Day Services Manager Job Description

Responsible to: Chief Executive

Title: Day Service Manager

Hours: 40 hours per week (Monday to Friday 9-5pm) flexible to meet the demands of the service.

Salary: £23,000 per annum

Holidays: 5 weeks per year, plus bank holidays

Benefits: 5 weeks paid sick leave in a 12 month rolling programme and contributory pension scheme.

Purpose:

Develop day unit services - providing a wide range of services in a comfortable, safe and stimulating environment available for the use of all adults of mature years living in the community.

Develop proactive and effective lines of communication with the general public who may wish to use our services.

Achieve set targets within agreed time frames and deliver a balanced budget.

Main Tasks and Responsibilities

- Manage within the regulatory framework of the Care Act 2014 through which Hoylake Cottage is accountable for continuously improving the quality of the services, and safeguard high standards of care by creating an environment in which excellence in Clinical Care flourishes
- Accept responsibility for day to day management of the services provided within the unit and maintain the unit objectives in line with Hoylake Cottage’s overall aims and objectives
- Ensure staff numbers are managed efficiently by the unit managers having regard to skill mix and workload, annual leave and sickness absence.
- Ensure unit managers proactively action enquiries and process referrals
- Lead the unit team by adopting a proactive role in developing effective and supportive teamwork
- Responsible for ensuring regular client satisfaction surveys and audits of the service are completed and implement changes identified from the audited outcomes.
- Actively contribute to the smooth running of the unit through acceptance of agreed additional responsibilities.
- Recognise that on occasions working outside your normal working hours is part of the Day Services Manager’s contracted responsibilities.
- First line response to investigating and responding to complaints and implement any necessary changes to prevent reoccurrence. Recognise when complaints need to be passed on to the Chief Executive.
- Use information technology to collate service data.

**Clinical**

- Ensure accurate records of care and service delivered are maintained and risks to clients are minimised.
- Ensure all unit staff receive mandatory and professional development training to maintain competence in their role.
- Ensure productive liaison with the community multi-disciplinary teams and outside agencies.
- Create a therapeutic environment which meets the needs of the clients, relatives and carers.
- Actively encourage collaboration between staff and other health care professionals designed to improve the quality of the service.

**Training and Development**

- Take personal responsibility for actively developing and maintaining competence in job role.
- Attend statutory training in line with the philosophy and Investors in People standard.

**General**

- Comply at all times with safety instructions and report any hazard or defect taking appropriate action where necessary. Failure to do so could endanger the health and safety of any person employed or visiting the organisation.
- Use in a responsible and safe manner the equipment and facilities provided.
- Hoylake Cottage is an Equal Opportunities employer. Our aim is to ensure that no job applicant or employee receives less favourable treatment on the grounds of age, sex, creed, colour, race or ethnic origins.

This job description is intended to give a broad outline to the function and responsibilities of the role. It is intended to serve as a guide to the principle duties and responsibilities of the post; it is not a comprehensive list. Advances in technology and working practices may mean that the duties of the post will change over time. The job profile will be subject to regular review.