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# Recruitment information

## Job description and person specification

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**Your title**

Senior Manager, Independent Living Centres

**DBS check**

This post requires an enhanced DBS certificate in the adult workforce including a check of the adults' barred list.

Key aspect of this role that requires this level of check is managing staff and volunteers who, on a day to day basis, carry out regulated activity with adults. The staff and volunteers at all Independent Living Centres carry out those activities listed in 1. and 2. below.

Please, refer to the Safeguarding Vulnerable Groups Act 2006 Schedule 4 Part 2 paragraph 7 sub-paragraph (5)

Additional aspects of this role that require this level of check are around, having to step in on an emergency basis, and:

1. In delivering Meals on Wheels, physically assisting adults in eating and drinking, e.g. plating up and / or cutting up their meals, bringing cutlery to them, filling a glass with water / another drink and bringing it to them. All this in the Meals on Wheels service-user's own home.
2. In providing personal care at any Independent Living Centre, physically assisting and / or advising adults in eating and drinking, e.g. cutting up their meals, filling a glass with water / another drink, and toileting and washing and bathing / showering.

Please, refer to the Safeguarding Vulnerable Groups Act 2006 Schedule 4 Part 2 paragraph 7, subparagraphs (1)(b) and (3B).

<b>Post number</b>	TBC
<b>Your team</b>	Community Support Services
<b>You would be based</b>	The Civic Centre and any of our Independent Living Centres
<b>Your line manager</b>	Head of Community Support Services

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## About the role

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You will be a caring, effective and proven leader who can bring change management skills, is passionate about Community Services and has the ability to work in partnership with Health, Social Care, the Voluntary Sector and Local Businesses to support vulnerable residents lead independent and fulfilled lives in our local communities.

Community Support Services ('CSS') works at the frontline. Our service lines support and deliver to the needs of frail older people, people living with a memory loss condition including dementia, people with a learning disability, and their carers. Our unrelenting focus is on ensuring their wellbeing and promoting their independence.

The role of the Senior Manager, Independent Living Centres, is to lead, develop and support the following service lines, which are all co-ordinated by, and delivered through, our Centres:

- Meal services. These comprise Meals on Wheels, which can include in addition to a hot meal and pudding at lunchtime the provision of a tea time and / or breakfast service delivered at the same time across the borough by volunteer drivers, three course lunches cooked and served at the Centres, and light lunches / snacks available from Community Cafés also in the Centres.
- Elmbridge Dementia Services. Groups meet at Thames Ditton (four days a week) and Walton (three days a week) Independent Living Centres, with a monthly evening get-together for carers at Thames Ditton.
- Cobham Link provides a daily programme of activities and outings, Mondays – Fridays, for people with a learning disability at our Cobham Independent Living Centre.
- Hosting support groups. Claygate and Weybridge Independent Living Centres host weekly support groups for people living with Parkinson's, and Walton a weekly support group for people recovering from a stroke.
- Services for frail older people. All Independent Living Centres offer a programme of regular activities, outings and Centre based events to support local residents stay healthy and maintain their independence in their community, including reducing loneliness and isolation.
- Hiring. Each of the Independent Living Centres is available for hiring by community groups, charitable and other organisations, local businesses and

individuals, both on a regular and ad hoc basis. As well as being a service to local communities and businesses, this is also a commercially important service for the Council.

The Senior Manager, Independent Living Centres, also works closely with and supports the managers and teams responsible for CSS' other service lines:

- Community Transport
- Community Alarm and Technology
- Support for the Voluntary Sector and promotion of volunteering.
- Safe Places Scheme
- Social Prescribing

You will have performance management responsibility for:

- the Independent Living Centre managers at Claygate, Cobham, Hersham, Molesey, Walton, and Weybridge
- the Cobham Link manager
- the Elmbridge Dementia Services manager who also manages the Independent Living Centre at Thames Ditton
- the Centre Support and Policy Manager (up until end August 2022)
- the Independent Living Centre Support officer (a new post)
- the Service and Maintenance officer

You will ensure our teams identify, and our services deliver to, the needs of their local communities and residents, by considering appropriate outreach, access, process and outcome measures, including internal and external initiatives and / or local partnerships.

You will have budget responsibility for annual net expenditure of £1mio., and will be challenged to develop additional and / or increased income streams as well as deliver cost savings.

The role will involve overseeing what will be a potential strategic change agenda over the next two years as well as delivering on any future modelling for Independent Living Centres.

You will lead on a range of efficiency reviews, from our food contracts through to managing debts, Meals on Wheels, hiring and other areas.

You will be compassionate, always go the extra mile when it matters, be innovative and creative. You will have developed strong service review and report writing skills, and be capable of creating a clear and powerful vision of the crucial role Independent Living Centres fulfil in delivering our services.

