



Rossendale Trust  
Supporting independent futures

## Job Profile – OPERATIONS MANAGER

### **JOB PURPOSE**

As a Rossendale Trust Operations Manager you will lead a team of Group Leaders, Senior Care Workers and Care Support Workers, who will be providing the highest standards of care and support to our tenants, ensuring the tenants are treated with dignity and respect so that they can live a full and meaningful life.

An Operations Manager (OM) is a key part of the management team; the Trust's direct point of contact with the care teams employed here, reporting back to the Head of Supported Living and the management team, as necessary. The OM will develop and monitor a quality supported living service for every tenant, ensuring it is cost effective and compliant with all external regulatory quality audits, CQC inspections and internal quality standard audits.

The Rossendale Trust places our tenants at the centre of everything that we do. Our values are built around the 5 Key Lines of Enquiry (KLOEs) as defined by the Care Quality Commission and which form the basis of the CQC inspection:

Is this service: **Safe; Caring; Responsive; Effective and Well led?**

### **Safe.**

- Ensure that all essential documentation, such as medication administration records, financial procedures, and health records, are completed accurately and in a timely manner by staff using the digital care records platform PASS.
- Support and motivate the team and colleagues to create a safe and inclusive environment for the tenants in every aspect of daily life.
- Ensure that tenants have proper access to healthcare, that all appointments are recorded and attended, taking appropriate action, as necessary.
- Lead safeguarding by ensuring staff knowledge of the types and indicators of abuse in relation to the safeguarding of vulnerable adults. Act appropriately as first line for reports by staff of all concerns, suspicions, allegations and incidents, in accordance with Trust policy and procedures.
- Take active part in the On-Call rota and monitor the performance of this aspect of the service.
- Maintain the agreed staffing levels by working with the HR team to manage leavers; recruit new staff through Trust procedures; adapt staffing between teams to deliver the optimum care to our tenants.
- Be aware of all health and safety responsibilities, risk assessments and safety procedures. Provide a role model of best practice and responsibility within the

team to protect the health and safety of tenants, self and colleagues, and visitors.

- Be responsible for protection of the tenants' right to confidentiality of information in accordance with Trust Policy and the Data Protection laws.

### Caring.

- Ensure that all care and support is delivered with a Person Centred approach.
- Ensure that the team is delivering care and support which promotes the values and policies of the Trust at all times.
- Oversee the promotion of independence and choice for each tenant in all aspects of daily life.
- Ensure that the team are observing best practice, with dignity and respect central to the provision of care and support to all of the tenants.
- Mentor staff to support tenants in all aspects of Supported Living.
- Carry out informal observations on a continuous basis, and feedback your comments, praise and concerns to staff. Be a visible presence.
- Initiate and foster good professional relationships with relatives of tenants and encourage their input as appropriate.
- Understand and display a positive, friendly attitude at all times, and ensure that the rest of the team follow your lead.

### Responsive.

- Respond positively and promptly to any complaints from tenants, relatives, staff or others recording that response and liaising with the Head of Supported Living and HR as appropriate.
- Be able to communicate with tenants, following support plans and using any appropriate resources as recommended.
- Ensure that your team responds to any perceived or reported changes in a tenant's needs or choices. Liaise with the Family Liaison Officer (FLO) as necessary on any requisite changes in funded hours.
- Be responsible for each tenant having access to educational or work experience choices. Liaise with Oakwood, WorkTaste or any external services and the FLO to ensure that any such activities are funded within the tenants' budget.
- Participate in or oversee all contacts with Local Authorities and other Commissioning bodies, liaising with care team and FLO, as necessary.
- Attend all tenant reviews or ensure that a properly prepared member of the team is able to do so.
- Understand mental capacity and the Mental Capacity Act 2005, and mentor less experienced staff.

### Effective.

- Be responsible for the management of the service to the tenants, liaising with GLOMs and the Head of Supported Living.
- Produce, monitor and adapt the staff rota to meet the needs of the tenants by making best use of staff resources.
- Be responsible for allocating staff resources effectively to meet the needs of the tenants and are staffed within the tenants commissioned hours and working within agreed budgets.

