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| **Job Description** |
| **Post title** | Pathways Operational Supervisor |
| **JE Reference No** | N10842 |
| **Grade** | 8 |
| **Service** | Adult and Health Services |
| **Service Area** | Adult Care – In House Provider -Pathways |
| **Reporting to** | Countywide Pathways Manager |
| **Location** | Your normal place of work will be agile working, but you may be required to work at any Council workplace within County Durham |
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| **DBS** | This post is subject to an Enhanced Disclosure |
| **Flexitime** | This post iseligible for flexitime |
| **Politically restricted** | This post isdesignated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State |

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| **Description of role** |

The post-holder will be part of a team who ensure high standards of care and support are continuously improved to people with a disability, including those who may require specialist PBS strategies

To manage and supervise the Pathways Seniors team and answer their day to day queries and concerns

To have the responsibility to take forward specialist service areas in-line with the service direction – working closely in conjunction with a wide range of partners/stakeholders

The post-holder will be part of a team who will ensure high standards of support are continuously improved to people referred into the service

To undertake any appropriate delegated responsibilities as allocated by the Countywide Pathways Manager

To take forward specialist service areas in-line with the service direction

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| **Duties and responsibilities** |

• To undertake supervision of members of the team under your direction, including the supervision of volunteers.

• To be the first point of contact in the absence of the manager

• To monitor and manage staff absence and to comply with all staff absence procedures.

• To monitor the performance of the staff under your control, ensuring adherence of staff to appropriate policy, procedures and outcomes for people are achieved and appropriately recorded.

• To develop personal plans to enhance the performance of those staff members who are not functioning to the required standards and take further action in line with policies and procedures as necessary

• Work as part of a team, prepare and take the lead during regular team meetings

• To attend meetings on behalf of the Countywide Pathways Manager as required and feedback appropriately

• To provide support to the service manager and communicate effectively with all members of the management team

• To complete and review personal risk assessments within appropriate timescales

• Complete and maintain all appropriate records in line with procedure

• To undertake supervisions and personal development reviews of the senior team

• To monitor the quality of service delivery for your area of responsibility and report the performance regularly to the Countywide Pathways Manager

• To hold regular team briefings and ensure communication with stakeholders is carried out appropriately and in a timely fashion

• To complete and review personal risk assessments, working with individuals, other staff, Care co-ordinators, parents/carers and other providers of services

• To assess and develop plans to meet the specialist needs of service users

• To complete, co-ordinate and ensure the maintenance of appropriate records where necessary.

• To be responsible for Health & Safety checks/monitoring/dissemination of information as required.

• To complete, monitor and review system information and extrapolate reports as required

• To work effectively with other professionals in line with the delivery of the service

• To work to the appropriate policy, procedures, guidelines and good practice relating to the Pathways service and this organisation

• To take responsibility for, and deal with appropriately, any emergency that may arise

• Work the contracted hours over a flexible week to meet the needs of services users, which may include evening and or weekend work

• Work to agreed rotas and report any absence or changes in circumstances in a timely way to enable effective cover to be arranged

• Deal appropriately with members of the public, service users and their carers / relatives, which will include reporting complaints in-line with agreed policies and procedures

• To undertake where / when necessary a supervisory role within the wider team

• Listen actively to feedback from service users.

• To be committed to continuous professional development.

• Undertake such other duties commensurate with the grade of post that may be required to ensure the service continues to meet or surpass the needs of people as they take control of their lives, as identified in agreement with management.

• To communicate effectively

• To work within professional boundaries

**Additional Information:**

A proportion of the working week may be undertaken outside of normal office hours – time back in lieu will be arranged between the post-holder and the Pathways Countywide Manager.

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| **Organisational responsibilities** |

**Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

**Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

**Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

**Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety Policy and procedures.

**Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

**Confidentiality**

To work in a way that does not divulge personal and/or confidential information during the course of their work and follow the council’s policies and procedures in relation to data protection and security of information.

**Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

**Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

**Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

**Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.

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| Person specification |
|  | Essential | Desirable |
| Qualifications | NVQ/HSC L3 in Social Care and/or Management or5 GCSE’s or equivalent orRelevant degree / Nursing qualification or equivalent orSocial Work qualification or equivalent | Level 3 qualification in social care / management |
| Experience | Significant experience working with people with complex / specialist learning disabilities / behaviours that challenge.Supervisory/management experience | Integrated work with other agencies/ professionals. Advice/advocacy work.Community work.Group work experience. |
| Skills & Knowledge | Ability to support service initiativesAbility to offer support and guidance in a constructive wayUnderstands what management skills are required and how to apply them Be computer literate.Clear oral and written communication skills with good interpersonal skillsGood understanding of needs of people with complex/specialist learning disabilitiesEffective time managementUnderstanding of different forms of mental health diagnosesAbility to form relationships with users and carersAssessment and support planning.Planning, monitoring and reviewing work. Report writing.Organising work.Deciding priorities.To adhere to DCC Professional BoundariesAbility to work as a member of a team |  |
| Personal Qualities | User and carer orientated.Self-motivatingEmpathetic approachAbility to work under pressureCommitment to equal opportunitiesOpenness to new ideas and ways of workingWillingness to undertake training to meet organisational requirementsPositive outlook and personal resilienceWillingness to achieve relevant qualifications in care, management or other appropriate subject as required by the needs of the service. The post-holder will require to hold both a care and a management qualification at Level 3 or aboveSpecial Requirement:Access to a car or access to a means of mobility support (if driving must have a current valid driving licence and appropriate insurance). |  |