

Headway Oxfordshire

Service Manager



JOB DESCRIPTION

Term: 1 year (renewable subject to funding and performance)

Salary £30,000-£35,000 pro rata

Hours 37 per week

Responsible to Chief Executive Officer of Headway Oxfordshire

Aims of the Post

To manage, develop and be fully responsible for the delivery of all services offered by Headway Oxfordshire, including (but not exclusively):

- Activity and Rehabilitation Centre
- Oxfordshire ABI Support Service
- Community Support
- Support for Carers
- Transport
- Educational projects
- Any other projects or services developed in the future and deemed appropriate by the CEO/Board of Trustees.

To manage and be responsible for the selection, training, supervision, development and monitoring of staff and staff outputs under your remit

Tasks and Responsibilities

Services

1. To maintain accurate monitoring records and analyse data relating to all services as stipulated by contract/grants/partnerships and as per the direction of the CEO.
2. To return monitoring reports for all services as stipulated in contracts/grants/partnership agreements and as per the direction of the CEO.

3. To ensure all service delivery meets the quality requirements of contracts/grants/partnership agreements and organisational affiliation and as per the direction of the CEO.
4. To ensure that all aspects of HWO's work are recorded as per the requirements of the service and /or contracts/grants/partnership agreements.
5. To manage service delivery related budgets as set by the CEO/Board of Trustees.
6. To provide accurate and timely information in support of the Finance Manager in the preparation of all service delivery related invoicing
7. To provide statistical evidence and complimentary information necessary to support the further development of services and organisational strategy
8. To assist in the development of further support services for brain injured people, their families and carers.
9. To ensure all Headway Oxfordshire's policies and procedures are adhered too by staff in the delivery of all services.
10. To ensure that all aspects of service delivery meet the requirements outlined in Headway UK's Minimum Standards.
11. To represent the interests and work of Headway Oxfordshire to the public and/or other organisations.

Staff

12. To support the management team in HR related tasks, including; recruitment, sanctioning and recording Annual Leave, preparing contracts and updating job descriptions as required.
13. To manage and supervise all staff involved in delivering HWO's services as directed by the CEO.
14. To support and/or be responsible for staff induction and development across all service delivery areas and to make training opportunities available in line with policy and procedure.

This job description is an outline of the duties of the post and is not meant to be a detailed summary. Other duties may be required according to the needs of the organisation.

Person specification

Essential criteria	Desirable
Qualification and proven track record in people and/or project management	Qualification and experience in Management at level 4 NVQ or Social/Health Care equivalent
Experience of managing and supervising staff teams	Experience of managing and supervising staff teams that work within health and/or social care sectors
Qualification and/or experience of working with disability in either voluntary sector or statutory sector setting	Qualification and/or experience of working with brain injury
Understanding of Personalisation in the social care context	Direct experience of working within social care or continuing health care
Experience of working to contract outcomes	Experience of managing statutory sector contracts
Willingness and ability to undertake specific additional qualifications, including Headway UK Cert in Brain Studies.	Headway UK training certification or equivalent
Willingness and ability to undertake specific additional training around rehabilitation in brain injury	Experience/understanding of rehabilitation in the context of brain injury
	Experience of working in a rehabilitation setting
	Experience/understanding of the role of personal assistants
Experience of utilising CRM systems to record and monitor work and outcomes	Experience of utilising health and /or social care CRM systems to record and monitor work and outcomes
Good level of general IT literacy	Ability to support staff to maintain a good level of IT literacy and able to troubleshoot simple networking problems
Excellent literacy and numeracy and ability to write reports.	
Ability to work on own initiative and organise own workload	
Ability to work as a member of a small team.	
Demonstrate the ability to be flexible and solution focused when meeting changing circumstances	
Ability to communicate appropriately, verbally and in writing at all levels	
Demonstrable commitment to Equal Opportunities	
Have a full clean driving License and regular use of a vehicle	Have the ability and license code to drive minibuses.