



JOB DESCRIPTION

JOB TITLE:	Locality Manager
JOB GRADE / LEVEL	Management (Operational)
ACCOUNTABLE TO:	Head of Service – Together and Youth Connex
RESPONSIBLE FOR	<p>Overall responsibility for:</p> <ul style="list-style-type: none"> • The day to day management and running of activities and services to achieve the desired outcomes of individuals accessing the service • Implementation and review of robust processes for service delivery and monitoring performance of teams and individuals.
LIMITS OF AUTHORITY:	To work within the agreed frameworks of Community Connex Group, including policies and procedures, budgets and legislation.
HOURS OF WORK:	35 hours
SALARY	£30,000

Core Values	<p>Work in accordance with Community Connex’s Core Values which are:</p> <p>Inclusive – Everyone should be valued equally, listened to, and included.</p> <p>Listen and involve people to make choices about how they live their lives.</p> <p>Creative – We try new and innovative ways to work with and support people to have fulfilled lives.</p> <p>Person Centered – Peoples’ experiences should be at the heart of all we do.</p> <p>Actively engage with clients, families, other citizens and</p>
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	<p>communities to create more opportunities. Challenge and inspire each other every day and not be afraid to support people to achieve their dreams. Learn and grow – We support and develop staff and volunteers to make a real difference to people’s lives. Tackle inequalities by campaigning to ensure rights are upheld and services are of the highest quality – locally and nationally.</p>
<p>Safeguarding & Health & Safety</p>	<ul style="list-style-type: none"> • Awareness of the importance of safeguarding and working in accordance with Community Connex’s Safeguarding Procedures <p>Awareness of Health & Safety Requirements and working in accordance with Community Connex’s Health & Safety Procedures</p>

<p>Summary of role</p>	<p>Overseeing the day to day operations of the Service. (eg Together Connex, Youth Connex or Respite/Shortbreaks)</p> <p>Main duties include:</p> <ul style="list-style-type: none"> • To lead the co-ordination and delivery of the programme of events and weekly activities ensuring they are co-produced and meaningful • Lead and motivate the team to develop responsive, creative, stimulating and inclusive activities and support packages while ensuring the most effective use of resources • Ensuring high quality services and support in a safe and caring environment • Ensuring clients and families are involved in planning activities and gaining feedback to inform improvements. • Ensuring all necessary contractual paperwork is in place prior to the commencement of a service including initial assessment, support plan, contract/financial agreements, risk assessments etc. • Developing, and setting up systems and structures that facilitate the smooth and effective running of the service e.g. staff rotas, bookings • Produce clear and accurate staffing rotas ensuring shifts are covered with appropriately experienced and /or qualified staff. • Provide leadership and acting as a role model to all staff and volunteers • Ensuring team members are arranging and facilitating regular client review meetings as required and they have the support to be able to do this effectively. • Monitor progress and client outcomes • Quality assure activities and events • . Lead an inclusive approach ensuring clients, families, staff/volunteers the wider community are actively engaged in the services and their development. • Plan, design, manage and report on new activities that extend the reach of the service • Work with our Communications Department to develop content for publicity and promotional materials • To be a proactive and effective leader, demonstrating and maintaining a high degree of integrity in behaviour and actions • To provide leadership and support to all staff and
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	<p>volunteers. Line manage key personnel ensuring effective performance management culture.</p> <ul style="list-style-type: none"> • Carry out staff supervision and performance reviews • Identify learning and development needs and ensure staff are receiving appropriate training and support in line with the requirement of the job roles. • Facilitate team meetings and internal training sessions ensuring they are well planned, outcome focussed and productive. • Act as point of contact for safeguarding concerns. • To be responsible for the day to day management of the risk assessment process for staff, volunteers and clients • Taking responsibility for ensuring financial management and control is maintained throughout the service. Taking part in regular budgetary reviews and implementing corrective action where necessary. • Monitoring and maintaining a healthy, safe and secure working environment • Compiling accurate information for invoicing and payroll on a monthly basis • Providing management reports as and when required. • Maintaining up to date record keeping including staff and client records. • Keep abreast of sector wide developments, initiatives and innovative solutions and approaches to service delivery/offers • Act as an ambassador for the organisation upholding its values and principles at all times • Work flexibly including evenings, weekends, bank holidays as required. • Take on any other relevant duties commensurate with the role as assigned by the line manager.
Responsibility	<ul style="list-style-type: none"> • <u>Decision Making</u> – to make decisions and provide advice based on professional knowledge on the best course of action for the organisation and situation • <u>Problem Solving</u> – to undertake initial analysis of a problem and identify potential solutions with a low or medium associated risk • <u>Planning & Organisational Skills</u> – planning for the delivery of key functions of the role, including resource allocation, short / medium term operational plans, involving cross functional input / collaboration if required
Organisational	<ul style="list-style-type: none"> • <u>Finance & Resource Management</u> – ensuring

	<p>compliance around management of finance and capital resources, including awareness of budget and resource allocation, income generation and efficiency utilisation</p> <ul style="list-style-type: none"> • <u>Information Management</u> – management reporting, analysis of information held, creation of reports within own area of job scope. Developing and creating new reporting requirements based on needs of the company • <u>Policy Development & Implementation</u> – Conceptualising policies, systems and procedures, audit, act as internal consultant with expert knowledge on monitoring and evaluation of business activities • <u>Regulatory Compliance</u> – monitoring changes in legislation, evaluating team compliance, documenting evidence of compliance
People	<ul style="list-style-type: none"> • <u>Relationship Building</u> – maintaining existing and developing new relationships. Handling more complex relationships • <u>Supervision & Management</u> – managing others, team meetings, staff representation, training, supervision, objective setting and performance appraisals • <u>Stakeholder Management</u> – involving decision making impact on services, setting up partnerships and identifying new opportunities
Knowledge	<ul style="list-style-type: none"> • To take responsibility for and seek opportunities for personal growth and development • To keep up to date with current developments

PERSON SPECIFICATION

S	Short listing criteria	D	Desirable
I	Interview criteria	E	Essential

Skills/Ability				
1	Be able to provide dynamic and effective leadership.	E		S/I
2	The ability to prioritise and work under pressure.	E		I
3	Ability and willingness to work flexibly as required.	E		I
4	The ability to manage and develop a team.	E		S/I
5	An ability to provide effective supervision and manage performance of team members.	E		S/I
6	Excellent communication skills - to relate to and communicate with people effectively on all levels.	E		S/I
7	An understanding and ability to carry out effective support planning/ risk assessments that promote independence whilst allowing people to experience new opportunities and to take risks.	E		I
8	An understanding and commitment to Community Connex's core values.	E		I
9	The ability to work within agreed budgets.		D	I
10	An ability to keep and maintain accurate records to support the smooth running of the service.	E		S/I
Knowledge and Experience				
11	To hold the Level 5 Diploma in Leadership for Social Care or equivalent / evidence of at least two years ability to operate at this level.		D	
12	Knowledge of the Health and Social Care Sector	E		
13	An understanding of the effects of discrimination and a commitment to equal opportunities.	E		S/I
14	Experience of developing the team and service.	E		S/I
15	A good knowledge and understanding of Care Act and Childrens and Families regulations/standards.	E		I
Qualities				
16	A dynamic and energetic personality.	E		I
17	A strong sense of personal and team accountability	E		I
18	An empathetic approach.	E		I
19	Honesty and integrity.	E		I
20	Approachable,	E		S/I
Special job requirements				
	<ul style="list-style-type: none"> • Contactable by telephone and willing to be on-call. • Car driver 		D	I I

This job description is subject to regular review.