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| **Post title:** | Care Provider Services Manager |
| **Grade:** | N |
| **Responsible to:** | Head of Provider Services |
| **Staff managed:** | Manages a group of managers |
| **Directorate:** | Health and Adult Services |
| **Service:** | Care and Support |
| **Job family:** | **C&S - Care & Support** |
| **Date of issue:** | May 2022 |

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| Job context |
| The role of the Care Provider Services Manager is pivotal in ensuring the care and support provision across a range of services is delivered in line with the Care Quality Commission Regulatory Framework, Fundamental Standards of Care, National Autism Accreditation Standards and in accordance with NYCC’s Health and Adult Services operational care and support policies and procedures.  You will lead a team of Registered Managers and be responsible for ensuring that the Registered Managers in your services meet the service delivery requirements of the CQC Framework, the National Autism Accreditation Standards and organisation’s quality standards for care provision and its policies and procedures.  The role of the Care Provider Service Manager is pivotal in ensuring the direct care and support provided in all in-house provision is safe, effective, responsive, caring and well led.  You will inspire and model a culture of continuous service improvement and innovation, striving for the best outcomes for people, underpinned by the Council’s vision and values.  The service operates a 7 day service including evenings, weekends and nights  An enhanced DBS clearance is required for this role.  This role involves spoken communications so a confident use of English language is required.  The scientific and clinical evidence demonstrates that vaccines provide significant protection against severe disease, hospitalisation and death from COVID-19.  [Research also suggests that those who are vaccinated are less likely to develop long COVID](https://www.gov.uk/government/news/ukhsa-review-shows-vaccinated-less-likely-to-have-long-covid-than-unvaccinated)*.* The post-holder will support our North Yorkshire residents who are most at risk of serious illness from COVID-19 and therefore has a professional responsibility to preserve safety and to take all reasonable precautions necessary to avoid any potential health risks to themselves or others.   Whilst not a legislative requirement, it is highly desirable for successful candidates to have completed (or be willing to complete) a full course of COVID vaccination.  Job Specifics   * + - * This role will oversee a significant number and range of in house provision, and the post holder will be expected to have extensive knowledge of the CQC Regulatory Framework, National Best Practice and Quality Standards, Autism Accreditation Standards, risk management and associated health and safety legislation. * Required to have extensive knowledge and experience of managing performance in respect of services and employee related matters. * This role will provide the leadership for these staff teams and their managers and have designated responsibilities to ensure that the services deliver on values, a sense of purpose and the provision on high quality care. * There is an expectation that the postholder will work in partnership with colleagues within the reablement and care and support assessment teams, and demonstrate a cooperative and collaborative approach to the development of strong relationships with the wider sector particularly health services and commissioners. * Ensure the implementation of multi-agency safeguarding policy and operational guidance.. Responsible for ensuring services and the registered managers comply with the safeguarding policies and procedures. * Report any significant concerns, complaints or legal issues to the senior manager. * Contribute to the promotion of the Council’s priorities, policies and Corporate Plan and positively promote the services with local media. * Deputise for the Head of Provider Services, as required. * In the absence of the Registered Manager, you are responsible for the safety and continuity of that service. * You are responsible for the quality assurance, service improvement and development of services to meet required standards. * Lead on development and improvement in line with Provider Service’s transformation plans. * Strategic budget manager responsibility for the services you oversee.   Quality and Governance   * Provide advice / support and consultation to managers recognising the formal responsibilities Registered Managers hold and are personally responsible given their registration with the Care Quality Commission. * Ensure that Registered Managers demonstrate service delivery is in line with National Autism Standards. * Identify solutions to any quality or service improvement issues which arise from internal or external inspection or regulation requirements. * Provide advice and guidance to support the Registered Managers to address any concerns or issues as a result of inspection or regulatory framework findings * Ensure that Provider Services Governance Frameworks are implemented in your services and that you audit, monitor and review practice in light of the Frameworks. * Ensure that Registered Managers are working in accordance with Health and Adult Service’s policies and procedures. * Work closely with senior managers and where appropriate and necessary provide information to be assured on safety, quality, performance and risk management * Responsible for for the dissemination of good practice and service development initiatives * Working in partnership with external and HAS Quality Improvement and Practice teams in relation to quality improvement and service delivery., * Lead your teams to adopt a culture of continuous improvement, that is innovative and inclusive, recognising the diversity of people in local communities. |