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## **The main purpose of the role:**

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### Team leadership and performance management

- To have line management responsibility for the six Independent Living Centre managers (Claygate, Cobham, Hersham, Molesey, Walton, and Weybridge), supporting and ensuring the development of services for frail, older people, meal services, hosting and hiring.
- To have line management responsibility for the Elmbridge Dementia Services manager, who is also the Independent Living Centre manager at Thames Ditton, supporting and ensuring the development of services for people in Elmbridge living with dementia and their carers.
- To have line management responsibility for the Cobham Link manager, supporting and ensuring the development of services for people with learning disabilities and their carers.
- To have line management responsibility for the Independent Living Centre Support officer, who supports on projects, procurement, budget monitoring and reporting, and leads on co-ordinating training across Community Support Services, as well as providing core cover across all our Independent Living Centres.
- To have line management responsibility for the Service and Maintenance officer, who undertakes general maintenance duties across Community Support Services, including our Independent Living Centres and Community Transport depot.

### Service development

- To develop and execute service delivery plans for the service lines provided by our Independent Living Centres, and, working collectively with their managers and the Head of Community Support Services, inform and develop

the 2030 vision with a focus on the future sustainability of our service line provision.

- To implement the Council's transformational programme, by developing potential partnership contacts across Elmbridge and working with the Independent Living Centre management team to focus on future sustainability of high-quality service provision.
- To support the Head of Community Support Services as appropriate and when necessary, e.g. in representing Community Support Services on inter-service Council groups, project development, attending meetings.

#### Operations management

- To have responsibility for the development of policies and procedures which support the effective and efficient operation of our Independent Living Centres and the service lines they deliver.
- To have overall responsibility for management of core contracts required for the safe and secure delivery of services and maintenance of our Independent Living Centres.
- To work with the Head of Community Support Services in any emergency. This will include the possibility of setting up and maintaining rest centres following an incident, being contactable to support the Meals on Wheels service at weekends, and may require phone calls or physically supporting vulnerable residents.

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## Specific duties and responsibilities

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#### Team leadership and performance management

- To be responsible for the day to day management of the team of Independent Living Centre managers, Elmbridge Dementia Services manager, and Cobham Link manager, supporting them in the effective resolution of any immediate and urgent issues, as well as the development of longer term planned programmes.
- To ensure managers hold regular staff and 1:1 meetings across the Centres, and the Council's policies, procedures and standards for effective performance management are met and maintained.

- Undertake regular 1:1 meetings with post-holder's 10 direct reports and follow the Council's policies, procedures and standards for effective performance management.
- To support managers in recruiting new staff including induction, and in managing and developing existing staff, performance management, absence management and disciplinary procedures as necessary.
- To ensure appropriate systems are in place for authorisation of timesheets, and expenditure by managers using the Council's procurement card.
- To support the Service and Maintenance officer in providing maintenance and short term cover at any of our Independent Living Centres, as well as guidance on equipment purchase.
- To support the Independent Living Centre Support officer in developing and implementing the training programme for staff delivering services through our Independent Living Centres.

#### Service development

- To develop and maintain strong partnership working with the Integrated Care Partnerships, Adult Social Care and Voluntary Sector partners.
- To participate in multi-agency meetings to generate new initiatives and activities and seek funding to support activity where appropriate.
- To research, produce and prepare reports, and support Independent Living Centre managers, Elmbridge Dementia Services manager, and Cobham Link manager to maintain and monitor contracts for service line provision.
- To work with individual managers on supporting their service development programmes, special events, new initiatives.
- Working with the support of individual managers be responsible for actioning outreach initiatives to promote existing / new / changed services as appropriate across Elmbridge and in local community settings.
- To support Centres, working with the Community Support and Events officer, with their outreach and promotional activity.

## Operations

- To ensure all service lines and Independent Living Centres Centres maintain and operate robust health and safety procedures, including risk assessments, and undertake regular fire evacuations..
- To ensure contracts are in place and monitored appropriately, as well as invoice production and subsequent monitoring of payment.
- Working with Independent Living Centre managers, to be responsible for reviewing existing hiring agreements and procedures, to optimise income.
- Authorise payments on the Council's Financials system as agreed by, and up to the limit set by, the Head of Community Support Services.
- To ensure there is appropriate assessment and care planning to support service-users visiting our Independent Living Centres.
- To ensure regular food contract reviews are undertaken, and that the daily food cost is adhered to.
- To have responsibility for the maintenance and refurbishment programme for the Independent Living Centres, supported by the Independent Living Centre Support officer and working with the Council's procurement and asset management teams as appropriate.
- The Senior Manager, Independent Living Centre Managers could run any of the Independent Living Centres, carrying out all aspects of the centre manager's role, including service-user assessments, setting up services, supporting kitchen and / or care team, and ensuring all daily administrative tasks, including banking, are completed.
- To support the Head of Community Support Services in maintaining an out of hours rota to respond to emergency weekend phone calls which may be in connection to Meals on Wheels, a hiring / building issue, and / or the need to set up and run a rest centre.

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## What's missing?

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Our job descriptions cover as much of the role as we can possibly get down in writing, but issues will arise, and we hope and expect that you will understand that and take on-board other tasks from time-to-time, in keeping with your role of course.

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## **Your conduct**

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We expect the highest standards of conduct from our employees and at all time you must carry out your duties with integrity and in accordance with the Code of Conduct for employees.

