

Learning Disability Manager

Department: Health and Community Services

Division: Group Managing Director

Reports to: Head of Social Care

JE Ref: HCS592

Grade: CS13 (NM08)

JE Date: 20/04/2020

Job purpose

Lead, manage and support the Learning Disability Team to improve choice and quality of life for adults with learning disability – including those in Transition to adulthood – through timely interventions and/or review and reassessment that maximise long-term independence and minimise ongoing support.

Lead and drive all operations, assessment and delivery of specialist health and social care interventions within a culture of continuous improvement and safety to ensure professional standards and practice are embedded throughout the team.

Job specific outcomes

1. Deliver services that actively promote the rights, interests, needs and choices of service users, carers and other interest groups in the planning, delivery and review of health and social care services to ensure positive outcomes for service users and their families.
2. Assess and analyse the quality and parity of decisions and ensure consistent quality and targeting of the service to service users and carers to deliver parity of esteem in mental and physical health.
3. Deliver and enhance high quality multi-disciplinary practice in the delivery of service through monitoring, planning and evaluating service objectives, performance standards and indicators to ensure effective service delivery in a person-centred way.
4. Lead the team to ensure staff operate in a collaborative way that delivers the shared objective of offering the most appropriate support that meets the agreed outcomes to deliver choice, independence and healthy outcomes for service users.
5. Apply technical knowledge and understanding of all relevant legislation and guidance and translate as appropriate into local policy, procedure and guidance in order to ensure that staff deliver the service within legal and procedural parameters.
6. Monitor and manage the performance of the team regularly to ensure that performance indicators are met. Work with planning and performance to ensure that team members record data effectively and on time.
7. Lead, develop and support staff to maintain professional standards through coaching, mentoring, supervision, appraisal and regular meetings, including the promotion of

continuous professional development to deliver an effective and efficient service to service users and families.

8. Lead the team in promoting and safeguarding the welfare of adults at risk, including positive risk-taking to ensure that safeguarding and other protections are embedded in best practice across the service. Chair safeguarding meetings/conferences as necessary.

Statutory responsibilities

Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

This role is politically restricted. The jobholder is not permitted to undertake political activity involving standing for election to the States or as a Parish Constable, or publicly supporting someone who is standing for election or playing a public part in any political manner.

Organisational structure



Person Specification

Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
<p>Qualifications <i>Please state the level of education and professional qualifications and / or specific occupational training required.</i></p>	<p>Professional Qualification in health or social care eg CQSW, DipSW, Registered Nurse, OT</p> <p>Master's degree in Health related specialist subject or equivalent level of experience.</p>	

	Professional Registration with appropriate body e.g. HCPC, NMC, RCN	
<p>Knowledge <i>This relates to the level and breadth of practical knowledge required to do the job (e.g. the understanding of a defined system, practice, method or procedure).</i></p>	<p>Knowledge and understanding of relevant legislation, policy and procedures relating to the delivery of service to service users with complex needs</p> <p>Knowledge of safeguarding procedures and safe practice including positive risk-taking.</p>	
<p>Technical / Work-based Skills <i>This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.</i></p>	Use of keyboard and appropriate record systems including email.	
<p>General Skills/Attributes <i>This relates to more general characteristics required to do the job effectively, e.g. effective written communication skills, ability to delegate, motivation or commitment etc.</i></p>	<p>Ability to communicate effectively in writing, orally and verbally</p> <p>Ability to maintain appropriate records in accordance with legislative requirements</p> <p>Ability to contribute to service and team planning and development</p> <p>Ability to manage change and positively support staff through change processes</p> <p>Able to manage delegated budgets as required</p> <p>Able to work in partnership with internal and external stakeholders.</p>	
<p>Experience <i>This is the proven record of experience and achievement in a field, profession or specialism.</i></p>	Experience of leading or supervising staff in a multi-disciplinary setting	

<p><i>This could include a minimum period of experience in a defined area of work if required by an external body (for example a period of post-qualification experience).</i></p>	<p>Experience of working with service users with Learning Disabilities.</p> <p>Experience of supervising staff</p>	
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Core Accountabilities, Attributes and Behaviour Indicators

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the States of Jersey tier 4 core accountabilities attributes and behaviour indicators.

Additional job information (for job evaluation only)

The following sections are included to ensure that a complete picture of the job can be gained for job evaluation purposes. The requirements of the job are summed up in the preceding sections; nothing in the following sections should sit at odds with the earlier information to word count for each element should be no more than 100 words. The Additional job information section will be removed once the job has been evaluated.

Contextual Information

Communication and Relationships

Communicates service-related information to senior managers, staff, and external agencies: requires negotiating, persuasive, motivational, reassurance skills.

The post holder will be required to give formal presentations and facilitate discussion to achieve collective objectives.

The post holder will be required to establish and maintain effective working relationships with a variety of internal and external stakeholders.

Clear and concise presentation of complex information with mechanisms for feedback to a wide range of stakeholders across the health and social care system.

Analytical Skills

The post holder will be required to process complex facts or be placed into situations requiring analysis, interpretation or comparison of a range of options.

The post holder will require skills for analysis of service, clients, organisation, staffing.

Enhance practice and formulate solutions and make key decisions in relation to personal liberty of others.

Analyse and interpret legal and policy information and translate into practice standards and guidance relevant to appropriate legislation

Planning & Organisation

The post holders will require high level organisational skills to run multiple projects and service delivery concurrently.

Ability to adapt or direct resource as required to fulfil service needs which are liable to constant fluctuation with service pressures.

Operational planning of services; business planning including meetings, training, supervision, coaching, appraisal, mentoring.

Lead regular operational meetings to ensure service delivery to all areas.

Physical Skills

Keyboard skills.

