



JOB DESCRIPTION - Geneva Road (Day Opportunities) Manager

Salary: £33,500 FTE

Hours: 8:30am-4:30pm Monday to Friday (4 days per week available).

Location: 13 Geneva Road, Kingston, KT1 2TW

Reports to: The CEO

Main Purpose of the Job

- 1 To manage the Geneva Road Day Opportunities Service
- 2 To undertake overall day to day management of the Geneva Road Service, including such areas as staff management, administration, compliance with workplace legislation, maintenance of the building and customer care
- 3 To be involved in the planning and implementation of strategy and policy developments for Geneva Road so as to ensure that it is a leading-edge provider of services for adults with a disability
- 4 To ensure the effective implementation of the service's Aims and Objectives
- 5 To engender team working and good practice within the service
- 6 To ensure that Enhanceable's values listed below underpin the work of the service:
 - Promoting empowerment
 - Achieving/maintaining excellence
 - Communicating clearly
 - Changing and developing positively
 - Having a presence in the community
 - Challenging prejudice

Main Responsibilities

1. Policy and Forward Planning

- To keep updated regarding current legislation and good working practice and help to formulate policy for adult services accordingly
- To assist the CEO in carrying out a strategy review to ensure that Geneva Road continues to provide services which meet the needs of customers and sponsoring authorities
- To be involved with the CEO in short and long term planning for the service
- To monitor the effectiveness of policy implementation and planning, reporting the outcome to the CEO.

2. Customers

- To ensure the development of the skills and abilities of each individual customer by assessment, encouragement, support and development of their own individual abilities whilst respecting their rights and values
- To be responsible for the assessment of prospective Geneva Road customers
- To ensure that the appropriate level of personal care is provided for each customer, enabling and developing their independence
- To be responsible for the customers general welfare at the service, involving emotional support and, where appropriate, calling upon outside support by agreement of the CEO
- To be responsible for the management of a programme of regular reviews and, subject to customers agreement, to create and implement individual programme plans to meet jointly agreed needs of customers
- To be responsible for the operation of a key-worker system
- To be responsible for representing Enhanceable at Reviews
- Responsibility for customers' moving and handling requirements, using the services of a Specialist Advisor, and including maintenance of Risk Assessments for all those customers needing staff intervention. To ensure that all risk assessments are reviewed at least annually and always when a customer's needs change.
- To ensure operation within appropriate professional boundaries and within the statutory framework.
- To ensure that EnhanceAble's Equal Opportunities policy is operated at all times.

3. Programme

- To be responsible for ensuring the provision of an appropriate and needs-led programme of activities for customers, both on and off-site. The programme is to focus on employment and education activities.
- To be responsible for ensuring that the programme is reviewed quarterly
- To be responsible for providing personal skills development by exploring new activities and integrating them into the service's programme.

4. Staff

- To be responsible for all aspects of staff management including input in recruitment, regular supervision, appraisals, training and development.
- To ensure that staff and volunteers are selected, trained, developed, and appraised in a manner consistent with EnhanceAble values, current legislation and recognised good practice, and in a way which enables the organisation to achieve its goals most effectively.
- To be responsible for the application of EnhanceAble staff policies, including the disciplinary and grievance procedures
- To ensure that staff training is provided in essential matters such as moving and handling, food hygiene and health and safety.
- To ensure that appropriate forums are in place to foster good communications within the staff team
- Ensure external support workers and stakeholders are welcomed to the service, have signed appropriate documentation etc.

5. Health & Safety and Site Maintenance

- To be responsible, in conjunction with the Operations Manager, for Health & Safety at the service, including the regular review of the Health & Safety of the service, the

implementation of procedures that meet that policy and the regular monitoring of the effectiveness of these procedures

- To be responsible, in conjunction with the Operations Manager for all aspects of compliance with fire regulations and workplace legislation, and for reporting regularly thereon to the CEO. To include three-monthly fire/evacuation drills, the maintenance of a fire book in accordance with the fire procedure, regular testing of the alarm system and the monitoring of fire exits, car parking arrangements etc
- To be Responsible for the maintenance of an Accident Book and compliance with the service's Accident Policy
- To be responsible, in conjunction with the Operations Manager for the development of a planned maintenance schedule for the service's assets and for making recommendations to the CEO as to appropriate levels of expenditure and the phasing of work when required
- To be responsible, in conjunction with the Operations Manager for the security and maintenance of all property, plant and equipment, vehicles and other assets at the service, ensuring that periodic inspections are conducted and accurate records are kept.

6. Financial Management

- To be responsible, in conjunction with the SMT for the implementation of proper financial procedures and for ensuring that proper books and records are maintained
- To be involved in the financial management of the service within budgets and cash forecasts determined by the service Management Committee, including control of expenditure, billing of Local Authorities for sponsorship, billing of customers for work done and collection of amounts receivable

7. General Administration

- To be responsible for administration and maintenance of admin and office systems to ensure the smooth running of the service on a day-to-day basis
- To be responsible for ensuring the provision of catering, transport, domestic and other support services.

8. Management Reporting

- To participate in regular supervision with the CEO
- To submit monthly reports to the SMT
- To attend meetings in the absence of the CEO.
- To report all urgent matters promptly to the CEO or SMT

9. Liaison and Community Involvement

- Jointly, in conjunction with the CEO, to be responsible for communication and liaison with residential units, Social Services Departments, London Boroughs and other Agencies which enable the EnhanceAble Adults' Services' objectives to be met.
- To be responsible for initiating and maintaining links with local press and media concerning Adults' Services in the CEO's absence.
- To be jointly responsible for maintaining contact with organisations in the immediate community and keeping them informed about activities of the Geneva Road service, including distribution of information, public speaking and organisation of information days etc.

10. Any other duties

- The duties of this post will change and develop over time. The CEO and the Executive Committee in conjunction will regularly review this Job Description with the post-holder.

Person Specification - Geneva Road (Day Opportunities) Manager

1. Knowledge and experience of working with disabled people.
2. Be a skilled team leader who can inspire and enthuse teams and lead by example
3. A belief in EnhanceAble's values
4. Willingness to become a trainer in Epilepsy, Medication Administration and Moving and Handling.
5. Fantastic written and verbal communication skills
6. Excellent IT skills and experience.
7. Excellent time management and organisational skills.
8. A high value and regard for diversity and equality
9. A commitment to valuing staff members and the team
10. The ability to present and liaise professionally
11. Have achieved or willingness to work towards a Level 5 in Adult Social Care

Regrettably, this position is not open to those requiring sponsorship.