- Encourage personal and professional development in your Group Leaders.
- Ensure that the team all work according to Trust policies and work with the HR team to take appropriate action in the event of any failure by staff to do so.
- Carry out supervisions and appraisals of all staff in your team, to an agreed timetable, and ensure that the GLs do the same with their teams.
- Liaise with the Training Officer in overseeing and monitoring the Induction process, providing support as necessary to new staff.
- Be prepared if required to deliver training sessions/workshops to develop staff.
- Be responsible for delegating and allocating tasks to the GLs and members of the teams.
- Regularly check PASS digital care records to ensure that staff are using the system correctly and consistently.
- Oversee the production of a comprehensive Support Plan and/or a Person Centred Plan for each individual on PASS.
- Generate reports from PASS as needed to track documentation trends, identify areas for improvement, and ensure compliance with regulatory requirements.
- Be flexible and willing to work across a variety of settings to meet the needs of the tenants and the Trust.
- Read and understand all Trust Policies and be responsible for ensuring that all of the team have read the Key Policies.
- Conduct periodic audits of documentation to verify accuracy and completeness. Address any discrepancies or issues promptly and provide additional training or guidance as needed.

## Well Led.

- Understand and behave in accordance with the Trust's mission statements and core values.
- Know the Staff Code of Conduct and be prepared to mentor others.
- Understand the nature and purpose of a CQC inspection and ensure that all aspects of the service are compliant with the standards required.
- Lead the staff team by setting high standards in attendance, work performance and good communication.
- Be aware at all times that the OM is a role model for the team and other staff, across the Trust, representing and requiring best practice in all aspects of our service, within and outside the Trust.
- Act as a point of contact for staff members who encounter difficulties or have questions related to using PASS for documentation. Troubleshoot technical issues and escalate them to the appropriate support channels if necessary.
- Be a positive and professional leader to your team, respecting the practice of your colleagues at all times.
- Attend and actively contribute to all OM meetings and attend management meetings where possible.
- Ensure that all nominated staff attend Trust training.
- Arrange and chair regular meetings with your GL team, working to an agreed agenda.
- Promote the values of diversity and equal opportunities within your team and ensure that all staff understand that any form of bullying, harassment or intimidation will not be tolerated and will result in action if discovered.

## PERSON PROFILE – OPERATIONS MANAGER

CRITERIA	ESSENTIAL/ DESIRABLE	ASSESSED BY
<b>QUALIFICATIONS</b>		
NVQ /Diploma level 5 in Health & Social Care or willing to work towards	E	Application/Certificate
ILM/Team Leader or Supervisor Qualification or willing to work towards	E	Application/Certificate
<b>KNOWLEDGE AND EXPERIENCE</b>		
Hands-on experience of management in a care environment, supporting people with autism or mental health issues or learning disabilities	E	Application
Proven ability to develop effective long term working relationships with people	E	Application/Interview
Proven budget management skills with an understanding of the importance of efficient use of resources	E	Application/Interview
First Line Management experience	E	Application/Interview
Experience of developing and managing high quality person centred support services for people with learning disabilities	D	Application
<b>SKILLS AND QUALITIES</b>		
Proven ability to manage committed and dedicated teams.	E	Application/Interview
Ability to handle conflicting priorities	E	Interview
A passion to improve the lives of tenants	E	Application/Interview
Good communicator at all levels	E	Interview
Ability to lead by example and feedback constructively	E	Interview
Take ownership and responsibility for decisions and actions	E	Interview
Attention to detail and ability to work to deadlines	E	Interview
Flexibility with a 'can do' positive attitude	E	Interview
Problem solver and prepared to go the extra mile	E	Interview
<b>ADDITIONAL REQUIREMENTS</b>		
Valid Driving Licence desirable This post is subject to an Enhanced DBS check		