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| Operational management: | * Provide leadership and direction to a team of Registered Managers across a range of services. * Contribute to the forward planning of property maintenance and improvement of Provider Service establishments. * Develop the skills, knowledge and practice of Registered Managers through induction, coaching, mentoring and effective performance management. * Manage complex employee related issues, in accordance with policies and procedures, as required. * Ensure services compliant with anti-racist practice and demonstrate equality diversity and inclusion. * Ensure the delivery of commissioned in – house services to meet organisational objectives. * Take a lead role within operational and strategic meetings both within NYCC or as part of a multi agency approach * Contribute to the Provider Services Team Plan, ensuring that personal and service workplans reflect the Service priorities, providing providing direction on the , delivery, monitoring and review of the Plan. * Provide and present information in relation to Adult Social Care Operations and service delivery to the public, other agencies and other services of the County Council as required * Lead on transformation and service development projects. * Support the implementation of new models of service delivery. Embed a culture of performance management across the service through the development and operation of appropriate monitoring systems and processes focussed on customer outcomes and delivery of key objectives. * Completion of audits in line with governance frameworks and service improvement planning. * Ensure service delivery is meeting agreed key performance indicators. |
| Resource management: | * Be responsible for staffing and associated budget. * Take responsibility for the performance of the team and manage the overall work of the team, taking responsibility for decision making of escalated issues, professional judgements and delegation as appropriate. * Ensure staff in the team are clear about what is expected of them, are kept informed about their performance and enabled to develop the necessary skills and knowledge through supervision, appraisal and development opportunities. * Manage budgets as delegated ensuring that expenditure is kept within existing allocations, advising line manager of additional resource requirements and assist with the preparation of an annual budget. |
| Partnerships: | * Provide leadership and representation as part of the inter agency working, planning and developing services * Record, summarise, share and feedback information to ensure all partners are appropriately informed. * Work in a team context forging and sustaining relationships across agencies and respecting the contribution of others working with customers. |
| Strategic management: | * Contribute to the development of a business plan for the service area to meet the needs of the population served, in line with key performance objectives, priorities and quality assurance principles. * Contribute to Corporate Directorate and cross Directorate strategic developments through actively promoting and developing the Service’s contribution to both County and Directorate level priorities and objectives as set out in the Corporate Plan and Service Plan. * Provide direction on the production, monitoring and review of the procedures and policies for the service. * Ensure the County’s role in external agencies is delivered. To work with other local authorities and major organisations to achieve this, and represent the County Council on strategic level forums, groups and meetings |
| Communications: | * Establish respectful, trusting relationships with customers. * Develop and use effective communication systems appropriate to the audience. * Negotiate effectively with external agencies to ensure best value for the Council. * Liaise with internal colleagues and external organisations to deliver and procure services as required. * Provide clear leadership to the team of staff to ensure unambiguous direction and performance management. |
| Systems and information: | * Provide relevant data for inclusion in national and regional statistical information, making good use of available information, appraise content and assess what else might be needed * In conjunction with other service areas, develop initiatives and proposals to promote the work of the service. * Prepare and present reports to Committees, Councillors and the public. * Use systems and information as appropriate to quality assure the work of other professional and support staff. * Effectively evidence management oversight of critical decisions and practice. * Ensure service information is available to customers and the general public as appropriate. |
| Safeguarding: | * Be committed to safeguarding and promote the welfare of children, young people and adults, raising concerns as appropriate. |

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| Person Specification: |  |
| Essential | **Desirable** |
| Knowledge and Experience   * Significant knowledge of community, residential and day services for adults with social care needs and associated legislation.   Extensive knowledge of the CQC Regulatory Framework, National Best Practice and Quality Standards, Autism Accreditation Standards, risk management and associated health and safety legislation.  Extensive knowledge and experience of managing performance in respect of services and employee related matters.   * Substantial knowledge of current good practice standards both at local and national level. * Significant demonstrable knowledge of statutory requirements, including requirements in respect of carers, equality and anti-discrimination legislation, maintaining a safe working environment, data protection and confidentiality. * Knowledge and understanding of how Equality & Diversity, Dignity & Respect and Human Rights will apply. * Knowledge of budget and staff management processes. * Knowledge and understanding of the service provision. * Effective management / leadership experience in managing staff and performance. * Significant experience of managing adult social care in a local authority or major independent service organisation or equivalent. * Significant experience in developing policy * Proven and effective experience of the management of resources in a changing organisational environment, including financial resources. * Experience of developing and implementing organisational change strategies. * Experience of collaborative inter and intra agency work |  |
| Occupational Skills   * Ability to assimilate new initiatives, technology and software and interpret information. * Confidently uses persuasion, influencing and/or negotiation techniques to influence others in difficult situations. * The ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post. * Motivation and leadership skills * Identifies possible causes of problems and implements solutions to minimise future occurrence. * Ability to act firmly but with tact and understanding * Ability to take clear decisions * Ability to work in a pressurised environment, deal with competing demands and determine priorities * Professional values and attitudes * Ability to work both on own initiative and as part of a team * Ability to work to specified deadlines |  |
| Behaviours  [link](https://www.northyorks.gov.uk/your-council/our-role-structure-and-objectives#accordion-content-0-0) |  |
| Professional Qualifications   * A professional qualification or equivalent in the relevant specialism e.g. Professional social care or health qualification e.g. social work, occupational therapy, nursing, NVQ4 Care. * A management qualification | * A relevant post graduate qualification. * Professional registration with the appropriate body e.g. Health Care Professionals Council (HCPC) where applicable. |
| Other Requirements   * Ability to travel across the County * Ability to attend meetings outside of normal business hours |  |

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| Career progression: |
| * At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g. apprenticeships and work shadowing/coaching. * As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities. |

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| Structure |
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NB – Assessment criteria for recruitment will be notified separately.  
Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.