

Outreach Service Team Manager

Values-based Person Specification & Job Description



Our Vision is that people with learning disabilities live safe, healthy and fulfilled lives

Our Mission:
To support people with learning disabilities and young people

We do this by:

- Promoting independence and life skills
- Supporting people to try new things
- Creating opportunities for people to come together

Our Values:

1. Quality
2. Trusted
3. Creative
4. Inclusive



1. Who We Are

Rathbone is a Lambeth charity which exists to help people by providing high quality services. We are not a private company designed to make profits for shareholders. We do actually care about making a positive difference - it's not just for show.

2. Our Values

1. Quality - Our Outreach Service exists to deliver high quality support to the people who use our services by being friendly, honest, reliable and responsive to people's needs. Consistently good service delivery depends on finding, developing and retaining workers with values, skills and standards matching our own. In part this is done by paying frontline workers the London Living Wage, by paying for travel time between support sessions in the outreach service – one of the few providers in Lambeth to do so – and by delivering high standards of induction, training and management support.

2. Trusted - Over many years we have built a strong, trusted relationship with service users, families, social workers, health professionals and various other outside agencies. This trust is sustained by delivering a consistently high level of professional, person-centred support to service users, while encouraging and promoting an open, honest and reflective approach to problems. Everyone makes mistakes, but not everyone is open about them or tries to learn from what went wrong. Workers will rarely get in trouble at Rathbone for making an honest mistake, but hiding or not admitting errors will cause serious problems and indicates that a person cannot be trusted. You need to be able to accept responsibility for mistakes and then show that you can reflect and learn from them, and to support others to do the same.

3. Creative - Rathbone may have less resources than many other providers of social care but we take pride in our ability to nurture and encourage the problem-solving skills of managers and frontline workers. This ranges from setting up new and innovative services, finding new answers to old school problems around service delivery and fundraising, to the resourcefulness of

frontline workers - supporting service users to achieve positive outcomes from the day to day challenges and difficulties they face.

4. Inclusive - Rathbone actively promotes equality and diversity and has developed a strong family ethos, which we see as mutual respect and togetherness being valued and encouraged across the organisation. We have two annual evening events where all our service users and their families are invited: the Summer BBQ in July and the Service Users' Christmas Party in December, where we say thank you to the people we support. Most of the staff and managers who attend do so in their own time and we expect you to give a little bit of your own time, 3 hours twice a year, to help make the events a positive experience for everyone who attends. This is part of working for a charity and something which is discussed and acknowledged at annual Appraisals.

3. Personal Specifications

- Strong professional boundaries. The people we support are not our friends as such, although sometimes it might feel like that for them. We have policies and procedures to lay out the framework for professional conduct, and to promote consistent support. You need to have a strong understanding of where the professional boundaries lie and be able to provide guidance to colleagues when they may be faced with situations with potentially blurred boundaries.
- The ability to not take things personally. Some of the people we support may appear rude, ungrateful and disrespectful, and will sometimes use offensive language or aggression towards you and others. Dealing with these situations professionally is part of our job, and for which we provide training and support for frontline workers. Some people get referred to Rathbone because they have limited social skills and problematic behaviour - so they often function very badly in society as a result - which is why they need our support. As a professional you need to be able to shrug your shoulders and remind yourself that you are not being targeted personally and your feelings are not the primary concern - it's about the person's needs. Rathbone has policies, procedures and systems to support and protect you and to draw the lines of acceptability. You need the capacity to stay calm, rational, positive and resilient when others are not and be able to support colleagues to do the same.
- A commitment to work unsocial hours. Some of the support hours Rathbone delivers are unquestionably unsocial for frontline workers, as we deliver support according to service users' needs. Team and individual rotas are intended to be fair and equitable but you need to be able to commit to regularly working early starts, late finishes, weekends, bank holidays and sleep-ins as required.
- Effective communication skills including good spoken and written English and a general understanding of non-verbal communication. Having a non-patronising approach to service users and colleagues alike.
- Computer literacy and admin skills.

- The ability to work effectively within a team and to work alone when required, prioritising work and managing a caseload.
- Effective time management skills.
- The confidence and ability to make decisions on your own initiative, while demonstrating an insight into when help and advice is required.
- Experience of working effectively and empathically with adults with learning disabilities, Autism and challenging behaviour and an understanding of the barriers and challenges they face in daily life.
- The ability to assess and develop behaviour management strategies to support service users whose behaviour challenges and the frontline workers who support them.
- The ability to assess risk and to develop and review risk management procedures to safeguard service users and frontline workers.
- Experience and understanding of the challenges and pressures faced by frontline workers and the ability to support them with these.
- An understanding of the role of effective staff supervision and the ability to provide this, including having the skills and confidence to deliver constructive criticism and advice as required.
- Knowledge of the principles and practice of The Equality Act 2010 and a commitment to promoting the acceptance of diversity when carrying out all duties, including supporting colleagues to do so.
- The ability to represent the organisation at formal meetings, community events and as part of our role in the wider learning disability community within Lambeth and South London.
- A willingness to be flexible to cover for possible sickness and short-notice shift changes and provide on-call support.

