



JOB DESCRIPTION

Job Title:	Manager - Support Pathways Service
Salary:	£31,708
Hours:	37 hours per week, worked in accordance with the needs of the post
Accountable to:	Senior Operational Service Manager
Location:	171 Alcester Rd, Moseley, Birmingham B13 8JR

Job Purpose: To have overall responsibility for ensuring the Support Pathways Service offers consistently high quality services to all service users, using person centred approaches to determine individual need. To develop the strategic direction of the service in order to meet the needs of all service users. To work in partnership with other Midland Mencap services and external agencies to develop strategies and policies relevant to all stakeholders. To contribute effectively to the overall strategic development of the organisation.

Relationships: To develop and maintain productive professional relationships with colleagues from Health, Education, other social care agencies and the voluntary sector in the West Midlands. In addition, to work in close partnership with the managers of other MM services to promote and develop an organisational approach to supporting service users.

Responsible for: Provide line management, supervision and support to the project's senior support worker, support workers and volunteers.

Key Responsibilities:

Operational Management

1. Ensure appropriate strategies are in place to identify potential service users and to encourage referrals via GPs, hospitals, schools, colleges, social services, voluntary agencies and from individuals.
2. Identify resources and amenities to support delivery of the service.
3. Keep up to date with developments in good person centred practice to ensure that the Support Pathways Service can deliver, identify and evidence positive outcomes for service users.
4. Develop appropriate methods to monitor and evaluate support pathways services to service users, and ensure this is evidenced and incorporated into planning.
5. Empower service users to fully participate in the development and monitoring of internal and external services, and to represent concerns and issues.
6. Provide practice support and guidance to the team on specific case issues, including the assessment process and, where necessary, to jointly manage particularly complex cases.
7. Lead on safeguarding issues within the service and ensure that these policies and procedures are embedded, understood and followed.
8. Work with the Chief Executive and Quality Standards Group to develop a work plan to implement PQASSO (Practical Quality Assurance Systems for Small Organisations).
9. Deal appropriately with compliments and complaints from service users and other stakeholders, referring to the Chief Executive as necessary.
10. Develop and update annual work plans for the services team and ensure these are implemented & shared with other managers within the organization.
11. Identify opportunities to meet gaps in the Support Pathways Service including service development, project development and fundraising.
12. Lead on personal safety for the service and ensure that policies and procedures are embedded, understood and followed.

13. Produce reports, research and strategies to inform management, trustees and external stakeholders.

14. Raise the profile of the Support Pathways Service with service users, carers and other professionals by organizing awareness raising events, activities, workshops and training sessions, and by taking part in external opportunities at conferences and seminars.

15. Develop, maintain and promote sustainable partnerships between other professionals and organizations enabling them to provide opportunities for learning disabled people.

16. Develop promotional material to support the team's work which is accessible to all service users.

17. Ensure that a diverse range of communication methods are used to provide information and support to service users i.e. newsletters, website, service user forum, surgeries.

18. Ensure the effective delivery of the Support Pathways Service in compliance with our Big Lottery funding agreement.

19. Take management responsibility for the Support Pathways Service staff HR records, recruitment and compliance with employment requirements, e.g. CRB checks, car insurance, training, etc.

Contribute to the strategic planning of services which affect service users.

1. In collaboration with Senior Management Team colleagues, work with voluntary and statutory partners to help them recognise and incorporate service users' needs in strategic planning and service provision.

2. Liaise with Senior Management Team colleagues to share information and create strategies.

3. Work in partnership with the Carers' Service Manager, the Children & Young People's Service Manager and the Volunteering & Employment Service Manager to:

- develop and implement carer awareness training for professionals
- identify and evidence the needs of younger parent carers
- support service users to access a wider range of meaningful daytime activities

4. Take a proactive role in supporting the organization to develop person centred practices including assessment and planning tools.

Line management supervision and support

1. Effectively manage the performance of the Senior Support Worker and support staff, including providing monthly supervision and annual appraisal.

2. Contribute to the development of organisational policy and practice.

3. Ensure that appropriate training and support is provided to members of the team, and shared with the wider organisation where appropriate.

General

1. Keep appropriate records and provide regular reports on activity levels and outcomes, as agreed with the Senior Operational Manager.

2. Carry out all the above with an understanding of and commitment to Equal Opportunities legislation.

3. Actively participate in staff meetings, Management Team meetings and in own supervision, training and appraisal.

4. Act at all times in accordance with organizational policies and procedures and in a way that will enhance the organisation's reputation.

5. Carry out other duties commensurate with the level of the post, as directed by the Chief Executive.

6. Ensure appropriate Health and Safety procedures are in place to maintain the safety of carers using the service.

