

Job Description - Director of Learning Disability & Community Services

Job Title

Director of Learning Disability & Community Services

Main Purpose of the Post

- Provide clear leadership and effective management of Learning Disability and Community Services
- Contribute to the strategic planning and management of the Charity as a whole
- Seek opportunities for service development and expansion and identify new business development opportunities
- Take a lead role in managing the operations in key areas. This will include all matters pertaining to:
 - Our Learning Disability and Community services
 - Health and Safety leadership across the Charity and senior responsible officer for all premises
- Demonstrate full commitment to the Charity's mission, vision, values and ethos through the way your leadership role is undertaken

The three primary areas of activity for which this post holder will have responsibility are:

Learning Disability Services

Our work with people who have learning disabilities commenced in 1983 and has grown every year since. As our understanding and awareness of need has developed, so too have the Charity's services in response to identified need. This is a growing area of our work, such is the demand for high quality services for adults with additional needs.

There are currently three specific services, two of which provide day care and learning opportunities for adults ranging from 18 to 60 years of age; the third service supports people in their own homes to live independently. The services are:

- **FX** (Futures eXpress) where young adults with multiple and profound learning and physical, life-limiting disabilities enjoy activities provided in a day care setting
- **VIP** (Vision in People) provides learning opportunities in a day care setting for adults who have mild to moderate learning disabilities and behaviours that challenge
- **SLS** (Supported Living Service) is a flexible and varied service regulated by CQC, registered to deliver '*Personal care and treatment of disease, disorder or injury.*' We work with people living with their families or support them to live independently in their own homes. The care and support delivered ranges from 14 hours per week up to 24/7 services.

Each service benefits from the oversight of a Service Manager and dedicated management team. Due to the nature of these services, the Director will also act as Caldicott Guardian.

Community Services

Our Community services work with people at risk of becoming homeless and people who are isolated in the community. There are two major service areas:

- **Vincent House:** a long-established hostel for people who are homeless in Blackpool, providing supported accommodation for 16 adults, regulated by Blackpool Council. Residents are supported to live semi-independently within this setting, and to move on to live independently in the community, initially with outreach support from the hostel.
- **Plungington Community Centre:** a thriving community and well-being hub, which we manage on behalf of Preston City Council. Located in the Plungington area of the city, the centre caters for a diverse local population experiencing high levels of deprivation and reduced access to services. As well as providing a large hall as a venue for events, concerts, conferences and sporting activities, the centre also accommodates smaller groups and activities. It houses a popular community café and serves as a base for many Caritas Care events.

Each service benefits from a dedicated Manager.

Property Services

The Director will line-manage our Property Services Manager, who is responsible for premises and operations. The post holder will maintain strategic oversight of operations in relation to all our offices, service venues and facilities provided therein, including:

- Maintenance and forward planning for dilapidations and repairs
- Taking a lead role on Health and Safety across all our sites, ensuring we comply with all legislative requirements and HSE guidance and making recommendations to SLT and Board
- Fire and site safety, legal compliance and security.

Additional Responsibilities

- Act as Caldicott Guardian, ensuring adherence to Caldicott principles and requirements, disseminating information and training to the Charity, Board of Trustees and Managers as required
- Act as senior responsible officer for all other matters of compliance and quality assurance with LD & Community Services, including safeguarding lead for LD & Community Services, collaborating with the Designated Safeguarding Officer (Director of Children's Services), regulatory compliance and GDPR

Relationships

Responsible to

- Chief Executive Officer

Responsible for

- Disability Services Manager (Supported Living Service)
- Disability Services Manager (Day Services – VIP and FX)
- Plungington Community Centre Manager
- Service Manager – Vincent House
- Property Services Manager

Liaison with

- Deputy CEO, Director of Children's Services, Service Managers and other staff within the Charity
- Senior officers of public sector partners, other voluntary and private agencies and commissioning bodies
- Members of the Board of Management (the Charity's Trustees and Company Directors)
- Those who use our services, their parents and carers
- The Care Quality Commission and other regulators
- Funding bodies

Main tasks of the role

- Promote a person-centred approach in all Services and activities, ensuring that the wellbeing, interests and dignity of vulnerable adults (and children) are safeguarded and protected
- Keep abreast of relevant legislative changes, procedural guidance and practice developments relating to key areas of responsibility, advising the CEO accordingly
- Designated safeguarding lead for adults
- Support statutory inspections and propose action plans to the CEO
- Be a visible and accessible leader who communicates confidently and effectively with managers, staff and service users to enable the development of our services
- Monitor and quality assure our Learning Disability and Community Services and operations and ensure high standards of practice from those accountable to you
- Secure new opportunities to develop services to meet identified need, generating new income through tendering processes and fundraising as required
- Ensure provision of a high quality and healthy working environment across the Charity, and forward plan for future needs
- Provide a lead role in Caldicott compliance, advice, guidance and responses

The broad management tasks

- Contribute to the overall strategic planning and management of Caritas Care as a member of the Senior Leadership Team and in particular for key areas of responsibility
- Control the use of resources to ensure that key services operate within approved budgets
- Comply with and apply the Charity's internal financial controls
- Interpret and analyse statistical data on the performance of the services
- Assist the CEO and Deputy CEO to identify annual budgets for key areas of responsibility
- Identify new opportunities to develop the charitable objects of Caritas Care and develop and expand these where appropriate
- Ensure externally funded projects are compliant with agreed protocols and report outcomes in line with funders' expectations and timescales

