

Service Manager - Generic Job Specification

We are looking for a Service Manager to join our team located in West Midlands.

You will provide support to our service users in all aspects of daily living whilst promoting independence. This could include various domestic tasks, engaging in activities and accompanying individuals at leisure activities or other outings into the community.

Location: West Midlands.

Hours: 37.5 hours per week with on call responsibility on a rota basis.

Duties / Requirements for this role:

As one of our Service Managers, day-to-day responsibilities include but are not restricted to:

- Take accountability for the Service, ensuring compliance is met in line with Select Lifestyles company policies, procedures and regulatory requirements, striving to achieve and maintain the highest quality Care Rating.
- Manage all staff within the Service, including their working hours and rotas.
- Take on an active Leadership approach, which positively influences your team and sets a standard across the board to all staff ensuring our highest standard of practice and service delivery.
- Continuously developing your team, as well as liaising with our in-house recruiter to source ideal candidates for your Service.
- Ensure that all care services comply with Government legislation, Social Care Council Codes of Practice, any other legal or contractual obligations and Select Lifestyles Ltd policies and procedures.
- Liaise with other key staff to deploy and manage staff teams in the most effective way, including rota management, recruitment and selection of staff, staff probation, supervision and performance review, grievance and disciplinary matters.
- Drive initiatives within the Care Management team that contribute to the long-term operational excellence of Select Lifestyles Ltd.
- Cover for other Care Managers at times of annual leave and unexpected absence.