

<b>Job Title</b>	Service Manager– Supported Living
<b>Reports to</b>	Registered Manager
<b>Location</b>	The post holder will be based at the central regional office.
<b>Main Functions of Role</b>	Your main responsibilities will be to lead on the day to day running of operations across the SL services, supporting the Registered Manager on new development, acquisitions and develop existing services ensuring key targets are met, compliance is in accordance with our company standards and CQC guidelines and supporting the operational team with development so that the service we are offering the people we support is as comprehensive as possible. You will line manage the Team Leaders, who oversee a small cluster of homes.
<b>Company Overview</b>	iBC is a leading Health & Social care provider in the Midlands, providing support to 100s of individuals with learning disabilities, complex needs, autism and mental health needs. We hold contracts with over 20 Local Authorities and CCGs and continue to build relationships with commissioners to develop bespoke care facilities.
<b>Responsibilities</b>	<ul style="list-style-type: none"> <li>• To support and lead the services to deliver the operational plan, growth, and financial targets.</li> <li>• Ensure all services comply with CQC requirements and in line with the organisation’s vision and values.</li> <li>• Working with the Registered Manager to conduct regular reviews of operational practices, to identify areas for development and improvement.</li> <li>• Encourage and strive for positive relationships with commissioners, families, and other stakeholders and seek innovative ways to achieve this.</li> <li>• To provide reports as required by the Registered Manager and Senior management team.</li> <li>• Adapt and respond appropriately as the business grows.</li> <li>• Set and communicate targets. Motivate/inspire the team to meet those targets, all with a view to ensuring continual improvement amongst the team.</li> <li>• Carry out a monthly 1:1 meeting with each Team Manager, identifying training and development needs for all members in your team.</li> <li>• Work closely with the Registered Manager to coordinate referrals, to achieve high levels of occupancy.</li> <li>• Work with the Registered Manager to develop and implement quality management and continuous improvement systems.</li> <li>• Support the implementation and development of any ad-hoc projects, as instructed by the Registered Manager and Senior Management team.</li> </ul>
<b>Personal Specification</b>	<ul style="list-style-type: none"> <li>• NVQ Level 5 in Health and Social care services or equivalent qualification or willingness to work towards a level 5 in leadership, which will be a requirement of the role.</li> <li>• Proven experience of working with people with complex needs, including learning disabilities, autism and/or mental health problems.</li> <li>• Demonstrable success in building an effective team with an ability to motivate staff to succeed.</li> <li>• Previous experience as a Deputy Manager or above is essential.</li> <li>• Able to demonstrate a high level of interpersonal skills.</li> <li>• Ability to communicate verbally and in writing in a manner that is clear and concise, fluent, and persuasive.</li> </ul>

	<ul style="list-style-type: none"><li>• Proven ability to achieve targets, objectives, and deadlines.</li><li>• Excellent organisational and time management skills and ability to manage competing priorities.</li><li>• Working knowledge of the Mental Capacity Act, DOLS, Safeguarding and other relevant legislation.</li><li>• Remain calm under pressure and manage competing priorities.</li><li>• Full driving licence and access to own vehicle.</li></ul>
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