The key operational tasks

- Monitor and evaluate the activities of Learning Disability and Community Services and staff using the Balanced Scorecard, Risk Matrix and Strategic Service Review frameworks; making recommendations on policy, practice guidance and resource requirements as required

- Report to the Board of Management, either directly or through the CEO, on the key service areas of responsibility and proposals to develop new services as required, or when requested by the CEO or Board
- Provide regular reports and analysis regarding health and safety, facilities and premises, both to the CEO and Board of Management, and on other relevant matters when requested

The key tasks in managing people

- Provide direct management of key service managers to ensure compliance, promote effective communication and high-quality practice
- Liaise and consult with staff in each service to promote development of practice and clarity of purpose
- Ensure compliance and completion of service plans/strategic reports and encourage a strong team spirit across Learning Disability and Community Services and the Charity as a whole
- Comply with Health and Safety at Work legislation to ensure your own safety and the safety of others across the Charity.

The key inter-agency tasks

- Represent the charity in external forums, inter-agency meetings and conferences relating to key services as required
- Ensure compliance with contractual inter-agency agreements
- Develop and maintain close relationships and good communication with officers, politicians, commissioners, supporters and trust funders
- Deputise for the CEO from time to time as required and determined by the CEO
- To work within the parameters of the Charity's policies and procedures.

Additionally

It is in the nature of the work of **Caritas Care** that tasks and responsibilities can be varied and subject to change and particularly so in a senior role. We expect each member of staff to work in a flexible way when the occasion arises and when tasks not specifically covered in their job description are required. Such additional duties would be to cover unforeseen circumstances and would normally be compatible with their regular type of work. Evening and weekend working will be required from time to time.

The post holder will undertake other duties that may be required by the CEO, particularly resulting from membership of the Senior Leadership Team.

Qualifications and Experience

The person appointed to this position will satisfy the criteria identified in the Person Specification.

PERSON SPECIFICATION

(To be read in conjunction with the Job Description)

POST	Director of Learning Disability & Community Services The person holding this senior management position will provide clear leadership and effective management of the charity's Learning Disability and Community Services. They will contribute to strategic planning and executive leadership of the whole charity. They will advance opportunities for service development, innovation and business growth. All their work will reflect and be driven by the centrality of our mission, vision, values and ethos.
-------------	--

The assessment method for the criteria below is indicated below – at the application stage (A), at interview (I) and/or through a test (T).

	ESSENTIAL CRITERIA	Method	DESIRABLE CRITERIA	Method
Qualifications/Attainments	Sound educational background with qualifications to a minimum of A-Level / Level 3 or equivalent	A	Degree-level qualification in social work, health or related fields	A
	Clear evidence of continued professional development	A	Management qualification such as a diploma in management studies	A
	Relevant professional qualification in social care or health	A		
Relevant Experience	Experience working at a senior level within a public or voluntary sector organisation	A	Managing housing, homelessness or community services	A
	Management in the field of learning disability services	A	Managing services regulated by CQC	A
	Working with and delivering services to vulnerable people, including people who have a learning disability	A	Writing successful bids or tenders	A
	Proven track record in service development and continuous improvement	A/I	Management of Supported Living schemes	A
	Management of people from a variety of backgrounds and disciplines	A	Experience in managing a dispersed and remote workforce	A
	Project management – planning, implementing, monitoring and evaluating projects	A	Management responsibility for property and assets	A
	Strategic planning and managing change	A		
	Proposing budget plans and managing budgets	A		

	ESSENTIAL CRITERIA	Method	DESIRABLE CRITERIA	Method
	Experience of local authority commissioning and procurement processes	A		
	Identifying need and drawing up creative project proposals	A/I		
Relevant knowledge and skills	Subject expert in all matters related to adults with a learning disability	A/I/T	Knowledge of social care current legislation, regulations and inspection processes	A/I/T
	Safeguarding practice, policy and procedure for vulnerable adults	A/I/T	Sound public speaking and networking skills to a variety of audiences	I/T
	Financial competence; preparing budgets; overseeing financial and resource allocation in accordance to agreed plans	I	Knowledge of health and safety at work legislation and compliance processes	A
	Supervision, appraisal and coaching of staff and an interest in staff development	A/I/T	Knowledge of Caldicott Guardian responsibilities	A
	Understanding of key social and political issues affecting service provision	I	Knowledge of housing and homelessness policy and regulations	A
	Ability to communicate confidently, enthusiastically and effectively at all levels both within Caritas Care and externally	A/I/T		
	Ability to communicate clearly and effectively in writing and produce well written and timely reports	A/I/T		
	Ability to delegate and seek advice as appropriate	I/T		
	Act as a confident ambassador for Caritas Care and manage effective stakeholder relationships at a senior level	I/T		
	Competent in the use of information technology	A		
Special Attributes	Commitment to the Vision, Mission and Values of Caritas Care and a belief in the capacity of the charity to make a positive difference to the lives of those with whom we work	I/T		
	Non-judgemental and open-minded belief in the value of individuals and openness to each person's potential	I/T		
	Awareness and understanding of the effects upon individuals and carers of ageing, disability and sensory	I/T		

	ESSENTIAL CRITERIA	Method	DESIRABLE CRTIERIA	Method
	impairment and a commitment to combating isolation, discrimination and disadvantage			
	Commitment to professional training and development for self and others	I/T		
	Strong self-motivation, resilience and determination to achieve social justice	I/T		
Miscellaneous	Full driving licence and willingness to travel as required	A		
	Willingness to work flexible hours as required including occasional evenings or weekends	A		
	Willingness to consent to a DBS disclosure	A		