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## **Equal opportunities**

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We have a strong commitment to achieving equality of opportunity and expect all employees to implement and promote our policy in their own work.

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## **Health and safety**

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We are committed to a healthy and safe working environment and expect all employees to implement and promote its policy in all aspects of their work.

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## **Personal and sensitive data**

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You will have regard for the duty of care owed to personal data and sensitive personal data and any other confidential or sensitive information which you access in the course of your employment ensuring adherence to the Data Protection Act and the Council's Information Security Policy and related guidance.

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## **Talent development**

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We have a talent development programme that includes regular one-to-ones, mid-year reviews, end of year performance reviews and a strong and varied learning and development programme.

You will be expected to get involved in this talent programme to ensure you are performing at the highest level.

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## Confidentiality

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We are committed to maintaining privacy of all staff and customers. We expect all staff to handle all individuals' personal information in a sensitive and professional manner. All staff are under an obligation not to gain access or attempt to gain access to information they are not authorised to have.

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## Person specification

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**Please read the details on this form carefully before you complete your Application Form. This form lists the essential requirements needed in order to do the job.**

Your written application will be considered in relation to the essential knowledge, skills, abilities, education and experience required for the job and candidates will therefore be selected for interview on this basis.

Elmbridge Borough Council is committed to providing the best possible services and ensuring they are accessible to all who need them irrespective of race, colour, ethnic or national origin, religious or political belief, Trade Union activity, age, disability, being male or female, married or unmarried, sexuality.

### **What you need to tell us on your application form:**

- You will need to tell us throughout your application form and at interview how you can contribute to providing good quality services for all.
- For each of the requirements listed overleaf, you will need to explain how your skills, abilities, knowledge, education and experience make you suitable for this post.
- These may have been gained through previous employment, voluntary/community work, spare time activities, home responsibilities, training or languages spoken.
- You should also include anything else relevant to the job which you think we should know about.

We regret that we can only consider applicants who are already eligible to work in the United Kingdom.

**Senior Manager, Independent Living Centres**

**Post no: TBA**

**Team: Community Support Services**

**Hours: 36 hours per week (Mon – Fri)**

**Salary: PO 50 – 54 (£55,893 - £60,529 p.a.)**

**Car allowance: C2 Frequent Car User**

### **Qualifications and education**

<b>No.</b>	<b>Key requirements</b>	<b>Desirable/essential</b>	<b>To be tested by: Application1 (A) Test (T) Interview (I)</b>
1	Degree level / Health or Social Care or relevant related qualification	Desirable	A / I
2	Management qualification e.g. CMS / DMS / NVQ Level 4	Desirable	A / I

### **Experience**

<b>No.</b>	<b>Key requirements</b>	<b>Desirable/essential</b>	<b>To be tested by: Application1 (A) Test (T) Interview (I)</b>
3	Proven line and budget management experience, or project management experience working with voluntary and community organisations and statutory bodies	Essential	A / I
4	Experience of working with or supporting vulnerable adults or young people, e.g. older people, people with a memory loss condition, a learning or physical disability, frailty or mental health conditions, in a work or domestic setting	Essential	A / I / T
5	Proven leadership experience, including performance management of staff	Essential	A / I
6	Experience of working with volunteers in a care environment	Desirable	A / I

## Knowledge, skills and abilities

No.	Key requirements	Desirable/ essential	To be tested by: Application1 (A) Test (T) Interview (I)
7	Knowledge of Adult Social Care and / or Clinical Commissioning Groups' health responsibilities and services	Desirable	A / I / T
8	Knowledge and / or practical experience of project management in taking forward community initiatives and / or the development of local services	Desirable	A / I / T
9	Ability to use MS Office applications (Word, Excel, Outlook, Powerpoint)	Essential	A / I
10	Ability to undertake risk assessments, particularly Health and Safety	Essential	A / I
11	Ability to analyse data and produce effective written and verbal reports	Essential	A / I
12	Ability to communicate effectively with people of all backgrounds, abilities, ages and gender	Essential	A / I
13	Excellent communication and interpersonal skills	Essential	A / I
14	Ability to plan financially, set budgets and work within them, including monitoring and reporting on financial performance	Essential	A / I
15	Ability to action corrective measures to achieve budget including managing debt	Essential	A / I
16	Ability to achieve at pace in a dynamic environment, taking on multiple tasks to deliver to customers' needs at the same time as meeting the Council's objectives and working with the Council's processes and compliance requirements	Essential	A / I

## Special requirements

No.	Key requirements	Desirable/ essential	To be tested by: Application1 (A) Test (T) Interview (I)
17	Flexible with respect to working hours	Essential	A / I
18	To be ready, willing and able to undertake visits throughout Elmbridge, including to any of the Independent Living Centres, and have access to a vehicle	Essential	A / I
19	An enhanced DBS certificate in the adult workforce including a check on the adults' barred list (This can be obtained after the post is offered)	Essential	A / I / T
20	Working with each of the Independent Living Centre managers, develops solutions to best meet the needs of service users	Essential	A / I / T
21	Innovative and creative in the development and delivery of independent living services	Essential	A / I / T