Policy and Service Development

Responsible for developing, proposing and implementing policy for the Learning Disabilities service.

Lead the interpretation and communication of policies for the Learning Disabilities service.

Some policy/protocol development may have implications for other service areas or require communication and escalation to head of care group.

Financial and Physical Resources

Shared budget holder for the service for up to £5 million.

Monitoring expenditure – staff and non-staffing budgets and resources.

People Management

The post holder will be responsible for 103 staff.

Manages staff in accordance with HR policies and procedures and will support staff to select and appoint with the necessary skills, and values.

Co-ordinate staff development and use the appraisal, performance review and revalidation to continually improve performance.

Ensure that team mandatory and statutory requirements are met.

Information Resources

Responsible for maintaining own work records and records personally generated information.

The post holder will often have to deal with sensitive and confidential information through recording personally generated information and updating service user records.

Freedom to Act

Must work within the appropriate professional frameworks and codes of practice.

The post holder works autonomously under self-direction to ensure services are delivered to the standards required.

Operates independently, manages service, and interprets organisational policies and procedures.

Professionally accountable for own actions.

Able to use initiative within the context of agreed span of control and statute.

Physical Effort

Combination of sitting, standing, walking.

Mental Effort and Concentration

Ability to concentrate when being frequently and unpredictably interrupted by clinical staff with requests/problems

Be adaptable and cope with unpredictable changes to workload, remaining calm and approachable.

Concentration for analysis, report writing, meetings, service user/carer assessment, interruptions to deal with service issues.

Emotional Effort

Occasionally distressing/highly distressing or emotional circumstances due to the nature, complexity and unpredictability of the work.

Deals with staff issues, service user issues and complaints, conveys unwelcome news/unexpected death.

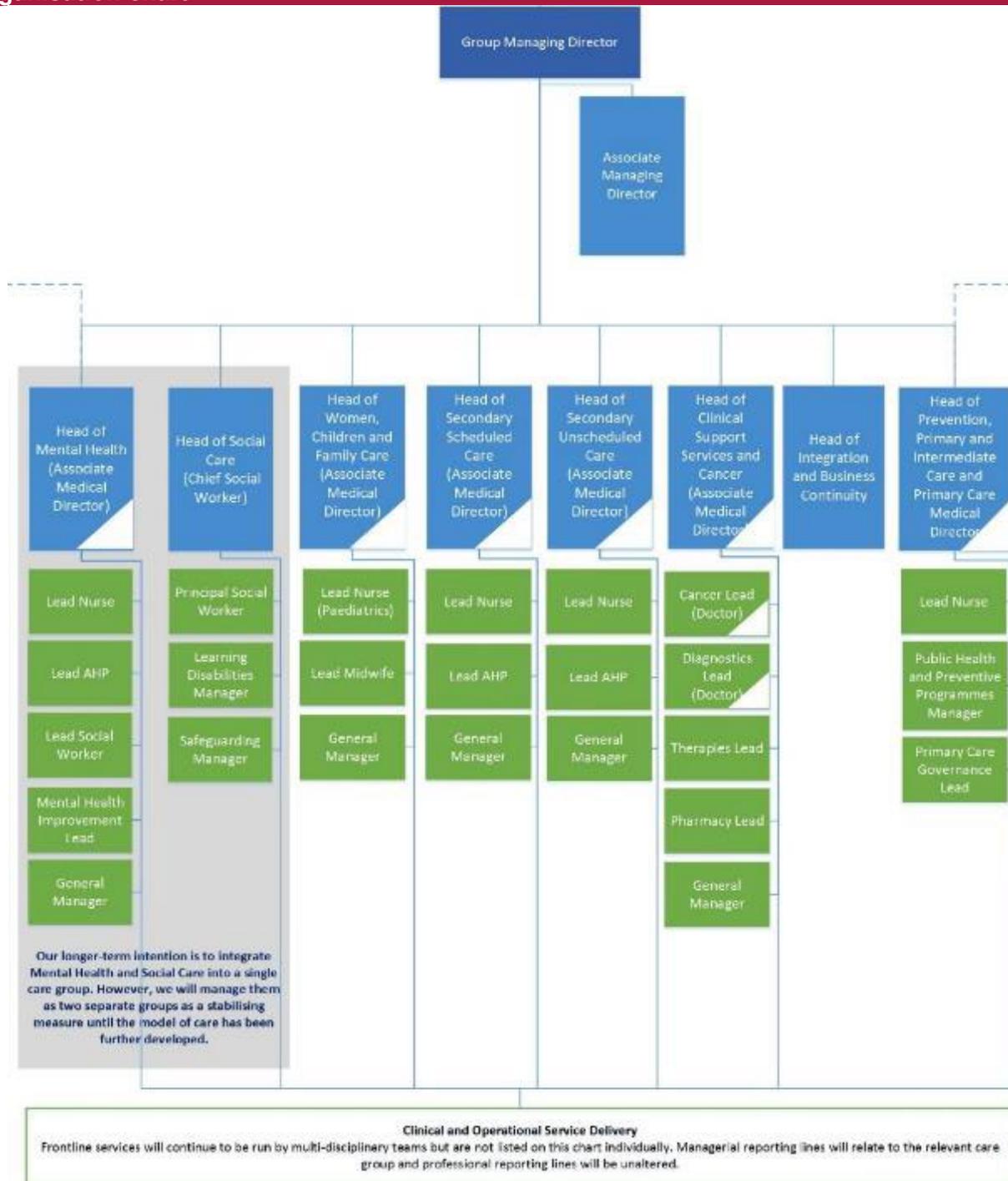
Working Conditions

Occasional/frequent unpleasant conditions – daily or weekly.

Service user/relative aggression, unhygienic living conditions of service user.

Any other information

Organisation chart



Date of evaluation

Post number

Post band