Kent County Council

Job Description: *Operational Support Manager*

Directorate:	**Adult Social Care and Health**
Unit/Section:	**Kent Enablement at Home**
Grade:	**KSI**
Responsible to:	**Operational Manager**

Purpose of the Job:

Manage and proactively monitor the provision and development of Kent Enablement at Home service across Kent. To monitor and evaluate service standards across the Service in line with the Care Quality Commission's Standards for domiciliary.

Ensure services promote social inclusion; and individual rights and choices which will enable people to live more independent and fulfilled lives.

Contribute to the strategic management of transforming services for individuals by supporting the delivery of innovative changes to services which will focus of achieving personalised outcomes.

Support, develop and deliver training to staff at all levels within the service. Project manage the implementations of changes to the Service's IT systems and provide support to the Operational Manager as and when required. To provide support to the Service's out of hours team (Careline) during their operational times

Main duties and responsibilities:

1 Support the Operational Manager in developing the Service in terms of quality and responsiveness and compliance with CQC requirements. Interpret a wide range of both internal and national policies to ensure compliance requiring specialist knowledge of domiciliary legislation and policy.

2 Positively recruit, develop, and motivate a dispersed staff team. Ensuring high quality support and supervision, ensuring high quality and consistent standards are met across Kent Enablement at Home. Lead on the induction and training of new and existing staff in the service's policies, procedures and legislative framework.

3 Project manage and maintain the Service's IT system in terms of upgrades, fixes and developments. Support in the delivery of IT system training to new staff particularly around operational processes.

4 Provide IT support (as appropriate) to the operational teams both in terms of service's bespoke system, specifically constructed spreadsheets, Oracle and other Office applications.

5 Provide support to Careline in terms of operational requirements.

Our procedures comply with DPA and your application will be processed and stored appropriately.

6 Develop and sustain arrangements for joint working opportunities between Kent Enablement at Home, Health, Community Teams, KES, OT and ASC Connect. Building effective partnerships to provide a flexible workforce that maximizes resources, encouraging initiatives that will provide improved outcomes for individuals we support.

7 To contribute to budget planning for the service and managing individual project budgets.

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8 To be able to deputise in an operational role for locality organisers when required.

9 Oversee the quality of care through high standards of practice including the adherence of all Kent County Council policies and procedures. Keeping protection and safeguarding of vulnerable adults at the forefront to ensure the responsibilities for safeguarding are met for people.

10 To be able to deputise for the Operational Managers when required.

Footnote: This job description is provided to assist the job holder to know what his/her main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

Kent County Council
Person Specification

The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

	CRITERIA
QUALIFICATIONS	Educated to a degree level or equivalent and/or hold a management qualification e.g. D.M.S NVQ /Diploma level 5 or equivalent
EXPERIENCE	Experience of working within a customer-facing service delivery environment Experience of recruiting and developing staff Experience of managing projects, preferably with a care or related bias Experience of devising and delivering training Experience of working within a multi-agency setting Experience of managing risks and the application of positive risk management.
SKILLS AND ABILITIES	Excellent communication and negotiating skills Effective decision making skills Ability to quickly grasp complex issues. Ability to identify and resolve diverse operational issues Ability to effectively use a range of business tools (e.g. Excel) to analyse data Ability to manage conflicting agendas and timescales Ability to manage a range of projects/tasks concurrently Ability to travel across a wide geographical area in a timely and flexible manner at various times of the day in accordance with the needs of the business.
KNOWLEDGE	Working knowledge of national policies and legal framework relating to domiciliary services Knowledge of personnel practices to recruit and develop staff to achieve a high standard of service delivery Knowledge of working with service specifications knowledge of The Care Quality Commission (CQC) Excellent knowledge of Adult Safeguarding policies and procedures, including the Mental Capacity Act and the Care Act
KENT VALUES AND CULTURAL ATTRIBUTES	**Kent Values:** • We are **brave.** We do the right thing, we accept and offer challenge • We are **curious** to innovate and improve • We are **compassionate**, understanding and respectful to all • We are **strong together** by sharing knowledge • We are all **responsible** for the difference we make Our values enable us to build a culture that is: **Flexible/agile** - willing to take (calculated) risks and want people that are Flexible and agile

	Curious - constantly learning and evolving **Compassionate and Inclusive** - compassionate, understanding and Respectful to all **Working Together** - building and delivering for the best interests of Kent **Empowering -** Our people take accountability for their decisions and actions **Externally Focused** - Residents, families and communities at the heart of decision making