

CARERS TRUST MID YORKSHIRE

Strategic Development and Service Delivery Manager

PURPOSE

To lead the strategic development of the organisation, undertaking business development activity deputising for the CEO as required; and overseeing the day to day operations of the organisation in order to provide high quality services to our clients; ensuring that high quality services are provided by appropriately trained and qualified staff complying with all relevant legislation.

ACCOUNTABLE TO: The Chief Executive

PRINCIPLE TASKS:

Strategic Management

- As part of the Senior Management Team, deputise in the absence of the Chief Executive, taking effective decisions to ensure the smooth running of the organisation on a daily basis
- Lead strategic planning within the organisation and the development and management of new services and business opportunities
- To produce and utilise a performance management scorecard for the organisation and ensure the regular, systematic use of management information to drive service delivery, including risk management
- In conjunction with the Chief Executive and Finance Manager produce and manage the Trust's annual budget
- Attend and advise Board Meetings as required
- To work as part of a team, providing flexible support and cover as required to maintain high quality services, including providing out of hours advice when necessary

Policies

- Keep up to date with relevant legislation which may affect the operational activities of the organisation, developing systems to ensure compliance with such legislation; including GDPR and compliance with the Essential Standards of Quality and Safety, (as prescribed by the Care Quality Commission), and any other relevant regulatory standards
- Have an overview of all the policies of the organisation and in-depth knowledge around critical policies, ensuring appropriate systems are in place to manage effective implementation
- Liaise with Carers Trust about the national policy framework. Update and maintain policy records
- Plan and implement methods to provide all staff with policy updates to ensure that all staff act in accordance with the policies and procedures of the organisation, as a framework for good practice, and to ensure compliance with insurance requirements

Stakeholders and Promotion of Carers Trust

- Support the Chief Executive and Board in developing and maintaining effective external relationships with key stakeholders and partnerships
- To work with the Chief Executive on any initiative to raise awareness and to promote Carers Trust, including Communication Strategies, Newsletters and Social Media
- To undertake any specific tasks/projects as directed by the Chief Executive
- Liaise with national Carers Trust playing a full role within regional structures

Service

- To act as contract lead for major delivery contracts, including working with the Chief Executive on the preparation and submission of tenders, grant applications and new service proposals
- To have operational lead for service delivery, with responsibility for Locality Managers, ensuring that they carry out their Registered Manager roles appropriately and maintain a focus on service delivery and care quality
- To assist with all managerial aspects in relation to staff, including recruitment and selection, performance, sickness, other absences, conduct and discipline
- To manage the care administrative team and HR and training function
- Ensure that the Trust has appropriate IT and information systems to support service delivery

Training

- Oversee all training for the organisation.
- Prepare and maintain an organisational Workforce Development Plan and ensure the implementation of the annual training plan, ensuring that all mandatory training is monitored, flagged up when required and then organised and planned well in advance
- Ensure potential training and funding opportunities are researched, produce bids and applications for funding towards the cost of all training including NVQ/Diploma training
- Be responsible for the system for the induction of staff, including planning and delivery

OTHER TASKS

- Work within the philosophy and ethos of the organisation. Adhere to all policies and procedures, codes and standards, including health and safety regulations and quality standards at all times
- Ensure that equality and diversity principles are applied at all times

Person Specification

Essential	Desirable
<p>Qualifications:</p> <ul style="list-style-type: none"> • Educated to A Level or equivalent standard, e.g. NVQ Level 4 	<ul style="list-style-type: none"> • Degree level or above or a recognised professional qualification • A recognised care qualification e.g. Level 5 NVQ in Health and Social Care
<p>Experience of:</p> <ul style="list-style-type: none"> • Experience of managing budgets and resources • Experience of working with and developing partnerships with external organisations 	<ul style="list-style-type: none"> • Managing or developing social care services • HR experience • Experience (paid or voluntary) working with people with disabilities and/or with carers • Experience of voluntary sector organisations • Experience of preparing funding bids
<p>Skills and Abilities:</p> <ul style="list-style-type: none"> • Exceptional organisational ability and highly skilled at planning • Strong business planning skills • Strong people management skills • Good communication skills • Ability to manage resources effectively • Ability to collect and provide information via excellent written reports or by verbal presentations • Ability to lead teams and to be a team member 	<ul style="list-style-type: none"> • Ability to work outside usual office hours as and when required
<p>Knowledge:</p> <ul style="list-style-type: none"> • Knowledge of and a commitment to equal opportunities 	<ul style="list-style-type: none"> • Knowledge of the Essential Standards for care providers and the role of the Care Quality Commission • Knowledge of Skills for Care and the National Occupational Standards in relation to training in Social Care • Up to date knowledge of Employment Law
<p>Other requirements:</p> <ul style="list-style-type: none"> • Driving Licence • Availability of own transport 	

Advertisement

Are you committed to supporting people in the community, working with unpaid carers? Are you a future voluntary sector Chief Executive?

Being an unpaid carer is a rewarding but challenging role that many of us will undertake at some time. For carers, maintaining their own well-being and doing the things that are important to them can become a major challenge as they focus all of their efforts on the person they care for.

Carers Trust Mid-Yorkshire has an exciting opportunity for an effective senior manager to make a difference for carers while developing their own career.

CTMY is a highly regarded and successful organisation providing personal support to over 600 unpaid carers to enable them to live the life they choose while they care for someone they love.

We deliver over 110,000 hours of support to carers and have major contracts across Mid Yorkshire, and relationships with councils and NHS bodies in Kirklees, Leeds, Wakefield and Calderdale.

Having recently secured two major contracts, and our long-term future, we have an exciting opportunity for a Strategic Development and Operations Manager to lead the implementation of these contracts and the development of new opportunities to work with carers across our area.

Previous applicants need not reapply.

Salary £32,000 - £34,000.

Closing date: 1pm 27th January 2020

Probable interview date: 6th February.

Reply with cv outlining how you meet the requirements of the person specification to Rachael.Wilson@cymt.org.uk

For further discussion contact Kevin Cooper on 01484 537036.