

Job Description and Person Specification

Locality Manager

Reports to:	Area Director
Responsible for:	Better Practice Lead
	Support Workers / Support Assistants
	Locality Coordinator

JOB DESCRIPTION

Job overview

The Locality manager will be responsible for the delivery of services within their designated locality. The post holder will directly line manager a number of Support Workers/Support Assistants along with a Better Practice Lead.

The post holder will work autonomously, having strategic and primary responsibility in managing relationships with key stakeholders. They will have strong commercial and financial capabilities, with overall accountability for budgetary and financial performance of their locality. They will be strong communicators with a significant skills in both written and oral communication.

The post holder will be accountable for the quality of the services within their locality and will work with the Quality review team and performance coaches to continually drive service improvement and quality. They will also support the organisation in business growth, working closely with colleagues in contributing and assisting with the tendering process.

The post holder will provide front-line leadership within their locality, supporting colleagues to be the best they can be and supporting the people we support to have greater choice and control in their lives.

Key tasks, responsibilities and outcomes

Quality

- Be responsible for monitoring, assessing and reporting the quality of services provided to the people we support
- Be responsible for responding to audit recommendations made by Discovery, CQC or other regulatory bodies
- Ensure services are delivered within budget and comply with the contract for delivery
- Ensure complaints are dealt with in line with Discovery's policies

Personalised support

- Be responsible for the involvement of internal and external specialists and health professionals where appropriate, and implement any recommendations
- Plan and attend multi-disciplinary meetings when necessary and ensure plans are implemented and reviewed
- Ensure the health and wellbeing of the people supported in the locality in line with CQC Guidelines and Discovery's policies
- Maintain and ensure adherence to policies relating to the ordering, receipt, recording, storage, handling and administration of medication. Ensure risk assessments are in place and that people we support have the opportunity to take control of medication where appropriate
- Be responsible for all health and safety requirements in line with Discovery's policies and procedures

Safeguarding and safety

- Be accountable for the safeguarding of people we support in line with Discovery's safeguarding policies, statutory requirements and local authority protocols
- Be responsible for ensuring that risk assessments and emergency plans are in place; all support plans are implemented and reviewed; working practices are safe, and that colleagues are adequately trained
- Be responsible for ensuring that safeguarding incidents and medication errors are appropriately reported in accordance with national and local guidelines
- Be responsible for monitoring and reporting accidents and incidents in line with Discovery's policies and procedures

Colleagues

- Recruit and retain suitable colleagues in line with Discovery's policies ensuring compliance with equal opportunities, Discovery's values, legal requirements and CQC's standards
- Be responsible for ensuring services within the locality are appropriately staffed
- Be responsible for ensuring colleagues are suitably inducted into Discovery and meet statutory and mandatory training/qualification requirements
- Undertake regular performance reviews for colleagues in line with Discovery's policies

Registration with CQC

- Where the service(s) are separately registered with CQC, the post-holder will be expected to successfully apply for registration as the Registered Manager and take responsibility for maintaining compliance with the regulations. Part of this task is to ensure that the appropriate regulatory notifications are made where necessary.

This job description is not exhaustive and reflects the type and range of responsibilities and outcomes associated with a Locality Manager role.

PERSON SPECIFICATION

Qualifications		
Level 4 LMC (or equivalent) (or be willing to undertake the qualification and complete within 18 months)	Essential	Shortlisting, Interview
Have completed or willing to undertake management development training	Essential	Interview
Hold a valid driving licence	Desirable	Shortlisting

Experience		
Experience of leading and managing a large team, setting objectives and ensuring goals are delivered	Essential	Shortlisting, Interview, Assessment
Experience in performance management of individuals	Essential	Interview
Experience of working with multi-disciplinary teams	Essential	Interview
Experience in coaching and mentoring individual colleagues and teams	Essential	Interview

Skills		
Ability to communicate effectively at all levels (both orally and in writing) and to build effective working relationships internally and externally	Essential	Interview
Ability to evaluate and critically assess situations	Essential	Interview, Assessment
Ability to analyse data	Essential	Interview, Assessment
Ability to delegate	Essential	Interview
Project management skills	Desirable	Interview
Ability to coach individuals and teams to improve quality and performance	Essential	Interview

Knowledge and understanding		
Knowledge and understanding of CQC guidelines	Essential	Interview
Knowledge and understanding of relevant legislation and consequences of failing to ensure adherence to legislation	Essential	Interview

Personal attributes		
To be customer-focused and address the needs of both internal and external customers	Essential	Interview
To demonstrate commitment to equality, diversity, inclusion and the values of Discovery	Essential	Interview

To be assertive, confident and have the ability to initiate action when required	Essential	Interview
To be a reliable, supportive and professional role model	Essential	Interview
To work flexibly according to business requirements	Essential	Interview