4. Role Details

Overall Purpose: To manage a team providing high quality care and support to service users in accordance with their support plan and comprehensive risk assessment; promoting independence, dignity, choice and wellbeing.

Hours of Work: 40

Salary: 23,108.80 - £24,025 (Level 5 Qualified)

Responsible To: Registered Manager, Chief Executive, Board of Trustees

5. Organisational Responsibilities

- To abide by the terms laid out within your Contract of Employment, Staff Handbook and following Rathbone's Policies and Procedures.
- To be adaptable to organisational HR needs such as when a colleague's Maternity or other type of circumstances may require you to work within another part of the organisation for a fixed period of time.
- To work in whichever part(s) of the service you are required to by the organisation: i.e. Supported Living projects, general Outreach Service, Drop-in service or other.
- To comply with issued instructions for using the ECM system accurately and consistently and to support colleagues to do so.
- To have input into and be accountable for elements of the service budget as required.

6. Management of Staff

- To encourage and support colleagues to follow the organisation's Policies and Procedures, and to promptly raise and formally address issues around failure to do so as they arise.
- To manage and support a team of frontline workers, both formally and informally, organising and delivering regular supervision and appraisals as required by the organisation.
- To actively support frontline workers using sickness and absence procedures as necessary.
- To take part in the out of hours On-call system, providing advice to frontline workers, agreeing actions and ensuring accurate records are maintained and information is shared as required.

7. Case Management and Service Delivery

- **Important note:** The *Support Worker Job Description* forms part of your job description when working directly or indirectly with service users.
- Overseeing a caseload and reviewing service delivery in liaison with Keyworkers and frontline workers, arranging and attending cluster meetings and review meetings as required.
- Overseeing the 6 monthly review, updating and signing of Work Plans and Comprehensive Risk Assessments within your caseload.
- To apply and promote a strong understanding of the Mental Capacity Act 2005 (and DoLS) in guiding frontline workers to support service users in making their own informed decisions

and to raise concerns if they have doubts about a person's capacity to make a decision.

- To liaise with a senior manager and notify the local authority of any safeguarding concerns at the earliest opportunity, as required, after being an active participant in discussions around whether particular concerns meet the safeguarding referral threshold.
- Effective partnership working with other involved agencies, including social work teams and health professionals.
- To record compliments and complaints, investigating the circumstances of complaints by speaking to service users and/or their families and interviewing support workers as required by the organisation.

8. Duties with Information and Records

- To apply an understanding of the Data Protection Act 1998 and Rathbone's Privacy and Confidentiality Policy to fulfil your responsibilities when handling sensitive personal information, and to guide and support frontline workers to meet this requirement.
- To maintain a management level standard of written and electronic records using appropriate and professional language.
- To use email and other recording systems to provide factual records and updates to colleagues and outside agencies on a need-to-know basis, also guiding and supporting support frontline workers to do so.
- To complete and submit incident reports and accident reports as required, and to support frontline workers to meet this requirement, ensuring that reports are discussed and addressed at Outreach or Management Team meetings.
- To accurately complete and submit all payroll and expenses documents according to organisational procedures, and to check the documents of frontline workers as required.
- To assist with the production of weekly rotas as required.

9. Other Duties

- To maintain a professional and positive approach and to be accountable for your work.
- To work as part of a management team, regularly attending and actively participating in Outreach and Management Team meetings, including chairing and taking minutes on a rotational basis.
- To feed back all essential monitoring issues to the Outreach and Management Team meetings, and follow up as required to meet organisational, contractual and statutory obligations.

- To be an active participant in developing new services and managing change.
- To carry out service spot checks and comply with other quality assurance processes as required, including co-operating with monitoring and evaluation tasks.
- To participate in the supervision process, working in a co-operative, positive, outcomes-focused manner with your line manager.
- To take minutes in formal meetings as required, including investigation meetings and disciplinary hearings, as required.
- To participate in the recruitment and induction of new frontline workers, as required.
- To provide support and encouragement for volunteers within the organisation.
- To facilitate and maintain a high level of health and safety standards in all areas of service delivery in accordance with statutory regulations.
- To at all times work within statutory guidelines and standards as set out by the Care Quality Commission.
- To take part in training events as required or negotiated, and remain abreast of current needs, practices and developments within the field of services to adults with learning disabilities.
- To be committed to implement and promote Lambeth Elfrida Rathbone Society's Equal Opportunity Policy in carrying out all duties.
- To contribute to the organisation's social media profile and output.
- To carry out other duties and tasks that may arise to meet the needs of service users and the organisation as a whole, and to comply with all reasonable requests.