



Job Description: Hub Manager

Reports to: Operations Manager

Salary: SP7 £36,023-(pre NVQ5) - SP8 £37,275 per annum (with NVQ5)

Hours: 37 hrs/week

Based at: initially at Acomb & Blyth with 1 day flexibly working from home

About Us

Journey Enterprises is an award-winning charity which provides services for adults with intellectual (learning) disability to develop vocational skills which are ASDAN accredited. We also train adults in our care to develop skills for independent living, and to maintain active, healthy lifestyles.

The Charity was founded in 1983 and now works across the north east of England from four sites. Commissioned by six local authorities and the NHS, we also provide a wide range of grant-aided projects. Together these enable us to offer Clients a wide spectrum of activities which change on a regular basis in line with our project funding. In recognition of service excellence, the Charity was chosen by the House of Lords as one of fifteen organisations in the UK providing best practice. Our Staff are regularly nominated for both national and regional awards.

About the Candidate and Role

We are looking to recruit a Manager with experience in the Education & Training Sector, either in managing education & training services for Adults (25+) or Young Adults services (16 – 24s). It is essential that the appointee is experienced in leading and managing Staff teams.

We are not looking to shortlist Managers from Social Care domiciliary, residential or nursing care, or health backgrounds since we do not deliver personal care services.

Our Hub Managers sit in the Middle Management Team (MMT) and are responsible for management of their Hub premises, services, resources and Staff. Whilst Journey only delivers training services for adults with learning disability, Hub Managers must hold an NVQ5 in Health & Social Care in line with the requirements of the Health & Social Care Act as we are contracted under Day Services Frameworks (Local Authority).

As key managers in the Organisation, a Hub Manager typically manages a team of 10 - 15 Staff consisting of employees, volunteers and practice-based student placements. Staff roles encompass: Senior Learning Disability Skills Specialists, Learning Disability Skills Specialists, Drivers and Activities Specialists. We also host regular undergraduate and graduate student placements from a wide range of disciplines.

Hub Managers work with the Operations Manager to design and deliver programmes to develop Clients' life and employability skills. Our Hubs accommodate people daily who have intellectual disability and complex needs and we deliver a varied programme of activities weekly both on and off site. Clients choose their activities to meet the needs set out in their Care & Support Plans or Education, Education & Health Care Plans or Continuing Healthcare Plans.

Journey's Clients are funded by Local Authority Adult Social Care or the NHS and have an assigned Care Manager responsible for approving the Day Service Provider. Some families may also self-fund additional days in service.

Unpaid Carers (families) are involved in Care & Support planning and encouraged to attend Person-Centred review meetings, and other events, at Journey. We recognise and value the knowledge, expertise and role of unpaid carers and consult with Carers regularly as expert partners. We do not provide direct services, however, for unpaid Carers.

Hub Managers work collaboratively to develop enterprise and community fundraising initiatives, each providing opportunities for Clients to further develop their skills and service to the community, and for Hub Managers to build partnerships in their local area. These partnerships enable us to build resources, funding for services and opportunities for Client work experience. They also act as critical referral pathways for new potential Clients and volunteers.

Hub Managers are given an opportunity to take on whole-Company part-time responsibilities for which they are paid at SP9 (pre specialist qualification) or SP10 when qualified.

Hub Managers are the public face of their Hub and our liaison with Adult Social Care. They maintain regular contact with Care Managers and are encouraged to attend networking and provider forums externally whenever possible.

Whilst initially covering our Acomb and Blyth Hubs, our two smallest Day Centres, we will be relocating our Acomb Hub over the coming 18-24 months. This is a long-planned move which will take this Hub closer to Newcastle. A key element of this role will be assisting with identification of suitable premises, visiting premises with the Operations Manager and overseeing the relocation to the new approved premises, following consultation with parent Carers, Clients and Commissioners.

Principal Duties:

- Ensuring Health & Safety of Staff, Clients and visitors within the Hub Manager's operational areas of responsibility.
- Responsibility for ensuring Safeguarding in service and overseeing raising of Safeguarding alerts to the Local Authority, reporting to the Operations Manager, Designated Safeguarding Lead;
- Day-to-day management of the premises, grounds, Staff, transportation, resources and services to ensure compliance, consistency, continuity and quality of operations and associated systems reporting;
- Line management of a team of c. 10 - 15 Staff to include oversight of deployment, holding monthly team meetings, daily briefings and regular catch-up sessions, providing bimonthly support and supervisions and an annual appraisal, delivering reasonable adjustments discussions and ensuring reasonable adjustments are implemented for colleagues with disability, supporting employee carers, overseeing performance management including Staff delivery against Restricted funding project outcomes, handling investigations, disciplinaries, grievances and consultations as appropriate.
- Responsible for overseeing assigned budgets including Restricted Project funding (assigned grant aid for Projects), and, in conjunction with other Hub Managers, for raising local funds through community fundraising initiatives and social enterprise ensuring these comply with the Fundraising Code of Practice;
- Responsible for delivery of funded programmes, service contracts and projects funded by local authorities, the NHS, central government and the Voluntary Sector, ensuring programmes deliver the specific outcomes and outputs and work to the agreed project plan and budget, and will report on these programmes and services;
- Responsible for developing the Hub's local partnership and professionals' network to include local authority, transitions and NHS teams, voluntary & community sector groups and organisations and schools/colleges, increasing Client days in service and our partnership base;
- Providing reporting internally as required for inclusion in Board Reports, Funder Reports and Trustees' Annual Report & Accounts, as well as Commissioning inspections;
- Managing social media and Journey's website postings on your Hub/Hubs and programmes in line with contract performance requirements, Funder requirements and requirements of the Charity more broadly;
- Acting as a Duty Manager as and when required during operating hours and working with colleagues within the Middle Management Team;
- Responsible for ensuring all Staff within the Hub Team work to Journey Quality Standards including planning, review, recording, evidencing and reporting;
- Identifying and visiting suitable new premises for the Acomb Hub relocation, and overseeing the relocation process after consultations;
- To carry out any other duties which fall within the broad spirit, scope and purpose of this job description. This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. The major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any changes will be carried out in consultation with the post holder.

