

Decision making:

- Ensuring that service users have the opportunity to develop a range of skills which encourage independence and the achievement of personal objectives., including access to leisure, day and employment opportunities which meet their needs and wishes.
- Lead and support the team to support each individual in such a way that their health, welfare, spiritual, cultural and religious needs are met and that they have the opportunity to participate in and access community facilities.
- Ensuring that there is an appropriate delegation of duties to support workers within the service on a day to day basis in line with agreed support and care plans and ensuring that these are being implemented to the full.
- Ensuring that all staff keep accurate and up to date records (including the administration of medication), making sure that relevant professionals and other staff are kept informed of needs, significant events and any changes.
- Making sure that people that we support are protected from harm and where necessary to take on the role of the Designated Safeguarding Lead (DSL).
- Giving service users the opportunity and support, where they wish, to maintain links with family and friends.

Problem Solving:

- Ensuring that service users are aware of the complaints policy and procedures and encouraged to use this.
- Ensuring that staff are aware of the policies and procedures and encouraged to adhere to these at all times.
- In line with Rose Road's policies and procedures, ensure a safe working environment by contributing to risk assessments, ensuring staff are trained and proactive in assessing and reporting risk.
- Ensuring that staff operate with appropriate equipment and materials to undergo their work in a safe and healthy way.

Accountability and Impact:

- Working as part of the team to ensure that occupancy and growth targets are met.
- Working with the Registered Manager to ensure that staff resources are maximised, with minimum use of agency staff and overtime.
- Writing reports as required and ensuring that accurate records are kept.

Additional Responsibilities:

Where needed you may at times be required to support with the role of the Assistant manager to cover Annual leave/sickness.

Person Specification – What we need from you?

Respite Shift Manager

This section outlines the things we need from a Respite Shift Manager. You'll see that we don't always need specific qualifications or experience, but you will need to be able to demonstrate certain personal qualities.

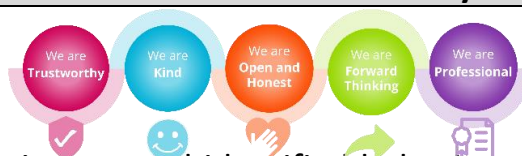
The essential criteria are things that you must have in order to do the job. Desirable criteria are the things that it would be useful to have or things that you could be trained to do.

Education and Training	
Essential Criteria	Desirable Criteria
NVQ Level 3 in Health & Social Care or relevant qualification	Driving Licence and access to a vehicle
Achievements, Experience, Skills & Abilities	
Essential Criteria	Desirable Criteria
Understand the principles and values that underpin service provision for disabled children and adults.	A good level of experience in supervision staff and dealing with staffing issues
Knowledge and experience of disabilities and complex health care needs.	
Knowledge of Health & safety requirements in a care home.	
Level 5 Leadership and Management Award or prepared to work towards it.	
Good IT Skills.	
Experience in leading and managing a team.	
Management of delivering medication, medication rooms, following auditing procedures and keeping accurate records.	
Personal Attributes	
<p>We are looking for someone who:</p> <ul style="list-style-type: none"> • Is self motivated with a passion and desire to improve services for children and young people. • Is a positive role model and can lead and manage staff professionally. • Is aligned with the associations vision, mission and values. • Is committed to working in partnership across all services. • Can show resilience and work in high pressured situations. • Can manage their time effectively. 	

Our Values – Why they are so important.

Our focus is always on the children and young people we support, as well as their families, our employees and volunteers. Our Values are essential in providing a moral compass that guides actions and decisions, creating a shared culture, establishing trust, driving strategic direction, and infusing the organisation with meaning and purpose.

Values Framework Summary



Our Values:

Our five values have clear descriptions and identified behaviours that demonstrate what they look like in practice.

We are Trustworthy

We build trust with the children, young people, and families we support – as well as our partners - by being dependable, reliable, and accountable in all that we do.

We are Kind

We understand and value the unique needs of the people that we support. Providing care and support with compassion and empathy.

We are Open & Honest

We foster an honest and open-minded culture and are transparent in both our decision making and communication.

We are Forward Thinking

We are committed to providing the highest quality of care, constantly seeking new, collaborative, and creative ways to deliver our services– encouraging everyone to be ambitious and to achieve their goals.

We are Professional

Flexible and agile in our approach, we uphold the highest professional standards to meet the needs of our children, young people, and their families. The behaviours are split into three levels which are intended to be relevant and consistent throughout various roles within Rose Road.

Behaviours:

Our five values have clear descriptions and identified behaviours that demonstrate what they look like in practice. The behaviours are split into three levels which are intended to be relevant and consistent throughout various roles within Rose Road. Job Descriptions include the different levels of each behaviour required which should be demonstrated throughout recruitment processes and ongoing employment. Full details of the behaviours can be found in the 'Values Framework' document contained within the recruitment pack.