Core Responsibilities: All Staff

- To ensure the Safeguarding of Clients within service at all times;
- To maintain safe working practices, ensuring Health & Safety at work both on site and within Journey's outreach activities;
- To promote Journey's mission and values and to commit to successful delivery of our five strategic priorities;
- To champion equality & diversity and inclusion for all;
- To observe all Journey's policies and procedures;
- To ensure the standards of our work meet the requirements of service regulators and funders as directed by line managers;
- To attend Journey meetings and events as required: these may include occasional unsocial hours commitment;
- To commit to continuing professional development, attending any training identified by Journey;

Terms and Conditions

Contracts are offered on a permanent basis.

Employees are provided with 36 days leave/annum pro rata, a contributory pension scheme, a healthcare package, holiday buy-back scheme, length of service holiday accrual scheme, Cycle2Work Scheme, Salary and a Journey promotional items welcome pack. Staff are also offered discounted lunches and free refreshments.

The Charity operates between 08.30 – 16.30 from Monday – Thursdays and 08.30 – 16.00 on Fridays. All Staff who work for six hours continuously must take half an hour for lunch daily.

Person Specification

Qualifications and Licensing

1. Training qualification and/or experience delivering skills development training to young adults/adults	Essential
2. NVQ 4/5 Health & Social Care or degree in a relevant discipline and willing to work towards	Essential
3. English & Maths minimum Level 2	Essential
4. Disability-specialist training	Desirable
5. PVC D1 Minibus Licence/MIDAS training	Desirable
6. NCFE Level 2 Medication Training	Desirable
7. Recent Safeguarding Adults Training	Desirable
8. Line management training/experience in: managing performance (employees), handling disciplinary/grievance, managing sickness absence, conducting support, supervision & appraisals and delivering Staff Training	Essential
9. Qualification or demonstrable proficiency in IT: Microsoft Office Suite, internet/email, social media, Adobe Photoshop etc.	Essential
10. Qualification or demonstrable proficiency in budgetary management: managing cash-flow, basic financial forecasting, understanding of fixed/variable costs & break-even (basic management accounting)	Essential

Experience

1. Minimum 2+ years' experience managing or team-leading services for young people or adults with intellectual disability	Desirable
2. Minimum 2+ years' experience working with adult Safeguarding	Essential
3. Management of premises, contractors and suppliers	Desirable
4. Minimum 2+ years' experience managing staff teams	Essential
5. Minimum 2+ years' experience working with Care Managers (adult social care) and across multi-disciplinary teams	Essential
6. Understanding and experience of working with unpaid carers (families) of people with intellectual disability and complex needs	Desirable
7. Experience of working with volunteers or volunteering	Desirable
8. Experience of fundraising and/or social enterprises	Desirable
9. Experience of delivering staff training	Desirable
10. Experience of planning/delivering funded projects	Desirable

Knowledge

1. Robust knowledge of the Mental Capacity Act, Care Act, Health & Social Care Act and Equalities Act as applied to adults with disability and unpaid carers	Essential
2. Robust knowledge of social care assessments, care & support planning and review processes	Desirable
3. Lived and/or professional expertise in a specific disability pathway e.g. Autism-Asperger's, Down Syndrome, Sensory disability	Desirable
4. Strong understanding of the social model of disability and typical barriers faced by people with learning disabilities	Essential
5. Strong knowledge of local services within the Voluntary, Community & Faith Sectors which support the needs of people with complex disability and unpaid carers	Desirable
6. Strong knowledge of local activities and opportunities within community for people with complex disability to socialise and develop skills for independent living	Desirable

Personal Attributes

1. Personal commitment to the social model of disability, valuing diversity and inclusion	Essential
2. Resilient and creative: committed to enablement and prepared to champion disability in the community	Essential
3. Strong commitment to the Voluntary Sector with a vision for bringing together communities & working collaboratively	Essential
4. An 'I Can' approach to work: a strong team member	Essential

Safer Recruitment – Safer Retention

The Trustees at Journey are committed to Safeguarding and promoting the welfare of vulnerable adults. To meet this commitment, all Staff are required to undergo an Enhanced Disclosure & Barring Service check, which is repeated in three yearly cycles (update service checks). Staff are also be required to complete a 'Fit and Proper Persons' Declaration which is reviewed annually.

If you are a non-UK citizen and are applying for this employment, we will need to be able to conduct verifiable background checks in line with our Safer Recruitment Procedure.

Our Commitment to Disability Employment

Journey is an Equal Opportunities and Disability Confident employer and welcomes applicants from all sections of the community. We have a diverse Staff team with a strong ratio of colleagues with lived experience of disability and/or unpaid caring roles.

Right to Work

All candidates applying for employment or volunteering opportunities at Journey Enterprises must have the right to live and work in the United Kingdom.

In line with present Home Office regulations we are unable to recruit any international candidates in to UK Social Care currently.

Closing date for applications is 16.30 on Wednesday 30th September.